

Callide Valley Customer Advisory Committee

Date: Tuesday 18 November 2025

Time: 1:00pm - 3:00pm

Location: Biloela Hotel, 60 Callide Street BILOELA

Attendees:

Customer representatives: Richard Fairley, Ross Shepherdson

Sunwater representatives: Daryl Conway (Operations Manager Biloela), Craig Cahill (General Manager – Fitzroy), Caley Pearce (Stakeholder Relations Advisor), Matthew Pearce (Head of Regulatory & Pricing, online), Megan Shea (Water Security & Policy Manager, online).

Department representatives: Ariane Leyden

Council representatives: Antyony Lipsys (Banana Shire Council),

Guests: Sharon Geall (CS Energy), Sally Bulten (CS Energy), Rachel Hughes (CS Energy), Luke Amies (Epic Environmental)

Apologies: Scott Stevens, Ashley Jensen

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Daryl Conway
2	Previous meeting overview/ actions	Daryl Conway
3	PFAS Monitoring – CS Energy	Sharon Geall, Luke Aimes
4	Region Update – Fitzroy	Craig Cahill
5	Regulated Asset Base (RAB) - Irrigation Price Review	Matthew Pearce
6	Callide Valley Service & Performance Plan (S&PP)	Daryl Conway
7	Water Planning Update	Megan Shea
8	Customer Engagement Update	Caley Pearce
9	General Business	Daryl Conway

1. Meeting open

- Meeting opened at 1:04pm.
- Introductions and Acknowledgement of Country delivered.

2. Previous Actions

Previous actions discussed.

3. PFAS Monitoring – CS Energy

CS Energy provided an update on the ongoing PFAS investigation, remediation activities and community engagement, including technical monitoring results, regulatory compliance, and future plans.

- **Member question:** Member asked about the filtration system. What is the worst-case scenario if PFAS levels cannot be controlled? How many gallons per hour can the filtration systems handle for irrigation supply, and would they meet Freshcare standards for food products?
- **CS Energy response:** CS Energy explained the systems installed on landholder properties are designed for domestic use and are not suitable for high-volume irrigation required for commercial operations. Larger systems and pumps would be necessary for those volumes. CS Energy noted it could provide details of the manufacturer for reference.
- **Member question:** Member asked what factors have contributed to the reduction in PFAS levels?
- **CS Energy response:** CS Energy replied that several factors have influenced the reduction, including remediation of source areas and management of seepage pathways. In 2022, CS Energy chemically stabilised impacted areas to limit further PFAS generation. Efforts to prevent PFAS leaving the site are critical to reducing concentrations. Seasonal conditions also play a role; during the wet season, increased water volume dilutes PFAS levels. Additionally, ongoing groundwater movement helps flush PFAS through the system. CS Energy's strategy focuses on minimising new inputs and allowing the system to naturally reduce concentrations over time.

4. Region Update – Fitzroy

Sunwater provided an update on the newly established Fitzroy and Pioneer Bowen Basin regions, formerly the Central region. Craig Cahill, General Manager, Operations – Fitzroy was introduced to the Customer Advisory Committee.

- Craig Cahill can be contacted on 0437 148 832 or Craig.Cahill@sunwater.com.au

5. RAB Update

In response to the Queensland Government's consideration of a regulated asset base (RAB) methodology for renewals recovery, Sunwater presented on its RAB review, its purpose, scope and key dates; QCA methodology; and the significance of closing annuity balances.

- **Member question:** Member asked if it was the government's decision to change the pricing methodology.
- **Sunwater response:** Sunwater confirmed the decision rests with the Queensland Government.
- **Member question:** Member noted that Callide Valley is always going to run at a loss. Member asked would this methodology put irrigators further out of pocket.

- **Sunwater response:** Sunwater responded that both methodologies allow Sunwater to recover prudent and efficient costs. It noted Callide Valley's large negative annuity balance will affect prices for many years to come. The period over which it is recovered under a RAB methodology is a choice because it does not have a natural asset life. Sunwater will put forward a proposal, and the QCA will make its determination after considering customer feedback.
Prices under a RAB methodology do differ from the annuity methodology but irrigator prices continue to benefit from the Government's transition pricing policy which means irrigation prices for Callide Valley will be the same under either method for a number of pricing periods to come.

6. Callide Valley Service & Performance Plan (S&PP)

Sunwater provided an overview of the Callide Valley Service and Performance Plan (S&PP) 2025, noting it is published on the Sunwater website on the scheme pages.

- **Member question:** Member asked what the support costs include.
- **Sunwater response:** Sunwater advised the support costs cover the expenses required to operate the business beyond the physical delivery of water. This includes items such as vehicles, engineering services, Brisbane office operations, and staff costs.

7. Water Planning update

Sunwater provided a progress update on the proposed Callide Valley WSS Operations Manual amendment, publishing groundwater data, and a drawdown forecast for Callide Dam.

- **Sunwater question:** Sunwater asked if customers would prefer the groundwater data displayed on the website as a list with dates and values, or a graph showing historical levels.
- **Member response:** Members responded both versions would be preferred.
- **Action:** Sunwater to publish both versions of groundwater data on the website.

8. Customer Engagement

Sunwater provided an update on the revised CAC Terms of Reference, the finding from the recent CAC member survey and a reminder to complete the Sunwater Customer Survey.

- **Sunwater question:** Sunwater asked if members would be interested in a tour of the Callide Valley WSS assets.
- **Member response:** Members responded they would like to do an asset tour.
- **Action:** Sunwater to organise an asset tour in 2026.
- **Member question:** Member asked if the feedback from the customer survey is actioned and if Sunwater follow-ups with customers who provide negative feedback.

- **Sunwater response:** Sunwater responded that feedback is taken seriously and noted as the survey is anonymous, individual issues cannot be addressed unless contact details are provided. However, if scheme, regional or operational issues are raised, Sunwater can investigate them.
- **Action:** Sunwater to share what happens to customer survey data and findings.
- **Sunwater action response:** Feedback from the customer survey is directed to the relevant areas within Sunwater, most actionable items are for the Operational team. Survey findings are presented at the next scheduled CAC meeting and published on the Sunwater website under the Customer Survey page. The results are also shared with the Irrigation and Water Customer Committee, a newly formed sub-committee of the Sunwater Board.

9. General business

Sunwater provided an operations update, including an explanation of recent valve replacements.

- **Action:** Follow up with members who did not attend the meeting and confirm contact details.

10. Meeting close

Meeting closed at 3:00pm. Next meeting scheduled for 25 March 2026.

11. Actions

Action item	Owner	Status
Sunwater to publish both versions of groundwater data on the website.	Megan Shea	In progress
Sunwater to progress organising an asset tour in 2026.	Daryl Conway	In progress
Sunwater to share what happens to customer survey data/findings.	Caley Pearce	Complete (in minutes)
Follow up with members who did not attend the meeting and confirm contact details.	Caley Pearce & Daryl Conway	In progress

12. Approval and review

Chair:	Daryl Conway
Minutes:	Caley Pearce
Date:	18 November 2025

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Live chat: [sunwater.com.au](https://www.sunwater.com.au) (Monday to Friday, 8:30am – 4:30pm)

Post: PO Box 15536 City East QLD 4002

Fax: (07) 3036 6482

Delivering water for prosperity