

## Lower Mary

# Customer Advisory Committee (CAC)

## Terms of Reference (ToR)

### Objectives

One of Sunwater's core strategic goals is to foster supportive stakeholders. Sunwater wishes to generate customer support through active engagement and transparent communication to build long-term value for both customers and Sunwater.

The Customer Advisory Committee (CAC) primary purpose is to:

- Engage with customers to identify future and current water needs to enable a collaborative approach to improving and maintaining an economical, efficient, and sustainable level of service to our customers and the industries and communities that we support.
- Engage with customers to build and sustain trust to ensure they are fully aware of our operating environment and assets and how these influence the delivery of our services to customers.
- To build an understanding of our customer's businesses, including any potential future plans to ensure these are able to be considered in Sunwater's strategic and operational planning for Sunwater's current and future business goals.

### Purpose

The following terms of reference define the parameters of the Sunwater Customer Advisory Committee (CAC) and provide a framework for the establishment and effective cooperation of the group.

### Role of the CAC

The function of the CAC is to provide customers and stakeholders with a diverse forum for collaboration and consultation with Sunwater on a range of strategic matters relating to Sunwater's innovation, management and maintenance of assets to ensure the reliable and efficient delivery of services to all customers.

The CAC will function as a reference body for Sunwater in relation to, but not limited to:

- Costs associated with operations, to assist with the next Queensland Competition Authority Irrigation Price Path recommendation
- Scheme modernisation and efficiency
- Purpose and format of the Network Service Plans
- Levels of service and customer reporting systems
- The development and delivery of renewals and capital works programs

- Effective implementation/application of regulatory compliance functions of Sunwater
- Standard Contract Terms and Conditions
- Growth and/or innovation opportunities
- Feedback and advice on improved customer communication and education
- Understanding major changes, opportunities and challenges facing customers across water supply schemes

## Terms of Appointment

It is anticipated that the CAC will be an ongoing function, with membership reviewed every two years. CAC members are asked to commit to the CAC for the full two-year period.

## Resignation

A member may resign by notifying Sunwater in writing.

## Meetings and Procedures

It is intended that the CAC will meet quarterly with special purpose meetings as required. The duration of each meeting will be approximately 2 hours. Meetings may also be called on an 'as needed' basis.

The location of CAC meetings will be held in Maryborough, QLD. While attendance of members in person to meetings is the preference, attendance by video or phone conference will be facilitated for these meetings where possible.

The secretary will prepare the agenda which will be settled by the Chair. Once finalised, the secretary will circulate the agenda and meeting papers, 10 business days prior to each meeting.

The secretary will keep a record of minutes and actions from these meetings and provide these to members as soon as practical following each meeting.

## Attendance/Replacement of Members

If a member is unable to attend a meeting, they must contact the Chair a minimum of two hours prior to the meeting. The member may nominate a proxy when advising of non-attendance.

If a member is unable to attend three or more meetings, the Chairperson may ask this member to reconsider their appointment to the CAC.

## Membership of the CAC

The CAC will be made up members who have an interest in better understanding Sunwater's services, operations, and costs and also a vested interest in the sustainability of Sunwater and the industries and communities it services.

The principles that were utilised to identify individual members of the CAC include:

- Obtain a cross section of representatives from all customer segments (Irrigation, Industrial, Urban).
- Provide opportunity to engage with key regional stakeholders on wider regional issues that may impact Sunwater's business.

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

Page 2 of 4

Delivering water for prosperity

- Achieve diversity in backgrounds and experience in dealing with Sunwater across various issues, e.g., level of service, pricing, operations, etc.

The names of the CAC members, and their affiliated organisation, will be published on Sunwater’s website, along with these Terms of Reference.

| Role  | Responsibilities   |
|---|--|
| Chair (Sunwater)  | <ul style="list-style-type: none"> <li>• General Manager, Operations Burnett &amp; Lower Mary</li> </ul> |
| Secretariat (Sunwater)                                      | <ul style="list-style-type: none"> <li>• Customer Engagement Support</li> </ul>                          |
| Core Members  | <ul style="list-style-type: none"> <li>• <i>TBC</i></li> </ul>   |
| Invited Members (Key Regional Stakeholders) – by invitation | <ul style="list-style-type: none"> <li>• <i>TBC</i></li> </ul>   |

## Roles and Responsibilities of CAC members

| Role  | Responsibilities   |
|---|--|
| Chair (Sunwater)                            | <ul style="list-style-type: none"> <li>• In consultation with the Secretariat, prepares notices of meetings and agendas to CAC members and invitees</li> <li>• Chairs the Quarterly CAC meeting</li> </ul>   |
| Core Members                                | <ul style="list-style-type: none"> <li>• Participates fully in the meeting using the agreed behaviours</li> <li>• Represent the interests and views of their sector to test assumptions on level of service and efficient costs</li> <li>• Review information/materials, documents and papers being provided as required before meetings</li> <li>• Provide feedback to Sunwater to assist in the effective development and implementation of annual Regional Business plans</li> <li>• Ensure communication within each of their represented groups is maintained the groups are kept abreast of relevant issues discussed at the CAC meetings.</li> <li>• Suggest suitable agenda items aligned to the objectives of the CAC.</li> </ul> |
| Invited Members (Key Regional Stakeholders) | <p>Invited members will be requested to attend as required or where they have a topic to raise/discuss that aligns with the objectives of the CAC:</p> <ul style="list-style-type: none"> <li>• Provides functional subject matter expertise and broader business acumen to assist consideration, development, implementation, or effective progression of region impacting topics.</li> <li>• Provide feedback to Sunwater to assist in the effective development and implementation of annual Regional Business plans.</li> <li>• Suggest suitable agenda items aligned to the objectives of the CAC.</li> <li>• Provide/present on regionally topical matters that are of interest/benefit to the CAC</li> </ul>                        |
| Secretariat                                 | <ul style="list-style-type: none"> <li>• In consultation with the Chair, prepares and sends notices of meetings and agendas to CAC members Records and keeps minutes and actions of CAC meetings and attends to the distribution or CAC meeting papers as required</li> </ul>  |

## Ground rules

CAC members agree to the following ground rules to facilitate and support successful group functioning:

- Allow all CAC members to present their views
- Respect the rights and views of other members
- Attend meetings and actively participate in discussions
- Maintain confidentiality requirements
- Have their contact details circulated among CAC members
- Abide by, and commit to, the Terms of Reference

## Conflicts of interest

If a member believes they may have a conflict of interest in relation to an issue or item of discussion at any time, the member should make this position clear to the CAC. The CAC will then decide on an appropriate code of conduct during that particular item of discussion.

## Agenda items for discussion

Agenda items for discussion will be advised prior to each CAC meeting. Additional items may be nominated by the Chair or individual members of the CAC in the period leading up to meetings. The number of issues placed on the agenda may be limited to allow for appropriate levels of discussion.

## Remuneration

CAC membership is voluntary. No financial remuneration will be paid to members. Sunwater will meet costs associated with the meeting venue, catering and document preparation where required.

## Confidentiality

CAC members will not be identified by name in the minutes to protect privacy (unless they agree otherwise). The use of broad terms (such as 'Sunwater representative' and 'customer representative') will be used. Documents distributed in CAC meetings will be subject to copyright, and permission will be required for further distribution or reproduction.

Should members wish to distribute their own information to the wider customer group, they must clearly indicate on distributed materials that the information is not an official CAC document.

These documents must not display Sunwater logos.

## Dispute resolution

If a dispute arises that cannot be resolved within the scope of the meeting discussion, the members involved will be asked to participate in mediation discussions (arranged by the Chair) to resolve the matter and maintain the integrity of the group.

Changes to the Terms of Reference may be made by group consensus, with the agreement of the Chair, and the approval of the Sunwater Executive Leadership Team (ELT).

## Media protocols

Sunwater will be bound by its media protocols and processes.

The following protocols will apply to media contact:

- While general discussions from CAC meetings may be made public, details of individuals and their individual opinions must remain confidential.
- While CAC members are entitled to speak to other members of the customer base about CAC matters (unless specifically asked to maintain confidentiality), CAC members must not speak on behalf of the CAC to the media.
- If CAC members are approached by the media, they must direct the enquiry to Sunwater. Where appropriate Sunwater may engage with the members of the CAC on the response to media enquiry before responding.

## Endorsed by:

General Manager, Burnett & Lower Mary Region: *Darren Large*

Print Name: Darren Large

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

Page 4 of 4

Delivering water for prosperity