

St George Customer Advisory Committee

Date: Tuesday 31 March 2026

Time: 10:00am - 12:00pm

Location: The Australian Hotel, 96-68 St Georges Terrace, ST GEORGE QLD

Attendees:

Customer representatives: Dylan Sherriff (Balonne Shire Council), Wayne Curtis (Mallawa Irrigation), Andrew Sevil (Customer), Scott Armstrong (Customer)

Sunwater representatives: Nathaniel Ash (General Manager South), David Towner (Operations Coordinator), Keelie O’Sullivan (Customer Engagement Advisor), Rachel Rice (GM Customer & Commercial) (online), Megan Shea (Water Security & Policy Manager) (online), Kurt Sjolund (Operator Maintainer)

Department representatives:

Apologies: Bill Kadel (Sunwater), Peter Brownhalls (Department of Local Government, Water and Volunteers), Ross Keeley (Customer)

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Nathaniel Ash
2	Expectations and purpose	Keelie O’Sullivan
3	St George Water Supply Scheme Overview	David Towner
4	Water Security and Policy	Megan Shea
5	Customer Systems Update	Rachel Rice
6	Beardmore Dam Emergency Action Plan (EAP) update	Nathaniel Ash
7	General Business	Nathaniel Ash
8	Meeting Close	Nathaniel Ash

1. Meeting open

- Meeting opened at 10:00am.
- Sunwater delivered an overview of the agenda.
- Attendees introduced themselves.

2. Expectations and purpose

- Sunwater explained the purpose of Customer Advisory Committees. The committee is made up of a cross-section of stakeholders, including the Department Local Government, Water and Volunteers (DLGWV), Council, river and LMA customers.
- A brief overview of the Terms of Reference (ToR) was presented, highlighting members' roles and responsibilities as representatives of their sectors.
- Members are encouraged to advise if there are topics they would like to see raised as agenda items.
- **ACTION:** ToR to be resent to members with the meeting minutes.

3. St George Water Supply Scheme Overview

- Sunwater provided an overview of the St George Water Supply Scheme.
- **ACTION:** Sunwater to send scheme overview infographic to members with the meeting minutes.

4. Water Security and Policy

- Sunwater explained the role of Sunwater's Water Security and Policy team, who are presently working on a submission on the Murray Darling Basin discussion paper.
- The team also writes submissions during water plan reviews. The Condamine Balonne Water Plan expires in 2029. DLGWV starts their process three years before.
- The team writes applications for Resource Operations Licence (ROL) and Operations Manual (OM) amendments. These amendments can occur customers or Sunwater want to review the rules or could reflect necessary changes following a water plan review.
- The team is responsible for quarterly and annual reporting to the Department.

5. Customer Systems Update

Sunwater provided an update on Customer Systems, including the Orion Customer Authentication project, which will introduce multi factor authentication (MFA) for the customer portal and mobile app. Sunwater also provided an update on the CASPr rebate and introduced the Customer Systems Renewal project, which will replace the current Orion system.

- **Member question:** Member asked if previous CASPr contributions were itemised on customer invoices.
- **Sunwater response:** Sunwater provided an explanation that for schemes that pay target prices, a portion of that Part A tariff contributed to this project.
- **Member feedback:** Member provided feedback that the app doesn't reflect the website and does not have enough detail on it. For example, reconciliation is not visible.
- **Member question:** Member asked about the staged approach in relation to Orion as well as timeframes.
- **Sunwater response:** Sunwater explained there are some off the shelf products that might be suitable for billing and customer relationships but noted water accounting is more complex because of ROL requirements. Sunwater is yet to test the market and see what is available as a standalone water accounting product.
It was noted, Sunwater's focus is now on extending the life of its existing systems. A realistic timeframe for renewal, given the complexity would be three to five years.
- **Member question:** Member asked if customers will be engaged in this process?
- **Sunwater response:** Sunwater confirmed customers would be engaged. This has been a key learning from the CASPr project.
- **Member question:** Member asked if Sunwater has looked at outsourcing water accounting.

- **Sunwater response:** Sunwater confirmed water accounting is a core activity completed inhouse. There are not a lot of experts that are familiar with water accounting and how it is linked to billing.

6. EJ Beardmore Dam Emergency Action Plan (EAP) update

- Sunwater delivered an update about work being undertaken on EJ Beardmore Dam EAP notifications.

7. General Business

- Sunwater reiterated that it's keen to hear members' feedback on how the meetings are running – what's working / what's not working.
- **Member question:** Member asked for an annuity/Regulated Asset Base (RAB) update.
- **Sunwater response:** Sunwater recently issued a submission to the QCA. Sunwater has received Government's direction on what to charge this year and next year. Following Government's decision about whether to adopt the RAB or retain the annuity approach, Sunwater will receive another direction on prices.
- **ACTION:** Sunwater to provide a link to Sunwater's recent RAB submission.
- **Member comment:** Member commented that customer submissions were due.
- The committee discussed when would be a suitable time to meet again and agreed to aim for six months' time.
- **ACTION:** Sunwater to issue a placeholder for another meeting in six months.
- Sunwater suggested discussing planned corrective projects at the next meeting.
- **Action:** Sunwater to include Planned Corrective Maintenance (PCM) discussion as an agenda item at the next meeting.
- Sunwater offered the option to rotate the meeting chair if that is something that customers would be interested in.
- **Member question:** Member asked if there any infrastructure issues following the last weather event.
- **Sunwater response:** Sunwater advised infrastructure held up well.
- **Member comment:** Member noted there are no functional gauges between Cashmere and Mitchel.
- **Sunwater response:** Sunwater is looking into upgrading the current gauges and increasing the number of gauges in Maranoa for more visibility of stream flows.

8. Meeting close

- Meeting closed at 10:44am.

9. Actions

Action item	Owner	Status
ToR to be resent to members with the meeting minutes.	Keelie O'Sullivan	Closed. Terms of Reference can be accessed here: Terms of Reference
Sunwater to send scheme overview infographic to members with the meeting minutes.	Keelie O'Sullivan	Closed. The St George Water Supply Scheme schematic can be accessed here: St George Schematic Map
Sunwater to provide a link to Sunwater's recent RAB submission.	Keelie O'Sullivan	Closed. Sunwater's recent RAB submission to the QCA can be accessed here: Review of RAB-based irrigation prices 2027-29
Sunwater to issue a placeholder for another meeting in six months.	Keelie O'Sullivan	Closed. Placeholder issued for 29 September 2026.
Sunwater to include Planned Corrective Maintenance discussion as an agenda item at the next meeting.	Keelie O'Sullivan	Open.

10. Approval and review

Chair:	Nathaniel Ash
Minutes:	Keelie O'Sullivan
Date:	4 April 2026

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

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