

**Date:** Tuesday, 22 February 2022

**Time:** 8:30AM – 10:00AM

**Location:** Microsoft teams

**Attendees:**

**Chair:** Manesh Magan (Customer Engagement Lead)

**Representing customers:** Neek Morawitz, Ross Burnett, Deborah Silver, Neil Dale, Peter Besch, Marvin Macheco, Nathan Litzow, Craig Wilson, Jacklin Connor

**Sunwater representatives:** Jason Smith (General Manager Central), Manesh Magan (Customer Engagement Lead), Karen Kiepe (Stakeholder Relations Advisor), Roshan Singh (Senior Project Manager), Marian Hart (Yield and Planning Manager), Emily Caleo (Customer Experience Support)

**Guests:** Scott Stevens (Department of Regional Development, Manufacturing and Water), Michael Moore (Department of Regional Development, Manufacturing and Water)

**Apologies:** David Hiette, Tom Cregan, John McDougall, Elmien Ballot, Brian Gaka, Scott Mason, Madeline Bourke, Scott McEwan, Nick Williams, Scott Collinge, Adam Chappell, Tania Kennedy, Jason Hall, Patrick Stewart, Sean Allen, Geoffrey Kavanagh, Hamish Millar, Dan Cawte, Robert Ingram

**Minutes:**

| Agenda items |   |              |
|--------------|---|--------------|
| Item no.     | item  | Presenter    |
| 1            | MEETING OPEN                                | Manesh Magan |
| 2            | BEDFORD PROJECT UPDATE                      | Roshan Singh |
| 3            | ORDERS VS RELEASES DATA                     | Marian Hart  |
| 4            | QUEENSLAND WATER MARKET OPTIMISATION (QWMO) | Manesh Magan |
| 5            | CARRYOVER                                   | Marian Hart  |
| 6            | GENERAL BUSINESS                            | Manesh Magan |
| 7            | MEETING CLOSE                               | Manesh Magan |

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## 1. MEETING OPEN

[Agenda item 1]

- Introductions were completed on Microsoft teams.
- Overview of the meeting agenda.
- Confirmation of previous [meeting minutes](#) and where they are published on the [Sunwater website](#).
- Review of the October 2020 [Customer Forum Update](#)

## 2. BEDFORD PROJECT UPDATE

[Agenda item 2]

- Sunwater presented from [slide pack](#)

### Bedford Weir Project update

[Agenda item 2 additional points]

- 2.1.
- Sunwater advised that Bedford Weir Preliminary Business Case (PBC) works have commenced and first milestone to complete is the Project Management Plan submission to the department. This initial work will confirm the program and touchpoints with the working group to present relevant information. Program dates can be shared with the working group when available.
  - Work to complete service need and demand assessments could take up to 3-4 months and an update will be provided to the group once this work is complete.

2.2. **Questions and Feedback from the Nogoa Mackenzie Low Water Storage Working Group**

[Agenda item 2 further information]

- No questions or feedback from the Questions and Feedback from the Nogoa Mackenzie Low Water Storage Working Group (LWSWG)

## 3. ORDERS VS RELEASES DATA

3.1. [Agenda item 3]

- Sunwater presented graphs from [slide pack](#).

### Orders vs releases data

[Agenda item 3 additional points]

- 3.2.
- Sunwater advised that on the graphs presented, the orange line is data for releases for losses (Allowance for transmission and operating losses – that is in river losses in this case), while the blue line is releases for customer water orders (Actual Releases).
  - General discussion re the challenges with quantifying losses with limited gauges and metering.

Allowance for losses on the graphs presented does show consideration of wet/vs dry river conditions and rainfall, however, improvements can be made with additional gauging and metering.

### Questions and Feedback from the Nogoa Mackenzie Low Water Storage Working Group

[Agenda item 3 further information]

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- In regard to the meter at Bridge Flats, will this meter be calibrated for flow? Is it a Sunwater meter?
  - Sunwater advised that this meter is intended for monitoring high-flow events, however it is calibrated and will be improved for monitoring low flows with some gauge measurements during low-flows. Bridge Flats gauge will have survey completed this year and the level-flow curve established. There will be three additional low cost flow gauges installed this year, between Town Weir and the Comet weir, to better understand low flow and help with loss savings/ efficiencies.
- If the scheme is currently running at 78% efficiency (Slide 5 – Fairbairn Dam Releases), What is the objective level of operational efficiency for the scheme, to justify the expenditure of the new metering, maintenance etc?
  - Sunwater advised that as the Nogoa scheme is at the head of the basin there will always be initial losses to the river, however, improvements can be made to be more efficient and customer cancellation of orders if rainfall occurs is also helpful for everyone.
  - Sunwater advised the operationally, the metering updates to scheme allow for more visibility and removes risk of error in the system, e.g., extra water pumped, losses, water requirements etc.
- \*Comment raised after Agenda item 4.\* To determine efficiencies of releases vs water taken through customer meters, does Sunwater factor in situations where water is ordered on the river but the river is running below flood harvesting base flow, e.g., water flowing past, no release required, but customers are taking water?
  - Sunwater advised that these volumes appear in the quarterly review of the schemes Announced Allocations (AAs). If there is more water available with orders cancelled and direct take from the river, AAs have the potential to be increased and that is beneficial to all. The scheme hydrology model (IQQM) that is used to set the nominal volumes available in the scheme takes into account all river flows from gauged and ungauged tributaries as well as water in storages.
  - An update re metering will be provided at the next meeting.

## 4. QUEENSLAND WATER MARKET OPTIMISATION

### 4.1. [Agenda item 4]

- Sunwater presented from [slide pack](#)

#### Queensland Water Market Optimisation (QWMO) project

### 4.2. [Agenda item 4 additional points]

- Sunwater advised that a “Bulletin Board”, for trading water, will be discussed and developed internally, before consultation with Sunwater customers.

#### Questions and Feedback from the Nogoa Mackenzie Low Water Storage Working Group

##### [Agenda item 4 further information]

- LWSWG advised that what has been released on the Sunwater website makes sense.
  - Sunwater commented that the goal was to have minimal impact on the customers and the change of requirements from them, when trading water.
- How does Sunwater know that the value specified on the water traded is the true value that the water was traded for?

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- Sunwater cannot police the data submitted by customers. Although Sunwater are required to capture and publish this information as per the Resource Operations License (ROL), it is ultimately reliant on honesty from customers.
- What if customer engage a water broker?
  - Any trade processed by Sunwater is submitted to, assessed, and approved by Sunwater.
- Considering the data collected and published for January 2022, water appears to be traded for unrealistically low dollar amounts. Could this have been through another agreement?
  - Customers can submit reasons for why the \$/ML traded is \$0.
  - There is hope that as the data matures, it will give a better idea of what \$/ML people are trading for and how they are trading their water.

## 5. CARRYOVER

[Agenda item 5]

- Sunwater presented from [slide pack](#)

### Carryover sliding scale update

5.1. [Agenda item 5 additional points]

### 5.2. Questions and Feedback from the Nogoa Mackenzie Low Water Storage Working Group

[Agenda item 5 further information]

- The sliding scale gives assurances to High Priority (HP) users that there is more reliability of having higher AA's when the Dam levels are only changing by 10-20cm near to 193 m AHD in Fairbairn Dam. Also ensures more fairness and appears to have benefits for all customers in the scheme, due to certainty.
- Graph in the top right corner (slide 8) indicates that as Dam levels drop, the AA for HP goes up. Is this because there is less carryover for the whole system?
  - Sunwater advised that because there would be less carryover available in this circumstance and HP AA's increase due to water availability. Available water (termed useable volume) can only be allocated as carryover or AA.
  - Sunwater advised that changes to carryover calculations are difficult to make and to test in the integrated water quantity and quality simulation model (IQQM). Calculations are made under the assumption that all allocations are used in a water year. An alternative calculation method could be provided to the regulator for approval of a change.
  - Any changes will need to be made in consultation with people affected by changes to the Water Sharing rules. This will need to happen after adequate references to the requirements (including environmental) are made and any amendments to the Resource Operations License Operations Manual (water sharing rules) could be submitted during the review cycle.
  - Sunwater noted that this is not a Sunwater initiative yet, but something is being considered/ feedback is being collected on as the sudden step change at 193 m AHD remains a concern for our customers.
- Only step 193 has been looked at, for during dry conditions in the scheme.
- Is it possible to do modelling from zero to spillway level? What is Sunwater reasoning for not modelling this?
  - Sunwater went with the current modelling as it was the least invasive to the current system.

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- Sunwater advised that it can look at modelling from zero to spillway.
- Considering the top right-hand graph (slide 8), if it was extended back below 192.5, would HP gradually rise and then dip back down?
  - Sunwater advised that they can zoom out on the data and give an indication on what the usable volume would look like.
  - Sunwater advised that there is considerable consultation and engagement to go through, to inform the decisions moving forward. These engagements will be discussed at the next meeting.

## 6. GENERAL BUSINESS

[Agenda item 6]

- Sunwater advised that quarterly meeting dates will be proposed for the remainder of 2022.
- Request from the LWSWG to include an agenda item for weirs around central for low/no-flow and water security strategies.
  - Sunwater advised that these surveys have been completed and shared. This can be discussed at the next meeting.

## 7. MEETING CLOSE

[Meeting close time 09:53AM]

## 8. Approval and Review

|                 |   |
|-----------------|---|
| <b>Chair:</b>   | Manesh Magan (Customer Engagement Lead)   |
| <b>Minutes:</b> | Emily Caleo (Customer Experience Support) |
| <b>Date:</b>    | Tuesday, 22 February 2022                 |