

## Upper Condamine Customer Advisory Committee

**Date:** 26 November 2024

**Time:** 1:35pm to 2:10pm

**Location:** Royal Hotel, 71 Macintyre Street, Leyburn QLD 4365

**Customer representatives:** Lindsay Krieg, Jan Lafrenz, Graham Sweetlove, Peter Brownhalls

**Sunwater representatives:** Craig Cahill (General Manager – Operations South), Charlene Pearse (Customer Engagement Coordinator), Darrell McKinlay (Senior Operator Maintainer), Rinesh Ram (Water Planning Officer)

**Apologies:** Fraser Bligh, Gary Cooper, Paul McMahon, Johannes Roellgen

### Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Craig Cahill
2	Service and Performance Plans (S&PPs)	Craig Cahill
3	Operations update	Craig Cahill
4	Sunwater Touchpoint Customer Survey	Charlene Pearse
5	General business	Craig Cahill
6	Meeting close	Craig Cahill

## 1. Meeting open

- Acknowledgement of Country delivered.
- Sunwater gave an overview of the agenda.
- Attendees were introduced.
- Minutes of previous meeting accepted.

## 2. Service and Performance Plans (S&PPs)

- Link to the S&PPs presented during the meeting can be found on the Sunwater website: [2024 Service and Performance Plan - Upper Condamine Bulk Water Service Contract](#)
- Sunwater presented scheme performance, an overview of the S&PP's development and a snapshot of several items including comparison of forecast and actual annuity-funded projects for 2023-24. It was noted many meters need replacing.
- Sunwater confirmed the QCA process is ongoing.
- Sunwater presented the 2024-25 annuity-funded projects.
- Sunwater presented on shutdowns, noting there are not many unplanned shutdowns.
- Sunwater confirmed 2024-25 dual purpose meter validation and upgrades were forecast to cost \$656,000. This includes the 2025-26 arc flash program.
- Member queried the risk assessment study for the dam. Sunwater noted it is ensuring comprehensive risk assessment with a third party.

## 3. Operations update

- Sunwater presented an operational update including the Operations Manual (OM) amendment. The final submission period for the OM amendment ended on 28 November.
- The Operations Manual amendment has been submitted and is expected to be approved by the Department during the 2024-25 water year.
- Once finalised, water allocation dealings will be submitted to retire the required volume of water.
- Expected to commence the new Operations Manual in mid-2025.
- Sunwater presented an update on the meter validation program that is still underway – 20 meters are currently being validated and some additional meters have been ordered. Expected that process will end in March 2025.
- Sunwater presented on storage behaviour, mainly Leslie Dam. The last release was in June.
- Sunwater presented on Announced Allocations and water usage up to November 2024 noting that 900 ML has been supplied this water year to date.

## 4. Sunwater Touchpoint Customer Survey

- The Touchpoint Customer Survey opened 1 November and will close 30 November 2024.

## 5. General Business

- Sunwater presented the Upper Condamine area organisation chart.
- A Department representative updated members about the changes since the recent change of government. The Department's name has changed from the Department of Regional Development, Manufacturing and Water to the Department of Local Government, Water and Volunteers.
- The next CAC will be held in February. Placeholders will be sent.

## 6. Meeting close

- Meeting closed at 2:10pm.

7. Approval and review

Chair:	Craig Cahill
Minutes:	Charlene Pearse
Date:	26 November 2024