

Nogoa Mackenzie Water Supply Scheme

Customer Forum Update

9 October 2020

Dear customer,

Sunwater would like to thank all those who attended the Nogoa Mackenzie Customer Forums on 21 and 22 September 2020. The purpose of the forums was to provide customers with the opportunity to engage in open, transparent and productive communication with Sunwater. It was pleasing to share ideas on how we may be able to improve our service delivery within the Nogoa Mackenzie Water Supply Scheme.

Our next steps are to explore the viability of the ideas raised in working groups formed with customers, stakeholders and Sunwater. Together, our goal is to implement customer-focused and commercially viable solutions that benefit our customers and community. Please note, while all ideas will be explored, Sunwater operates in accordance with a Resource Operations Licence (ROL) and Operations Manual approved by the Department of Natural Resources, Mines and Energy (DNRME), therefore, there will be limitations to what we can implement.

Please see below for a summary of the suggestions outlined by customers and Sunwater representatives.

Table 1 outlines the suggestions and ideas put forth by customers during the forums:

Table 1: Customer Ideas and Suggestions
The announced allocations for zones B-D should not be impacted by the water levels of Fairbairn Dam
Conduct a review of the current location and layout of the Resource Operations Licence (ROL) zones
Alter the dates of the water year
Re-establish storage volumes created by the Bedford Weir fabridam
Alter the way post-winter flows are conducted
Send regular, consistent and transparent communications to customers
Re-introduce forward draw

Introduce continuous accounting and water sharing
Continue to explore how Back to Base Metering can be implemented and utilised
Remove the cap that is currently in place for carryover
Continue to enforce water ordering rules to ensure water security and availability
Sunwater to continue to develop informative and accessible resources for customers

Table 2 outlines suggestions put forth by Sunwater that we would like customers to consider:

Table 2: Sunwater Ideas and Suggestions
Sunwater Alternative Carryover Rule Option A: No change to the current carryover rules
Sunwater Alternative Carryover Rule Option B: Current High Priority Announced Allocation rules but with allowance for reduced access to stored water when Fairbairn Dam is very low.
Sunwater Alternative Carryover Rule Option C: Three-month High Priority Announced Allocation rules including allowance for reduced access to stored water when Fairbairn Dam is very low.

Sunwater is committed to providing transparent information to customers, so while exploring the ideas raised at the forums, we will provide updates via email, text and further customer forums.

For further information, please email customerengagement@sunwater.com.au or call customer support on 13 15 89 between 8.30am and 4.30pm, Monday to Friday.

Regards,

Jason Smith
 Operations Manager
 Nogoia Mackenzie Water Supply Scheme