

# Murray-Lower Darling Customer Advisory Group - Minutes of Meeting



**Location:** Video Conference

**Date:** 27 October 2021

**Time:** 9.00am

**Present:** Louise Burge (Chair), Michael Pissasale, Judith Damiani, Katharine McBride, Alan Mathers (observer), Jonathan Dickson, Enrico Proietti, Sonia Townsend, Shaun Mills, Rob Skewes, Lachlan Browne, Daniel Bailey and Toni Hayes.

The following attended for specific agenda items: D Swift-Hoadley, M Brooks, J Wilson, C Shaw, E Goldrick, R Lindsay, N Bell, E Taylor, L Zaw, L Symes (WaterNSW), J Douglas, K Andersen, D Connor (DPIE), G Abood, K Reynolds, S Flowers, H Schokman (NRAR).

**Meeting Opened:** 9.00am.

## 1. Introduction and Acknowledgement of Country:

### 1.1 Welcome and introductions:

**1.2 Apologies:** Hilton Taylor, Hilary Johnson, John Lolicato, Andrew Hicks, Sally Dye.

### 1.3 Confirmation of Agenda Items:

### 1.4 Declaration of Interest(s):

- Declarations of interest were sought from attendees in relation to the meeting's agenda items. No interests were declared. Items included in the agenda are not considered confidential unless declared as such.

### 1.5 Minutes of Previous Meeting, 27 July 2021:

- Resolved the minutes of meeting held on [27 July 2021](#) be confirmed as a correct record. Taken as read.

*L Burge/J Damiani  
carried*

### 1.6 Actions arising from minutes

- See action sheet attached.

## 2. Assets:

### 2.1 Asset Maintenance (E Taylor)

- Asset performance and maintenance in the Murray-Lower Darling valley presented and discussed, including routine preventative and corrective maintenance delivery. The assets team completed 641 planned maintenance work orders and 152 corrective maintenance work orders between July and September 2021.
- Work to upgrade the levee at Stevens Weir has been completed. The coatings project has also been completed and the weir has been fully blasted and painted. Work to come includes tree work and fitting a gate to a fence u/s of the weir for access.
- Customers requested a list of infrastructure and planned works in the valley. Customers would like to see what is being planned in terms of future investment and would like to provide input where they can.

---

#### Contact us

Call us on **1300 662 077**

Visit us at [waternsw.com.au](http://waternsw.com.au)

Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)

[waternsw.com.au](http://waternsw.com.au)

**Action MLD2110.01:** WaterNSW to provide a list of infrastructure works being planned in the valley over the next determination period.

Responsibility: L Zaw

## 2.2 Capital Plan Update (L Zaw)

- WaterNSW provided an overview on the capex component of the final IPART determination (proposed by WaterNSW vs approved by IPART), including Murray and Lower Darling valleys capital plan changes and initiated projects.
- Some projects at Stevens Weir have been deferred to the next determination (levee upgrade and access road from Colligen Bridge to the part area).
- WaterNSW is currently initiating FY22 projects for mechanical renewals at Menindee Inlet Regulator and electrical renewals at Waddy Cutting Outlet Regulator and Yallakool Creek Regulator.

## 3. Water System Operations:

### 3.1 Water Quality Update (L Symes)

- WaterNSW provided a presentation on Water Quality in the Murray and Lower Darling systems including cyanobacteria status in the Murray Sunraysia system, MDBA monitoring stations and sampling frequency and algal alerts.
- Red alerts were issued for over 100 days in the Murray last season. There were many questions asking why this was the case when there were high flows and cooler water. Has enormous implications for those managing town water supplies. The Water Quality team works closely with cross-border water utilities along the river and increase monitoring when these higher levels are reached.
- We are hoping for reduced algal season this year due to high flows.
- Discussed filter-clogging consequences of blooms and other species that may have an impact. WaterNSW stated there were a lot of issues last year with farm filters clogging and a lot of questions raised. Diatom in the system currently is a clogging issue.
- WaterNSW will discuss further at the next meeting.

## 4. Presentations/Consultation:

### 4.1 Regulatory Economics – Pricing Determination Update (J Dickson)

- IPART has released its [final determinations](#) for WaterNSW Rural Bulk Water and WAMC prices to apply from 1 October 2021 and included new charges to recover the costs of non-urban metering reform.
- IPART's decision on rural bulk water charges resulted in increases of about 30% on average across all valleys, with tariff structures largely maintained. For WAMC charges, the result was increases in total water management charges over the 2021 period by, on average, 16% for regulated customers, 8% for unregulated customers, and 3% for groundwater customers. Due to affordability concerns, IPART has capped WAMC increases at 2.5% per annum with any shortfall recovered from Government.
- IPART reviewed WaterNSW's proposed costs and found that WaterNSW needs higher levels of operating expenditure to maintain its assets to an acceptable quality and that increased infrastructure investment is prudent and efficient.
- MDBA and BRC pass-through charges have been set at full cost recovery for both determinations, however costing for these charges has moved to a building block approach which led to determined charges being lower than the originally proposed pass-through charges.
- Customers stated they have repeatedly asked for full transparency of pass-through costs and are yet to see this and questioned where they can go to get this information, given the charges come through WaterNSW. WaterNSW stated this needs to be an ongoing conversation with government

and other agencies and encouraged customers to continue to discuss it. WaterNSW will also pass this feedback through to other agencies via our regular meeting channels.

- IPART has also introduced several new charges to recover the prudent and efficient costs of implementing the non-urban metering reforms, including a scheme management charge, a telemetry charge, a non-telemetry charge and two additional charges to apply to customers with Government-owned meters. IPART's modelling suggests some charges will decrease over time as voluntary telemetry uptake increases.
- In the Murray valley, Opex has increased by 36.4% (10.8% less than proposed by WaterNSW) and Capex has increased by 169% (0.5% less than proposed by WaterNSW). The pass-through costs for MDBA have increased by 1.9% but are 36.2% lower than proposed by the MDBA. Forecast usage volumes are also 11.4% lower than those used for the 2017 Determination, which puts upward pressure on prices.
- Offsetting these factors are a lower cost of capital (WACC), which has decreased from 3.1% to 1.8%.
- Breakdown of the decision on customer share of revenue requirement for the Murray valley over the 2021 Determination and drivers for change since the 2017 determination period presented.
- Customers questioned what has happened to the previous work done by WaterNSW on the 20 Year Infrastructure Options Study (20YIOS). As presented previously, this work has been 'paused' and the work already done has been passed to DPIE for consideration in the Regional Water Strategies (RWS). The RWS will integrate and align with other NSW Government programs such as the NSW Water Strategy (in development), the whole of government drought response, long term land use plans for regional NSW, WRPs, long term watering plans and the Safe and Secure Water Program.
- Customers expressed concern that 20YIOS projects have been handed to DPIE without being supported by customers and issues were not resolved within WaterNSW prior to being passed on. For more information, please see [Regional Water Strategies in NSW](#).

**Action MLD2110.02:** WaterNSW to make a request to DPIE for an update on Regional Water Strategies to be presented at the next CAG meeting.

Responsibility: J Dickson

## 4.2 Water Reform Implementation Plan (WRIP) Update (D Swift-Hoadley/J Douglas)

### Non-Urban Metering Reform Update

- WaterNSW provided an update on the non-urban metering reforms, including a recap on the roll out dates, metering requirements for surface water, groundwater and at-risk groundwater sources and **what water users need to do now** (check details, see if the rules apply to you, and engage a DQP).
- Customers can choose to **make an authorised work inactive** to be exempt from the metering rules. This does not mean surrendering it. To make a work inactive, customers must complete the [application form](#) and pay an administration fee. Once inactive, customers will not be able to use their work to take any water, including basic landholder rights. Unregulated and groundwater customers will be billed on a one-part tariff (full entitlement charge).
- **All works captured by the metering rules** will need to be fitted with a pattern-approved meter by the regional rollout date. It may be possible to keep an existing meter if it was installed before 1 April 2019. For more information, please refer to the DPIE leaflet [Non-Urban Water Metering in NSW: what water users need to know](#).
- The rules require **all meters** to have a local intelligence device (LID) even if not connecting to telemetry and the LID must be registered in the DAS. It is the water user's responsibility to ensure they

---

#### Contact us

Call us on **1300 662 077**

Visit us at [waternsw.com.au](http://waternsw.com.au)

Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)

[waternsw.com.au](http://waternsw.com.au)

purchase a fit-for-purpose device that meets their needs. A list of compatible data logging and telemetry devices can be [found here](#).

- **Faulty metering equipment** must be reported within 24 hours by completing the [online s91i form](#) on WaterNSW's website and must be repaired within 21 days or submit a [request for an extension](#).
- DPIE and NRAR have a number of resources available to help water users understand the new metering rules, including a [Metering Guidance Tool](#), [Non-Urban Water Metering In NSW: what water users need to know leaflet](#) and [compliance fact sheets](#).
- DPIE has conducted a number of communication and engagement activities to ensure affected water users are aware of their obligations under the new rules, including >10,000 letters, 4,000 emails, 2,500 text messages and 4,000 direct phone calls, and will be conducting virtual field days on 28 and 29 October 2021.
- There are a number of programs available to support uptake of telemetry and metering including a telemetry rebate of \$975 per device for eligible water users, applied as a credit on a water bill against invoiced telemetry costs. DPIE expects this to be formally commenced by end of year and will be applied retrospectively when connected to the DAS. Water users do not need to do anything for the rebate to be applied.

#### What's New:

- There is a **new exemption for small domestic and stock users** that applies to pumps <100mm or bores <200mm that are **used solely** to take water under a domestic and stock water access licence; do not take water from an 'at risk' groundwater source; and are not on properties with other works captured by the metering rules. DPIE expects to have the amendments in place before 1 December 2021. Water users who have been affected by this exemption will be contacted by DPIE.
- **Policy Clarification:** Through the rollout it became apparent there is a technical legal situation where if a water user has installed a work that is smaller than stated in the work approval then technically, they are in breach. The NSW Government is in the process of making policy changes to clarify that a water user **can install a work that is smaller than authorised on a work approval**. Once passed into law, water users will be required to inform their licensing authority if this is the case. This will negate the need to amend a work approval and will not incur a fee. Further information will be provided as soon as available. WaterNSW is working on the administrative process to facilitate this. It is yet to be gazetted but it will correct the unintended consequence.
- Customers questioned if the policy clarification applies to pumps within a scheme (ICD) that are not captured directly by the metering reforms however have the appropriate licences to pump from the creek. WaterNSW advised that as an ICD only the core offtake is required to meet the framework.
- Customers questioned if there are any issues with the installation of meters on a suction within a scheme. Taken on notice, to be discussed out of session.

**Action MLD2110.03:** WaterNSW to contact Alan Mathers to discuss questions around installation of meters on a suction.

Responsibility: M Brooks

- It is recognised there are **mobile blackspots** in parts of the state where telemetry does not work appropriately. WaterNSW is in the process of engaging a satellite provider to provide a telemetry service in these areas and DPIE is developing a toolkit to help DQPs determine whether a site is a blackspot. Water users can apply for a **temporary exemption** under clause s233 of the Water Management (General) Regulation 2019 if this applies to them.
- Customers questioned if buried meters will be upgraded and if there will be costs associated with excavating them WaterNSW advised that
- Customers questioned if they opt out of the GOM fleet, can they unbury their meters permanently. Yes, if WaterNSW transfers the meter we will excavate however all obligations for compliance will go to the landholder. Buried meters will be required to be excavated to be validated.

---

#### Contact us

Call us on **1300 662 077**  
Visit us at [waternsw.com.au](http://waternsw.com.au)  
Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)

[waternsw.com.au](http://waternsw.com.au)

#### 4.3 NRAR Compliance Update (G Abood - NRAR)

- NRAR provided an update on tranche 1 compliance rates for affected works under the non-urban water metering framework, including work previously done, state-wide statistics and NSW regional breakdowns.
- State-wide compliance increased from 23% in July to 54% in September (rates only apply to active works in tranche 1, >500mm surface pumps). For the Murray, compliance decreased from 83% to 76% due to a large jump in the sample size from July to September (in July, 6 works were audited and in September, 33 works were audited). Most of the works in the Murray and Murrumbidgee are Government-owned meters on the pathway to compliance.
- To show reasonable effort towards compliance, NRAR expects all water users who need to comply by 1 December 2021 to have a formal engagement with a DQP before 1 December 2021 or have commenced one of the alternative pathways to compliance.
- The tranche 2 compliance approach will be on a risk-based approach to monitoring compliance, focussed on high volume water users. Compliance will be monitored in a variety of ways including from the DQP portal and the DAS. Reporting will be on compliance rates as major milestones.
- Over the coming weeks and months, NRAR will celebrate the compliant, enforce the laws and ensure fairness for the compliant, monitor changes in compliance rates, check up on DQPs and get tranche 2 and 3 water users to act.
- Customers questioned if water users have MACE meters will they be made compliant or will a certificate be provided. There are two pathways for water users to keep their existing non-pattern approved meters if they were installed **prior to 1 April 2019**:
  - the meter's manufacturer confirms the meter is within +/- 2.5% accuracy in laboratory conditions and a DQP confirms the meter was validated within 5 years of the rollout date; or
  - a DQP undertakes in-situ accuracy testing and confirms the meter is within +/-5% accuracy in the field.

The meters will need to be fitted with an LID and tamper-evident seals and, where applicable, telemetry. See also <https://www.industry.nsw.gov.au/water/metering/metering-requirements-and-specifications>

If a meter needs to be replaced it **must** be replaced with a pattern-approved meter.

- As a regulator, while NRAR regulates the detail of the law, the purpose of the reforms is about building public confidence on reliable measurement of water take.
- Customers questioned NRAR's position on licensing of floodplain harvesting temporary storages and how that is monitored. NRAR stated compliance is monitored on a case-by-case basis. NRAR has no discretion on what is lawful or not, but they do have discretion on how they act to non-compliance.
- Customers highlighted the lack of availability to purchase meters and availability of DQPs to do the installation and questioned if the backlog is still an issue. NRAR has done desktop research into availability of metering equipment and DQPs, this shows there is enough supply to provide current and expected demand. NRAR will look at what level of effort water users have gone to with engaging a DQP, ordering equipment etc. There has been a massive movement over a 2-month period in increase in compliance rates.

#### 4.4 Floodplain Harvesting Update (K Andersen/D Connor – DPIE Water)

- On 30 April 2021, amendments to the *Water Management (General) Regulation 2018* were proposed to give legal effect to the Floodplain Harvesting (FPH) Measurement policy (licensing process, measurement requirements and exemption for rainfall runoff collected in a tailwater return drain). On 6 May 2021 these amendments were **disallowed** in the Upper House of NSW Parliament, however the NSW Government remains committed to policy implementation and FPH regulation.

---

#### Contact us

Call us on **1300 662 077**

Visit us at [watersw.com.au](https://www.watersw.com.au)

Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)

- An inquiry was announced in June 2021 and a Select Committee formed to report on the Government's management of FPH, including the legality of FPH practices, the water regulations published on 30 April 2021, and how FPH can be licensed, regulated, metered and monitored so that it is sustainable and meets the objectives of the WMA (2000) and the Murray-Darling Basin Plan. The final report is due 30 November 2021.
- Hearings for the inquiry took place recently, with a range of stakeholders called over 3 days. A significant issue is how surface water legal limits on water take are defined. NSW operates under 3 separate extractions limits – cap on surface water diversions (the average volume of water that *could* have been taken with rules and infrastructure in 1993/94), long term average annual extraction limit (LTAAEL) and the sustainable diversion limit (SDL). **FPH is included in each of these limits** and the issuing of FPH licences will **not change** the legal limits, which already account for FPH.
- The FPH Measurement Policy was released in August 2020 with the key principles being that the measurement requirements must be accurate, auditable and tamper proof. All storages used for FPH must be fitted with accurate metering equipment and be validated by a DQP.
- DPIE has released a [fact sheet](#) to explain some myths regarding the north/south divide. Only 14% of inflows at Wentworth (the confluence) come from the northern basin, meaning the northern contribution to the southern basin is relatively small. 86% of inflows at Wentworth come from the Murrumbidgee and Murray rivers.
- In reality, the total impact of FPH licensing on average Murray inflows will likely be undetectable for 2 key reasons – floodplain flows provide localised benefits within a valley and FPH licensing won't change the water source limits. If FPH was to completely cease in the northern basin, it will give room for other forms of take to take its place and would have less than 1% increase in total inflows to the Murray.
- For more information visit <https://www.industry.nsw.gov.au/water/plans-programs/healthy-floodplains-project/nsw-floodplain-harvesting-policy>. Questions can be directed to [floodplain.harvesting@dpi.nsw.gov.au](mailto:floodplain.harvesting@dpi.nsw.gov.au).
- Customers questioned how tailwater/paddock run-off is differentiated from FPH. DPIE advised that compliance is ensuring the correct start date is entered for the measurement period. This can be easily confirmed using low-resolution satellite imagery (making sure the start of measurement coincides with there being no water on the floodplain). There is no allowable deduction for tailwater – when it's on, it's on. The components can't be separated and are not allowed.
- Customers stated that FPH entitlement and the impact on the Murray is blurred by annual extraction in the north and questioned the difference between FPH entitlement and general northern basin extraction. DPIE advised that statistically they have used long-term average figures as the easiest way to communicate. The downstream impact effects were looked at, plus annual changes as well as long-term effects.
- Customers questioned if it is correct that if during an event water flows into a temporary storage from a floodplain diversion, irrigators can use that water if not in a permanent storage. DPIE advised that it is a requirement of the regulations that all water must be moved into a permanent storage prior to use. While ever there is a measurement period on, water can't be used from a temporary storage until the measurement period is turned off. And until the water is moved to a permanent storage the measurement period can't be turned off. Is very easy to check using satellite imagery.
- Customers stated they would agree to disagree on the figures presented on inflows into the southern basin and requested to see the modelling.
- Customers stated that going forward, under the current WSP proposal, NSW has 2 options – first flush conditions and 200ML/day d/s target to Wilcannia and questioned if NSW will look at increasing the

---

#### Contact us

Call us on **1300 662 077**

Visit us at [waternsw.com.au](http://waternsw.com.au)

Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)

[waternsw.com.au](http://waternsw.com.au)

rate at Wilcannia. If not, does that mean the only assurance of connectivity is the first flush rule. DPIE stated that even with the potential d/s target as an access rule, all it does is prevent extraction occurring, it doesn't guarantee a flow. We are aware that through the Connectivity Reference Panel the first flush targets are on the table for discussion. Ultimately, it is about critical human and environmental needs. A range of options are being considered through the Regional Water Strategies and that process hasn't happened yet. The State Water Strategy also has a commitment to look holistically at water sharing arrangements.

- Customers expressed disappointment this does not look beyond critical human needs, stating in years where natural flows permit it should be inclusive of baseline flow requirements.
- Connectivity analysis presented is based on relative contributions from the MDBA modelling and BDL conditions, however DPIE has also done its own, more detailed modelling which looks at cumulative benefits and will be updated to include each valley as the modelling is completed (will be cumulative). The downstream effects report can be found on DPIE's website at [https://www.industry.nsw.gov.au/\\_data/assets/pdf\\_file/0011/350201/modelled-downstream-effects-if-licensing-floodplain-harvesting-nsw-border-rivers-and-gwydir.pdf](https://www.industry.nsw.gov.au/_data/assets/pdf_file/0011/350201/modelled-downstream-effects-if-licensing-floodplain-harvesting-nsw-border-rivers-and-gwydir.pdf)

#### **4.5 Engagement Landscape – Customer Conversations (J Dickson)**

- As advised at the last meeting, feedback on the Kitchen Table Kit has been extended to 30 October 2021. We are seeking grassroots feedback from irrigators and are keen to hear from you on what things you think we should spend time on.
- For more information or to download a copy of the Kitchen Table Discussion Kit, please visit <https://www.newdemocracy.com.au/water/>

#### **4.6 CAG Charter Update (J Dickson)**

- As part of IPART's audit process, WaterNSW was asked to amend wording in the CAG Charter to elaborate on the types of issues discussed at the CAG. Proposed changes included with business papers.
- The Murray-Lower Darling CAG supports the proposed amendments to the Customer Advisory Groups Charter as tabled.

#### **4.7 CAG Term of Office – 2022-25 (J Dickson)**

- The current term of office for the CAG ends on 30 June 2022. WaterNSW will call for nominations for the 2022-25 term during February and March 2022.
- Letters will be sent to all existing members and water user groups in February 2022, as well as advertising in The Land, The Farmer Magazine and local media.

#### **4.8 Future Focus (J Dickson)**

##### **Water Insights Portal Update**

- Recent enhancements to the Water Insights Portal include hourly reporting on all active gauges, all water quality (and special water quality view), limited download function, schematics for all regulated valleys and for the Barwon-Darling, volumetric view of resumption of flow.

##### **WAVE – Coming Soon**

- In coming months, WaterNSW will be progressively releasing functionality on an online Customer Portal to support customers with lodging applications, viewing account balances, paying and accessing bills, updating contact details and communication preferences and will also include links to the water register, WPS and interactive maps.

## **5. Business Papers:**

- Noted and taken as read.

## **6. General Business:**

### **6.1 Water Resource Plans Update (J Dickson)**

- At the recent CAG Representatives meeting, questions were tabled suggesting the MDBA had rejected some NSW WSPs. WaterNSW reached confirmed with DPIE that the MDBA has not rejected any WSPs but indicated some issues with some WSPs which were sent back to DPIE for review and comment. DPIE is now considering its response to concerns raised as the MDBA believed they didn't meet the basin plan requirements.

### **6.2 IVT Feedback Update (J Dickson)**

- WaterNSW received 20 submissions in relation to the IVT paper review. We are now working with DPIE on implementation of options that address the main issues raised (efficiency, transparency, equity) and customers will be updated in due course.

### **6.3 Customer Feedback**

- Customers raised concerns with the language used in allocation announcements, stating that when allocations and carryover are merged it gives the impression that all users have reached a higher level of allocation. The consolidated figure misconstrues what the allocation is and is misleading. Referred to ROSCCo meeting.
- Customers questioned why this year's allocation (110%) is so different to previous years and what has led to full allocation as will be useful for future planning. Referred to ROSCCo meeting.
- Customers highlighted concerns that uncontrolled flows were not appropriately advised when people took water. Referred to ROSCCo meeting.

## **Meeting Review and Close**

**Next Meeting:** 22 March 2022

**Meeting closed:** 12.49pm

Carried forward actions

Action No.	Action	Responsibility	Response
MLD2104.01	WaterNSW to pass on requests from customer to DPIE and other agencies to hold regular meetings with customers around issues facing the Murray and Lower Darling valleys.	J Dickson	<p><b>Complete – update 13/10/21 below by DPIE:</b></p> <p>The Minister has publicly stated her expectation that Murray channel capacity sharing with Victoria will be 50:50.</p> <p>While NSW is not expecting to have to impose limits on its water users due to water delivery shortfalls it is prudent to plan for such circumstances. NSW is currently developing a draft Shortfall Response Plan (SRP) that will outline how NSW would implement a shortfall should one be declared for NSW. Once drafted, the SRP will be discussed and further developed with stakeholders and water users and consultation activities are expected to take place in early 2022.</p> <p>NSW is participating in a 'fire drill' with MDBA and the other southern basin states in late October using a fictitious delivery shortfall scenario to examine the practicalities of managing River Murray deliveries with Menindee Lakes online.</p> <p><b>Development approvals</b></p> <p>NSW is regularly monitoring development applications that require new and amended works approvals accessing the River Murray below the Barmah Choke.</p> <p>Data on new or amended works approvals on the Murray River below the Barmah Choke granted between 1 July 2020 to 30 June 2021 shows a marked reduction in new and expanded development compared to what was seen in previous years.</p> <p><b>There was a report forecast for Oct 21 release that would provide further information on this matter.</b></p> <p>MDBA is working with Industry to prepare a report that updates mapping for permanent plantation development across all three southern basin states. This work is expected to show that while there has been development in NSW since 2018 by far the largest areas under permanent horticulture remain in Victoria.</p>

Contact us

Call us on 1300 662 077

Visit us at [waternsw.com.au](http://waternsw.com.au)

Follow us on Twitter @WaterNSW

			<p>A draft report for this work is expected to be available for review by Basin Governments by the end of 2021.</p> <p><b>Other updates</b></p> <p>The Federal Government through the National Water Grid Authority has committed \$3M to fund a feasibility study to consider options for reinstating the delivery capacity of water across the Barmah Choke on the Murray River, and other alternatives. Governance and project management arrangements are in the process of being established. The feasibility study may take up to 18 months to complete and will include consultation with key stakeholders. <a href="https://www.nationalwatergrid.gov.au/program/barmah-choke-feasibility-study">https://www.nationalwatergrid.gov.au/program/barmah-choke-feasibility-study</a></p> <p><b>Discussion at meeting:</b></p> <p>Customers stated they don't want existing rights diminished by any shortfall response to new development. If capacity is exceeded, the sentiment is that it is their risk and shouldn't be applied to existing historical users.</p> <p>Concerns that discussions are occurring "behind the scenes" without customer input, stating it is difficult to make changes after a policy decision has been made. Can WaterNSW champion customer input early in the process?</p> <p>WaterNSW advised the process has been elongated due to challenges such as COVID-19, however we are not privy to any discussions. DPIE is aware of customer concerns.</p>
<b>MLD2107.01</b>	WaterNSW to provide an update on the upgrade at Neimur Regulator out of session.	B Mayhew	<p><b>Complete.</b></p> <p>Refer to agenda item 2.1</p>
<b>MLD2107.02</b>	WaterNSW to add a Water Quality presentation to the next meeting agenda.	T Hayes	<p><b>Complete.</b></p> <p>Refer to agenda item 3.1</p>

**Contact us**

Call us on **1300 662 077**

Visit us at [waternsw.com.au](http://waternsw.com.au)

Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)

---

#### New actions

Action No.	Action	Responsibility	Response
<b>MLD2110.01</b>	WaterNSW to provide a list of infrastructure works being planned in the valley over the next determination period.	L Zaw	
<b>MLD2110.02</b>	WaterNSW to make a request to DPIE for an update on Regional Water Strategies to be presented at the next CAG meeting.	J Dickson	<b>Complete.</b>
<b>MLD2110.03</b>	WaterNSW to contact Alan Mathers to discuss questions around installation of meters on a suction.	M Brooks	<b>Complete.</b>

---

#### Contact us

Call us on **1300 662 077**

Visit us at [waternsw.com.au](http://waternsw.com.au)

Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)