

Bundaberg Customer Advisory Committee

Date: Thursday 2 April 2026

Time: 10:00am - 11:30am

Location: Sunwater Office, Large Conference Room, 34 Enterprise Street, BUNDABERG

Attendees:

Customer representatives: Mark Pressler; Tanya Howard; Dale Hollis; Bree Grima; Simon Doyle; Joe Lyons

Sunwater representatives: Colin Bendall (Executive General Manager Operations & Customers); Darren Large (General Manager Operations Burnett Lower Mary (BLM)); Shannon Lancaster (Operations Manager BLM); Matt Galton (Project Director – Detailed Business Case and Enabling Works, online); Mal Shephard (Chief Development Officer, online); Deniz Sezgin (Project Development Manager, online); Emma Natty (Senior Stakeholder Relations Advisor, online); Sarah O’Grady (Customer Engagement Advisor, online)

Apologies: Christopher Russo, Dean Akers, Joanne Hall, Peter McLennan, Simon Ricciardi

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	All
2	Previous meeting actions	Darren Large
3	Operations update <ul style="list-style-type: none">Flood damage and inspection repairsBen Anderson shutter replacementAnnual maintenance shutdown program	Darren Large
4	Paradise Dam Improvement Project update	Matt Galton
5	Bundaberg Scheme Distribution Capacity Upgrade update	Deniz Sezgin
6	Customer Systems Update	Colin Bendall
7	Customer engagement	Sarah O’Grady
8	General business	Darren Large
9	Meeting close	

1. Meeting open

Meeting opened at 10:06am. Introductions delivered.

- **Member question:** customer requested Kate Lyons is removed from the CAC contact list.
- **ACTION:** Sunwater to remove Kate Lyons from the CAC invite list.

2. Previous meeting actions

Sunwater provided an update on previous meeting actions.

3. Operations update

Sunwater provided an update on flood damage, inspection outcomes, and repair works at Paradise Dam, Ned Churchward Weir, Don Beattie Pump Station, Woongarra Pump Station, and Ben Anderson Barrage. An update was also provided on the Ben Anderson Barrage shutter replacement and the annual maintenance shutdown program.

- **Member question:** Member asked whether the flood damage would trigger an insurance claim.
- **Sunwater response:** Sunwater advised it expects the costs to reach the insurance deductible; however, this has not yet been confirmed as damage assessments are ongoing. If the deductible is reached, Sunwater will submit a claim, which would be the first such claim since 2013.
- **Member question:** Member asked whether the flood protection system that prevents the motors from being inundated is still in place at Woongarra Pump Station.
- **Sunwater response:** Sunwater confirmed the system was decommissioned following the 2013 floods as it was only semi effective. The strategy since this time has been to remove the motors and store them back at the Bundaberg Depot.
- **Member question:** Member asked whether local divers were engaged to undertake the repair works.
- **Sunwater response:** Sunwater advised the divers were from the Moreton Bay area, noting there are only a small number of specialist suppliers operating in Queensland.
- **Member question:** Member asked when the shutter replacement at Ben Anderson Barrage is expected to commence and what impact this may have on irrigators.
- **Sunwater response:** Sunwater confirmed it's aiming to start the work in four weeks, once the contractor's workforce is mobilised. During the work, Sunwater will continue to operate the storage within its operational range – with the crest level at 2.36 m. Some irrigators may be impacted, although this may not be immediately apparent if they have not attempted to access water.
- **ACTION:** Sunwater to consider and discuss appropriate customer engagement in relation to the proposed shutter replacement works at Ben Anderson Barrage.

4. Paradise Dam Improvement Project update

Sunwater provided an update on the Paradise Dam Improvement Project.

5. Bundaberg Scheme Distribution Capacity Upgrade update

Sunwater provided an update on the Bundaberg Scheme Distribution Capacity Upgrade.

- **Discussion:** Discussion regarding the distinction between 'off-peak' and 'peak' entitlements. Sunwater explained 'peak' refers to periods when the system is operating at capacity. Peak entitlement is specific to each pipeline and requires significant operational management.
- **Discussion:** Discussion about whether the project would sit within the regulated part of the scheme. A member commented they are satisfied with the scheme in its current form and noted Sunwater may face customer resistance if irrigators are expected to fund the upgrade. Sunwater

acknowledged these concerns and advised the works form part of the regulated asset base. Sunwater is currently considering a range of potential funding options and will provide further information as the studies progress.

6. Customer systems update

Sunwater provided an update on Customer Systems, including the Orion Customer Authentication project, which will introduce multifactor 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 whether there had been any changes to the workforce following the recent restructure and noted there had been a significant increase in headcount during a previous restructure.
- **Sunwater response:** Sunwater advised there will be a new Executive General Manager for Corporate Affairs and the workforce hadn't reduced as a result of the recent restructure and confirmed Sunwater continues to seek operational efficiencies.
- **Member comment:** Customer commented they want a sustainable scheme and would like to see more information about operational costs, including electricity and big-ticket items.
- **Member question:** Member asked about the anticipated cost of existing customer system upgrades.
- **Sunwater response:** Sunwater advised the specific cost was not available at the meeting but is expected to be in the order of a couple of hundred thousand dollars. Sunwater confirmed it will engage closely with customers prior to any major system upgrades.
- **Member comment:** Member offered to facilitate a customer feedback session by bringing customers together to provide input on any new system.
- **Discussion:** Discussion regarding the chairing of Bundaberg CAC meetings. A member commented they are comfortable with any representative from Sunwater, provided the person has a sound understanding of the scheme, and queried why Sunwater staff from outside the scheme attend CAC meetings.

7. Customer engagement

Sunwater presented the findings from the 2025 Customer Touchpoint Survey.

- **Member comment:** Member suggested offering an incentive, such as a rebate, to encourage customers to complete the customer survey.
- **Sunwater response:** Sunwater advised it will consider this option as part of the refresh of its Customer Engagement Strategy.
- **ACTION:** Sunwater to consider the use of customer survey incentives as part of the Customer Engagement Strategy refresh.
- **Member question:** Member asked what the 'other' category represents in the customer type classification on the customer survey.
- **Sunwater response:** Sunwater advised it will confirm and report back to the committee.
- **ACTION:** Sunwater to confirm what the 'other' category represents in the customer type classification on the customer survey.
- **Customer comment:** Customer noted the language used in surveys can often discourage people from responding.
- **Sunwater post-meeting update:** Sunwater is reviewing its Annual Survey questions to simplify questions and encourage responses.

8. General business

Sunwater provided an update on current water quality at BLM assets and requested dates for a scheme asset tour.

- **Member comment:** Member suggested doing the scheme asset tour after July.
- **ACTION:** Sunwater to suggest some dates (after July) for a scheme asset tour via email to CAC members.

9. Meeting close

Meeting closed at 11:48am. Next meeting tentatively scheduled for **Thursday 10 September**.

- **Member comment:** Member commented the next meeting is scheduled for the day before Agrotrend Bundaberg.
- **Sunwater response:** Sunwater noted it can move the date.
- **ACTION:** Sunwater to look at an alternative CAC meeting date to 10 September.

10. Actions

Action item	Owner	Status
Sunwater to remove Kate Lyons from the CAC contact list .	Sarah O'Grady	Completed
Sunwater to consider and discuss appropriate customer engagement regarding the proposed shutter replacement works at Ben Anderson Barrage .	Darren Large	Completed. Affected residents and customer notified about works.
Sunwater to consider survey incentives as part of the refresh of its Customer Engagement Strategy .	Sarah O'Grady	
Sunwater to confirm what the 'other' category represents in the customer type classification on the customer survey.	Sarah O'Grady	
Sunwater to suggest some dates (after July) for a scheme asset tour via email to CAC members .	Sarah O'Grady	
Sunwater to look at an alternative CAC meeting date to 10 September.	Sarah O'Grady	

11. Approval and review

Chair:	Darren Large
Minutes:	Sarah O'Grady
Date:	2 April 2026