

Barker Barambah Customer Advisory Committee

Date: Tuesday 29 October 2024

Time: 11:00am – 12:00pm

Location: Bjelke-Petersen Dam office

Attendees: Jason Godden, Claire Kapernick, Jacob Berghofer, Cynthia Godden, Damien Sippel, Stuart Nicholson, Adam McVeigh

Sunwater representatives: Darren Large (General Manager, Burnett and Lower Mary), Shannon Lancaster (Operations Manager, Burnett and Lower Mary), Sarah O’Grady (Stakeholder Relations Advisor) and Charlene Pearse (Customer Engagement Coordinator)

Invited Guests: Brodie Kenzler

Apologies: none

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open and previous actions	Darren Large
2	Service and Performance Plans	Darren Large
3	Sunwater Touchpoint Customer Survey 2024	Sarah O’Grady
4	General business	Darren Large
5	Meeting close	Darren Large

1. Meeting open

- Sunwater gave an overview of the agenda.
- Attendees were introduced.
- Actions from previous meeting (23 April 2024):
 - Sunwater to ensure Murgon Business Association, Merlwood Water Board, SBR Council representatives are invited to join the committee - Sunwater has contacted all representatives and yet to receive feedback.
 - Sunwater to complete audit of communications sent to ensure all Barker Barambah customers received the nomination form for the Barker Barambah CAC – 256 emails sent out.

2. Service and Performance Plans (S&PPs)

- Link to the S&PPs presented during the meeting can be found on our Sunwater website - [2024 Service and Performance Plan Barker Barambah Bulk Water Service Contract](#).
- Sunwater presented the 2024 slides on the performance of the scheme. Sunwater gave an overview of the S&PP development and a snapshot of several items including entitlements, water usage from the last 10 years and service targets.
- Sunwater provided an update on the expenditure – expenditure above QCA forecast, in particular insurance and support costs, and required compliance activities.
- Sunwater explained electricity costs – not a huge cost when the dam is high. Customer asked question about Upper Redgate business case to improve the efficiency and pumping costs. Sunwater noted it has engaged a consultant to do an options study of how to improve this i.e. installing solar
- Sunwater presented on annuity capex spend, noting that Silverleaf Weir had some unbudgeted expenditure and that Sunwater had to undertake a Dam Safety Review (DSR) for Bjelke-Petersen Dam to ensure compliance with 2035 safety legislation. Sunwater explained that the annuity-funded projects budget (budgeted vs actual) came out reasonably balanced and that planned projects included replacing meters and resealing some of the dam.
- Customer enquired about the arc flash program. Sunwater noted that PPE controls are currently used to protect the staff against electrical fault and dangerous electrical issues and that this needs to be improved. 190 sites tested.

3. Sunwater Touchpoint Customer Survey

- Sunwater explained the Touchpoint Survey will open 1 November and close 30 November 2024.

4. General business

- Members discussed Sunwater customer app. Customer noted difficulties with using it and viewing the water accounts, appears to be screen sizing error.
ACTION: customer to send screenshot to Sunwater for investigation.
- Members asked about costs for selling water.
ACTION: Sunwater to find out what the correct costs are. Members interested in lowering the fees to if that assisted water sales as lower costs would make it easier for customers to offload.
- Sunwater and members discussed the new state government and how it will affect decisions on pricing and infrastructure in the future. Sunwater explained the costs involved.

5. Meeting close

Meeting ended at 12pm

6. Approval and review

Chair:	Darren Large
Minutes:	Charlene Pearce
Date:	29 October 2024