

**Date:** Wednesday, 07 September 2022

**Time:** 10:00am - 12:00pm

**Location:** Brookstead Hall

**Attendees:**

**Representing customers:** Lindsay Krieg, Fraser Bligh, Paul McMahon, Jan Lafrenz

**Council members:** Senthil Nathan, Gary Murphy

**Sunwater representatives:** John Kelly (General Manager South), Darrel McKinlay (Senior Operator Maintainer) Manesh Magan (customer Engagement Lead), Emily Caleo (Customer Engagement Advisor), Lee Horsford (Senior Water Industry Advisor), Melissa Lascelles (Energy Advisor), Sheridan Ward (Stakeholder Relations Advisor)

**Apologies:**

Gary Cooper, Johannes Roellgen, Lalji Rathod

**Minutes:**

Agenda items		
Item no.	item	Presenter
1	Meeting Open	JK
2	Purpose	EC
3	Service and Performance Plans	JK
4	Corrective Maintenance Plans	JK
5	Amendment to the MP Water Sharing Rules	LH
6	Electricity Tariffs	ML
7	Meter Standards and Validation	JK
8	General Business	ALL
9	Meeting Close	JK

## 1. Meeting open

- Introductions around the room and online
- Meeting agenda overview

## 2. Purpose

[Agenda item 2]

### 2.1. Overview of the Customer Advisory Committee (CAC) [Terms of Reference \(ToR\)](#) and purpose

- The CAC confirmed that meeting twice a year and “as needed” would be the preferred frequency of meetings. April and September are the proposed meeting dates.
- Sunwater outlined where minutes will be published on the Sunwater website

### 2.2. Feedback: CAC member expectations and long-term views

- The CAC confirmed understanding of the ToR.

## 3. Service and Performance plans overview

[Agenda item 3]

### 3.1. Presentation of the Upper Condamine [Service and Performance Plans](#) (S&PPs)

- Sunwater advised that insurance and labour costs ended up being higher than anticipated.
- Maintenance works on the Leslie Dam gates will be a high priority.

### 3.2. Questions and feedback

- The CAC queried the works on the gates as there was an understanding that works had recently been done.
  - Sunwater will need to paint both gates this year, due to the wet period this has been delayed.
- The CAC requested definition of “riprap”
  - Sunwater advised that this is the rock on the upstream embankment of the dam to protect the embankment from erosion by wave action. The rock tends to breakdown over time and requires replacement.
- The CAC wanted to know what in the insurance expenditures have changed.
  - Sunwater to confirm with legal and respond to the CAC.
- Sunwater advised of the additional revenue item was associated with the second stage of the Drought Resilience Package being to investigate options and install infrastructure to allow for the dead storage of Leslie dam to be drawn down in times of critical water supply needs
- The CAC queried why the OPEX has increased.
  - Sunwater confirmed that this was due to an increase in operational labour costs.
- The CAC requested explanation of “Corporate support”.
  - Sunwater advised that this is running costs for things like ICT, HR, Legal, property and other things that we tap into from head office to run the business. There have been some increases due to having to update some business wide systems including our financial and asset management systems and also our water accounting and billing system is being upgraded in

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the next 18 months. These costs are not specific to the scheme, they are apportioned across QLD. (See page 7 S&PPs)

- Sunwater advised the electricity costs forecast are assumed to go up, but due to the variability of input electricity required, depending on what gets pumped through to the north branch, this is difficult to forecast with precision. Sunwater further confirmed that the ECPT trials are still active in the Upper Condamine.
  - The CAC noted that they are happy to pay the ECPT debit costs if the part A prices can go down.
  - Sunwater confirmed that part A charges are government set through the QCA process
- Sunwater advised that one of the bigger drivers in the annuity variance is the meter validations/requirements, no legislative requirement for the Upper Condamine at this stage but it is coming. This will inflate the budget.
  - Sunwater confirmed that moving forward, when the validations begin, meters below 600mm will need to be patented approved.
  - Sunwater advised that costs of meter validation works are estimated based on whole job, labour, replacement, cost of meter etc.

## 4. Meter Standards and Validation

[Agenda item 7 presented early due to overlapping discussions]

### 4.1. DRDMW meter standards and validation requirements

- Sunwater advised that there is some new legislation regarding dual purpose meters, taking supplemented and unsupplemented water, to meet new standard requirements. This has already started rolling out in Chinchilla, St George and Cunnamulla currently. Upper Condamine is not on the agenda yet, but it will be coming.
- In the Upper Condamine, approximately 53 meters are dual purpose, 44 are less than 600mm and 9 greater.
- At some point the department will require that everyone needs to meet the standards, including allocation only meters, of which there are 59 in UC.

### 4.2. Questions and feedback

- The CAC queried if there will be telemetry data collected.
  - Sunwater advised that there are trials in the Macintyre Brook WSS, providing data remotely. It would be of great benefit to Sunwater and Customers, as a platform could be built for the customer to view all the data that is recorded. New meters will need to have the capability but there is no requirement yet.
- The CAC noted that there is a desire for all systems to talk to one another (Customer, Sunwater, DRDMW), as opposed to having to consider multiple different platforms when viewing data.
- The CAC advised that DRDMW have been doing telemetry trials and this is providing very basic data (meter IQ app).
- The CAC requested confirmation if the received data will be accepted as meter reads.
  - Sunwater confirmed that this would be a possibility, ideally it would be seamlessly integrated into all our systems.
- The CAC queried if there would be capabilities to change water type going through the meter. Would this just be done through an application?
  - This would be all considered in future developments.

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## 5. Corrective Maintenance Programs

[Agenda item 4]

### 5.1. FY22 and FY23 Planned corrective maintenance (PCM) programs

Sunwater presented the PCM programs. [FY22 PCM](#) & [FY23 PCM](#)

- Sunwater advised there are four weirs requiring annual condition assessments/inspections we couldn't get to due to flow in the river so they will be carried over into this year
- Sunwater confirmed the meter replacement program is against meters that just need replacing due to malfunction, not the upcoming meter validation process.
- Sunwater requested confirmation from the CAC of the best timing for when to do Yarralong pumpstation.
  - April/May next year.
- Sunwater advised that the standard requirements for arc flash safety have changed, , and the recommendations from arcflash studies undertaken will need to be rolled out across switch boards in the Upper Condamine.
- Sunwater confirmed that if infrastructure assets continue to spill, inspections and works will be postponed.

## 6. Amendment to MP Water Sharing Rules

[Agenda item 5]

### 6.1. Update to the water sharing rules in the Upper Condamine Ops Manual

- Sunwater gave overview of the investigation into long standing issues with MP water sharing rules. Primarily the cut off rule that was in the original ROP and activated in 2016/17. Sunwater are eager to understand how to better manage this. A number of options have been considered with the IAC and a few options were shortlisted. Best option is to amend the water sharing rules in the ROL Ops Manual to recognise the MP cut off rule and allow MP announced allocations for less than 12 months. This will allow for better utilisation of the water in Leslie Dam and allow for increase MP announced allocations with Leslie approaches the cut-off.
  - Consultation on the amendment was delayed due to DRDMW consulting on the Toowoomba to Warrick pipeline in February this year and Leslie spilling constantly
  - Sunwater are now trying to get the amendment moving again and undertake consultation before end of this year.
  - With Leslie Dam full there is no rush but would like the amendment by the start of the next water year (July 2023)
  - Impact on the Southern Down Drought Resilience Package has raised some concern in the department.
  - Also met with SDRC to give them a brief of the works and changes to the water sharing rules.
- Sunwater have met their requirements (environmental, no impact to HP allocation, no growth policy for Murray Darling Basin, etc). Sunwater are now required to model looking at when we get down to the minimum volumes in the dam (can we do that through the IQQM model). Sunwater will run this and then we would be in a position to consult more broadly in the region and submit to the department.

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- Sunwater is aiming November for consultation.

## 6.2. Questions and feedback

- The CAC advised that they would like to see this move forward as quickly as possible. There are no concerns with the process.
- Council confirmed they understand reasoning and that there will be no impact to the water available for them.
- The CAC advised that it's important for MP water customers and it's integral that Sunwater can make it understandable.
  - Sunwater to circulate factsheet to CAC and consider how this will be understood by customers in the scheme.

## 7. Electricity Tariffs

[Agenda item 6]

### 7.1. Electricity supply volatility impact

- Sunwater gave an update noting that the energy market volatility has increased the regulated retail tariff for FY2023.
- Due to the variability in water demand for the scheme the site transitions from small to large market which impacts the eligible tariffs. This is regularly monitored for this site.
- During FY2022 the site was classified from small to large therefore there is an estimated increase in costs of \$10k.
- Yarralong pumpstation is the main trigger for the increase in energy costs. The variability of operation switches it from small to large. Ergon has market rules that mean it shifts to large after 100MWh.
  - It's now been shifted to a large tariff.
- Sunwater presented energy dashboard
- Moved to peak demand tariff and management in April this year

### 7.2. Questions and feedback

- The CAC queried if the fixed cost is large?
  - yes, the daily costs are high, which means when the site is not operational this cost continues to be charged. To manage this consumption is being monitored every month at which time when the site falls below the 100MWh threshold SW will apply for change to a small tariff
  - Sunwater confirmed that the ability to submit is a reduction over 12 months rolling. Sunwater can initiate a change in tariff once within a 12-month period. However, if the site is reclassified between small and large this triggers a change in tariff. Sunwater can choose the appropriate tariff at this time. There may be a 12-month period where the tariff would change twice if this was to occur i.e., Sunwater initiated change and network initiated change.
- Are there restrictions to operational management?
  - Sunwater advised that there are changes in the way we test run pumps to manage the peak demand, but based on the variability of the system, when we need to pump this must happen and no restrictions / penalties for electricity supply
- Sunwater is proactively managing the price of electricity paid.

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## 8. General business

- The CAC noted that there has been a new “[West Branch](#)” forming off the Condamine River, due to consistent flooding. The branch has broken out below Pampas and there is a significant amount of water running out below Lemon Tree weir. The consequence of this is that water is not staying in the river anymore. The breakout has gotten significantly worse and losing a lot of water and this will eventually impact the system
  - We looked at this on google maps, snip of location.
    - The CAC want to know whose responsibility it is/who has the rights to reinstate the banks and maintain riparian level.
      - Sunwater will investigate and advise the CAC of their findings.
  - The CAC queried who is responsible for cleaning out the debris in the river.
    - Sunwater confirmed this is not their responsibility. There are river improvement trusts in some parts of the state that traditionally have taken on this role. Sunwater only have a licence to deliver water using the river systems.
    - Sunwater will investigate as there might be funding available to fix.

## 9. Meeting Close

[12:00pm]

## 10. Approval and Review

<b>Chair:</b>	John Kelly
<b>Minutes:</b>	Emily Caleo
<b>Date:</b>	Wednesday, 7 September 2022

## 11. Action items

Agenda Item	Action	Responsible person/s
3.1	Sunwater to understand what the significant changes have been to our insurance expenditures.	Sunwater
6.2	Sunwater to create and circulate a factsheet advising of the proposed changes to the MP Water Sharing rules.	Sunwater
8.0	Sunwater to investigate the requirements to restore the riverbanks on the Condamine River, to negate further wash out to the newly formed “West bank”.	Sunwater
8.0	Sunwater to investigate if there is funding available for clearing debris/maintenance of the river system.	Sunwater

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