

Bundaberg Customer Advisory Committee Meeting

Date and Time: Tuesday 26 March 2025, 9am - 10am

Location: Sunwater Bundaberg Office, 34 Enterprise Street, Bundaberg

Attendees:

Representing customers: Peter McLennan, Mark Pressler, Mark Mammino, Tanya Howard, Joanna Hall, Paul Nichol, Bree Grima, Simon Doyle

Sunwater representatives: Shannon Lancaster (Bundaberg Operations Manager), Darren Large (Bundaberg General Manager) Sarah O'Grady (Stakeholder Relations Advisor), Matthew Pearce (Regulatory and Pricing Manager)

Department of Local Government Water and Volunteers (DLGWV) representatives: Amanda Casey, Daniel Adler

Apologies: Bundaberg Regional Council representative, Fruit and Vegetable Growers - Joe Lyons, Dean Akers

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open and introduction	Darren Large
2	Terms of Reference – Customer Advisory Committee	Darren Large
3	LGWV Burnett Basin Water Plan review update	Daniel Adler
4	Irrigation pricing update	Matthew Pearce
5	Touchpoint Customer Survey 2024 update	Sarah O'Grady
6	Operations update - General business	Darren Large & Shannon Lancaster
7	Meeting close	

1. Meeting open

- Sunwater gave an overview of the agenda.
- Attendees were introduced.
- Sunwater staff were introduced.

2. Terms of Reference - CAC

- Sunwater noted the transition from the IAC to CAC – intention is to have broader engagement with a wider group of stakeholders and extend the scope out a bit, including with DLGWV
- Sunwater explained that the chair role has moved to an internal Sunwater delegate, and for this forum that is the General Manager BLM (Darren Large). Meeting minutes will be published on Sunwater's webpage. Members noted that it's important to keep this mind if sharing confidential information in meetings.

Sunwater action: Darren Large to reach out to Bundaberg Regional Council to invite officer level staff member to attend future CAC meetings.

3. DLGWV Burnett Basin Water Plan review update

- DLGWV provided an update on the Burnett Basin Water Plan review including that the Minister's performance assessment report found that the water plan continues to be effective. A summary of the outcomes of consultation undertaken to date was provided, including the most common topics identified in submissions and the top themes for the Bundaberg Water Supply Scheme. It was noted that DLGWV are investigating updating the purpose of some allocations in the Bundaberg Water Supply Scheme from 'agriculture' to 'any' to provide more flexibility for water uses.
- Member questioned if the change in purpose to 'any' would mean that irrigation/agriculture loses water to mining. DLGWV explained that changes in purpose do already occur and that by making this change the amount of administration would decrease.
- Member questioned who drafted the water plan. DLGWV stated they are the agency who is charged with this activity.
- Sunwater was engaged to lead the Bundaberg and Burnett Regional Water Assessment project on behalf of the Department and the final report is yet to be made public.

DLGWV action: DLGWV to provide a summary of the current number and volumes of water allocations with the purpose of 'agriculture' vs 'any'

In response to this action, DLGWV has provided a PDF of their presentation and pie charts showing water allocation purposes for the Burnett Basin and the Bundaberg WSS for circulation to the CAC with the notes.

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4. Irrigation pricing update

- Sunwater provided an update on the regulation pricing review. Sunwater noted that they need to manage costs efficiently but also need to continue to share information (to the QCA) regarding the cost pressures and reality of delivering water. Sunwater explained its price recommendations and comparison, including that improvements are needed regarding corporate costs, the cost allocation method and the efficiency plan for Sunwater's renewals program.

5. Touchpoint Customer Survey 2024

- Sunwater provided an update on the customer survey results for 2024 including the total number of customer responses and the customer satisfaction score for 2024, which was 8.17% higher than the previous survey. Sunwater noted that improvement areas included Service and Performance Plans, water security and understanding customers' businesses. Sunwater explained that there was a significant increase in the customer satisfaction score for the BLM region from the Touchpoint survey in 2023.

6. Operations update - general business

- Sunwater presented a range of examples of works that are carried out during Annual Channel Maintenance. Regulator Gates were provided as an example. Sunwater explained that these gates are all bespoke and require a major refurbishment every 8-10 years. This involves pulling the gate out earlier than the shutdown for sandblasting and industrial coating, assembly and re-installing it during a shutdown.
- Sunwater explained the proposed shutdown dates for 2025 and sought endorsement from members of the proposed dates. Sunwater confirmed they would send out usual customer notifications ahead of shutdowns and share the dates with grower groups so they could broadcast to their members.
- Sunwater noted it would contact Cane Growers about the 14-day shutdown for a major electrical upgrade for Owanyilla in the Lower Mary region.
- Next meeting to be held in the new financial year (post 30 June 2025).

7. Meeting close

8. Approval and review

Chair:	Darren Large
Minutes:	Sarah O'Grady
Date:	7 May 2025

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