

Date: Thursday, 6th October 2022

Time: 9:00AM – 11:30AM

Location: Burdekin Theatre & Microsoft Teams

Attendees:

Customer Advisory Committee members: Mario Barbagello, Russ McNee, Greg Watson, Steven Pilla, Ricky Mio, Robert Stockham, Peter Hall, Sam Forzisi (Teams)

Sunwater representatives: David Hayes (Operations Manager North), Brock Gorey (Operations Coordinator North), Manesh Magan (Customer Engagement Lead), Rachel Parry (Senior Water Accounting Advisor - Teams), Matthew Pearce (Regulatory and Pricing Lead - Teams), Emily Caleo (Customer Engagement Advisor)

Apologies: David Satori, Rob Milla, Dave Paine, Ian Davies, Dean Sgroi, Evan Shannon, Sib Rapisarda, Jayson Dowie, Panikos Spyrou, Arwen Rickert, Lyn McLaughlin, Sharon McIntosh, Travis Richards

Minutes:

Agenda items		
Item no.	item	Presenter
1	MEETING OPEN	David Hayes
2	ELECTRICITY COST PASS-THROUGH	Matthew Pearce
3	CARRYOVER PROCESS AND RULES	Rachel Parry
4	BURDEKIN HAUGHTON RULES AND TARGETS	David Hayes
*	LOWER BURDEKIN RISING GROUNDWATER *item moved forward	David Hayes
5	SUNWATER BULLETIN BOARD	Manesh Magan
6	GENERAL BUSINESS	ALL
7	MEETING CLOSE	David Hayes

1. Meeting Open

- Sunwater gave overview of agenda
- Sunwater confirmed apologies
- Sunwater confirmed publishing and circulation of minutes from previous meeting

2. Electricity Cost Pass-Through

2.1. Electricity Cost Pass-Through trials update

- Sunwater presented from [slide pack](#)

2.2. Questions and Feedback

- The CAC requested a definition on what Sunwater referred to as “others”, when referring to cost recovery.
 - Sunwater advised that “others” refers to anyone who is not an irrigation customer. Sunwater clarified that the most significant change to last year is the 15% irrigation rebate, which means the Queensland Government is contributing to the recovery of electricity costs via its CSO payments to Sunwater.
- The CAC requested figures advising of the percentage of “other” customers in the Burdekin scheme, in contrast to irrigation customers, including the volume of water held.
 - Sunwater confirmed that we can deliver these figures to the CAC.
- The CAC noted that efficiency metrics/boundaries would need to be established before the electricity cost pass-through would be accepted. This ensures incentives for Sunwater to continue to work towards the scheme efficiencies.
- The CAC would like to be advised on when the next price path review will be due.
 - Sunwater advised that this has not been announced. There is likely to be at least 12 months of rollover required. Sunwater will engage with customers in regard to the price path review and related considerations.
- The CAC queried if Sunwater’s carbon footprint will be reported on and if this will be factored into business practices in the future.
 - Sunwater advised that the Environmental team are looking into this.

3. Carryover Process and Rules

3.1. Burdekin Haughton Carryover product process and rules

- Sunwater presented from [slide pack](#)

3.2. Questions and Feedback

- The CAC asked for clarity on why Carryover is cancelled when Burdekin Falls dam (BFD) spills. The CAC noted that there is no compensation for charges paid (Part A charges) when the carryover is cancelled. Cancelling carryover seems reasonable to the CAC if the Dam is quickly dropping, however, not when there is an excess of water.
 - Sunwater advised that these rules are governed by the schemes Operations Manual, which is informed by the Water Plan issued by DRDMW.
 - Sunwater confirmed that a review of the Water Plan includes an opportunity for feedback which will be released by DRDMW

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- Sunwater further confirmed that they will try to have a representative from DRDMW attend the Burdekin CAC meetings.
- The CAC noted that there was an understanding that if irrigators were facing financial hardship, considerations would be made, and an active payment plan would qualify their application.
 - Sunwater advised that reports are run to show accounts which may have carryover denied and these accounts are considered on a case-by-case basis.
- The CAC queried if there is a financial hardship policy and if this is covered by the policy.
 - Sunwater noted that this would need to be clarified with the Credit team. This query will be directed to them for answering as they manage this process.
 - Sunwater confirmed that, once a response is received by the credit team, the terms and conditions will be updated to include a statement regarding financial hardship.
- The CAC requested a report noting the amount of remaining allocation water that was not carried overdue the BFD spilling at 1 July 2022.
- Sunwater advised that there will be benefits and risks to changing the carryover rules, to not cancel when BFD spills. This will need to be considered and advised by Water Planning.
- The CAC wants a report run on the last ten years, to advise on how many times carryover has been announced for the Burdekin Haughton WSS.
- The CAC would like Sunwater to advise on the benefits and risks of implementing forward draw in the Burdekin Haughton WSS.

4. Burdekin Haughton Rules and Targets

4.1. Draft presentation

- Sunwater presented draft version on the [Burdekin Haughton WSS](#) Rules and Targets document

4.2. Questions and feedback

- The CAC requested a number of further changes to the draft document.
 - Sunwater to correlate changes and keep a register, to share with the CAC.
- The CAC would like Sunwater to begin rectifying legacy issues, where oversized pumps have been installed, impacting the capacity of the scheme.
 - Sunwater advised that they need to begin by surveying the scheme and collating pump data. This would be of considerable cost to the scheme.
 - Sunwater advised that moving forward, a register can be kept of what pumping infrastructure is installed in the scheme.
- The CAC requested for Sunwater to advise the procedure for channels, during a cyclone event, and to include these in the Rules and Targets.
- The CAC queried if the timing of shutdowns has ever been moved to suit irrigation practices in the scheme.
 - Sunwater confirmed that in the past, shutdowns have been rescheduled after consultation with irrigators and identifying timing issues.

* Lower Burdekin Rising Groundwater

*.1 Lower Burdekin Rising Groundwater project update

- Sunwater presented from [slide pack](#)

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*.2 Questions and feedback

- The CAC requested Sunwater provide a budget breakdown, to advise on what expenditures have already been paid in relation to the project and what future funding will be spent on.
- The CAC requested an updated map on affected areas.
- Sunwater confirmed that the project manager regularly attends the Burdekin CAC meetings and will respond to the action items for this agenda item.
- The CAC want to know which committees are involved in the rising groundwater project.
 - Sunwater advised that the CAC is the committee that is regularly updated and consulted with as part of this project.
 - Sunwater advised there is an independent science panel that we have worked with as part of this project.
 - Sunwater advised that the project manager will attend further meetings (was not available for this particular meeting); however minutes for all meetings and presentations from the project manager are freely available online.
- The CAC raised concern regarding the timeframe to complete works.

5. Sunwater Bulletin Board

5.1. Presentation of Sunwater Water Trading Bulletin Board

- Sunwater presented overview and testing version of the Water Trading Bulletin Board (WTBB)
 - Sunwater advised that the WTBB aligns with Action Item 5 outlined in the Queensland Water Market Optimisation Action Plan.
 - Sunwater confirmed that there is a two-year shelf life on the WTBB, with reviews to take place regularly throughout the lifecycle of the project. Continuation will depend on the uptake and use of the WTBB.
 - Sunwater advised the DRDMW provided grant funding for the WTBB platform to be built and this cost will not be passed through to Sunwater customers.
 - Sunwater confirmed that there are no costs associated with using the platform.
- Sunwater explained the WTBB does not replace any existing processes for permanent or temporary trading. The platform is to connect buyers and sellers, with Sunwater being the administrator of the platform.

5.2. Questions and feedback

- The CAC queried if users would have personal details published on the website.
 - Sunwater confirmed that users can only view the contact details for a published ad once approved.
- The CAC queried who manages the transfer once a trade is agreed upon by users.
 - Sunwater confirmed that there are no changes to the transfer process, the platform will only facilitate buyers and sellers to connect.
- The CAC expressed concerns about site security. Request made for Sunwater to advise on their data collection, use and security as a future agenda item.

6. General Business

- Security deposits – action item from previous meeting, to be advised at next CAC meeting.
- Further requests from the CAC
 - The CAC have requested attendance by a DRDMW representative for future meetings.

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- The CAC requested that all materials being presented at the meetings be shared prior to scheduled meetings, for review and preparation.
- Future agenda items:
 - Sunwater pricing, fixed and variable. How Sunwater sets prices and what's included.
 - Sunwaters data collection, use and security.
- The CAC queried weed control in drain RH5.
 - Sunwater advised that they are trialling options for how to best combat the weed.
- Next meeting date:
 - First week of December 2022

7. Meeting close

[11:30AM]

8. Approval and Review

Chair:	David Hayes (Operations Manager North)
Minutes:	Emily Caleo (Customer Engagement Advisor)
Date:	Thursday, 6 th October 2022

9. Action items

Agenda item	Action	Responsible person/s
3.0	Clarification on the Financial Hardship policy covering/including application approvals.	Sunwater Credit team
3.0	Update the Carryover form terms and conditions to include a statement regarding financial hardship.	Sunwater Customer Interactions
3.0	Prepare a report noting the amount of remaining allocation water that was not carried overdue the BFD spilling at 1 July 2022.	Sunwater Water Accounting
3.0	Advise of the Benefits and risks to changing the carryover rules, to not cancel when BFD spills.	Sunwater Water Planning
3.0	Prepare report on the last ten years, to advise on how many times carryover has been announced for the Burdekin Haughton WSS.	Sunwater Water Accounting
3.0	Advise on the benefits and risks of implementing forward draw in the Burdekin Haughton WSS.	Sunwater Water Planning
4.0	Sunwater to correlate changes and keep a register of changes made on the Burdekin Haughton WSS Rules and Targets.	Sunwater Customer Engagement
4.0	Advise the procedure for channels, during a cyclone event, and to include these in the Rules and Targets.	Sunwater Customer Engagement/ Operations
*.0	Provide a budget breakdown, to advise on what expenditures have already been paid in relation to the project and what future funding will be spent on.	Project Manager - LBRGW
*.0	Prepare an updated map on affected areas.	Project Manager - LBRGW
5.0	Sunwater to advise on their data collection, use and security as a future agenda item.	Sunwater

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6.0	Request for DRDMW representative attend future meetings on a regular basis.	Sunwater Customer Engagement
6.0	Sunwater pricing, fixed and variable. How Sunwater sets prices and what's included.	Sunwater Regulatory & Pricing team

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