

Upper Condamine Customer Advisory Committee

Date: 27 August 2025

Time: 1pm - 2:30pm

Location: Brookstead Community Hall

Customers: Jonannes Roellgen, Fraser Bligh

Sunwater representatives: Craig Cahill (General Manager – Operations South), Nathaniel Ash (Operations Coordinator), Darrell McKinlay (Senior Operator Maintainer), Caley Pearce (Stakeholder Relations Advisor, online), Rinesh Ram (Water Security & Policy Advisor, online)

Council representatives: Graham Sweetlove (Southern Downs Regional Council)

Apologies: Peter Brownhalls (Department of Local Government, Water and Volunteers), Jan Lafrenz

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Craig Cahill
2	Operations Manual update	Rinesh Ram
3	Operational update	Craig Cahill
4	General business	Craig Cahill
5	Meeting close	Craig Cahill

1. Meeting open

- Meeting opened 1pm.
- Introductions conducted.
- Acknowledgement of Country delivered.

2. Operations Manual update

- Sunwater presented on the amendment to the Upper Condamine Operations Manual (OM), including the subdivision of water allocations. This work is scheduled for completion by November 2025.
- Member requested access to Sunwater's submission to the Department of Local Government, Water and Volunteers (DLGWV).
- Sunwater agreed to share the OM amendment submission with the committee **(ACTION)**.
- Sunwater noted once finalised, the amended OM will be publicly available.

3. Operational Update.

- Sunwater presented slides on Upper Condamine water supply scheme (WSS) operations, including dual-purpose meters.
- Member asked if data from the smart meters could be accessed.
 - Sunwater noted it is working through a solution to provide customers with access to the data and should be available soon.
- Member asked if the smart meters are functioning as intended.
 - Sunwater confirmed they are.
- Member asked if smart meter data is being sent to DLGWV.
 - Sunwater explained DLGWV is still working through its process to receive the data, including meter validation and telemetry certificates. Sunwater has completed testing – further action is with DLGWV.
- Discussion took place between members and Sunwater about the smart meter program.
- Member asked if Sunwater required anything from customers to support the program.
 - Sunwater replied the process is being managed internally.
- Sunwater presented the smart meters dashboard, which includes gauging information and will evolve into the Smart Schemes platform. The Macintyre Brooke WSS is the benchmark for the rollout. Sunwater noted data from the dashboard is being used to inform operational decisions, including travel requirements for scheme management.
- Sunwater presented on storage behaviour.
- Members and Sunwater discussed announced allocations (AA) in the Upper Condamine, including dead storage and water security implications.

- Member asked how much water the Toowoomba to Warwick pipeline would deliver, and whether there are criteria for its operation.
 - Southern Downs Regional Council (SDRC) responded that triggers exist for using different water sources. Dead storage is the last resort due to poor water quality: the pipeline would be used before accessing dead storage.
- Sunwater asked if SDRC had defined the triggers.
 - SDRC explained that when Leslie Dam reaches approximately 6-7%, bores are used. At 3-4% dead storage may be accessed. The pipeline is expected to meet needs and avoid reliance on dead storage.
 - Sunwater noted dead storage was an interim arrangement during pipeline construction.
- Member asked if usage versus allocation information was available.
 - Sunwater advised this information is shared in the network service plans and is publicly available.
- Sunwater asked SDRC how much of its AA from Leslie Dam was being used, and whether usage exceeded 50%.
 - SDRC responded that 100% of its AA from Leslie Dam is for Warwick supply.
- Sunwater presented on historical water usage.
- Members discussed historic water usage.
- Sunwater presented on planned corrective maintenance works.
- Discussion took place between members and Sunwater regarding maintenance activities including:
 - cone valve replacement
 - meter costs and customer invoicing
 - arc flash and switch board replacement,
 - pump works.

4. General Business

- Sunwater asked SDRC for an update on the design, construction and completion timeline of the Toowoomba to Warwick pipeline.
 - SDRC advised that the project is expected to be awarded by the end of the year, with construction commencing early next year. Construction is expected to take approximately two years, with completion targeted for 2027.
- Member asked how Stanthorpe fits into the equation.
 - SDRC responded its currently takes sufficient water from Wivenhoe to service Stanthorpe, but it must be carted. The Queensland Government is exploring long-term solutions.
- Sunwater announced a survey had been sent to CAC members and encouraged feedback.

5. Meeting Close

- Meeting close 2:20pm.
- Next meeting May 2026.

6. Actions

Action Item	Action Owner	Status of Action
Sunwater to share the OM amendment submission with committee members	Rinesh Ram	In progress

7. Approval and review

Chair:	Craig Cahill
Minutes:	Caley Pearce
Date:	27 August 2025