

# Nogoa Mackenzie Water Supply Scheme

## Customer Forum

26 August 2020

Dear customer,

Sunwater is committed to open and transparent engagement, customer advocacy and a flexible approach. With this commitment front of mind, and in response to recent feedback about our consultation process, we invite you to attend one of our upcoming Customer Forums.

While customer ideas are always welcome, the purpose of the Nogoa Mackenzie Customer Forum is to open a line of communication with Sunwater where all customers have an opportunity to share their ideas on how we may be able to improve our service delivery in the Nogoa Mackenzie Water Supply Scheme. Where an idea can be developed, we will work with customers to understand the implications and look to implement viable ideas.

Please note that while any idea can be tabled, because Sunwater operates in accordance with a Resource Operation Licence (ROL) and Operations Manual approved by the Department of Natural Resources, Mines and Energy (DNRME), there are limitations to what we can implement.

We are hosting three Customer Forum sessions:

Session	Date	Time
Session 1: Blackwater International Coal Centre	21 September 2020	10:00AM – 12:00PM
Session 2: Mayfair Ridge Tavern	22 September 2020	9:00AM – 11:00AM
Session 3: Mayfair Ridge Tavern	22 September 2020	1:00PM – 3:00PM

Due to current COVID-19 restrictions, attendance must be registered to ensure we comply with the number of attendees for each session. To register your attendance, please email [customerengagement@sunwater.com.au](mailto:customerengagement@sunwater.com.au) and provide your name and session you wish to attend.

Alternatively, please call customer support on 13 15 89 between 8.30am and 4.30pm, Monday to Friday. Please note, registration will close on Wednesday 16 September 2020 at 4:30pm.

If you are unable to attend one of the sessions listed above and wish to contribute an idea, please email details of your idea to Jason Smith (Operations Manager, Nogo Mackenzie) at [Jason.Smith@Sunwater.com.au](mailto:Jason.Smith@Sunwater.com.au).

For further information, or to ask questions regarding the current carryover rules, please contact Jason Smith (Operations Manager, Nogo Mackenzie) by email at [Jason.Smith@Sunwater.com.au](mailto:Jason.Smith@Sunwater.com.au)

Regards,

Jason Smith  
Operations Manager  
Nogo Mackenzie Water Supply Scheme