

**Border Rivers Customer Advisory Group
Minutes of Meeting
Monday 28 August 2017
Gateway to Training, 15-21 Russell St,
Goondiwindi**

Present: Anthony Barlow, Brett Corish, David Coulton, Bruce Coward, Ian Saunders, Roland Heatley, Daryl Cleeve, Jane Humphries, Michael Owen, Sam Heagney (observer), Alex Norman (observer), Tim Napier (observer via Skype), Lindsay White (via Skype to 10am), David Stockler, Jonathan Dickson, Craig Cahill and Toni Hayes (minutes).

Ronan Magarahan attended via Skype for agenda item 8.1.

Andrew Fraser and Luigi Castro attended via Skype for agenda item 9.4.

Graham Begg attended via Skype for agenda item 9.6

Meeting Opened: 9.00am.

1. Welcome and Introductions

- Members welcomed and provided a brief introduction.

2. Apologies: Nil

3. Confirmation of Agenda Items & Declaration of Interest(s)

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

4. Carried Forward Actions arising from CSC minutes June 2017

- See attached action sheet.

5. CAG Member Introduction/Information

Presentations by J Dickson (attached)

5.1 CAG Roles & Responsibilities

- Roles, responsibilities and scope of CAGs and CAG members going forward presented and discussed.
- WaterNSW will meet with CAGs face to face a minimum of twice per year. Schedule of first round of meetings for 2018 provided.

5.2 CAG Member Documentation/Claims

- WaterNSW is adopting more efficient ways to collect data. Internet link emailed to all members seeking completion of personal and banking details in July 2017.
- After each CAG meeting members will receive an email requesting feedback, which includes the opportunity to submit a claim for sitting fees and mileage.

6. Elections

6.1 Election of Chair

- Nominations for the position of Chair were called, with B Corish nominated by D Cleeve, seconded by A Barlow. No further nominations received.
- B Corish was appointed to the position of Chair unopposed.

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6.2 Election of CAG Advisory Group Representative

- Nominations were called for the position of CAG Representative. B Corish, as elected Chair, accepted the position unopposed.

7. Water Delivery

7.1 Water System Operations Report

- C Cahill presented the water system operations report. Reports will be uploaded to WaterNSW's website quarterly and can be found at www.waternsw.com.au/customer-service/news/operations.
- Interstate transfers discussed. For supplementary transfers, customers must have a works in both states.
- Customers questioned when WaterNSW intends to develop CARM in the northern valleys. C Cahill advised that WaterNSW continues to develop and implement components of CARM to replace existing models.
- A stimulus flow is currently being undertaken and could consist of up to 8000ML. OEH advised that monitoring is being funded by the Commonwealth and DPI Fisheries and will commence after the stimulus flow and with another later in the season.
- System operations plan presented and discussed, including feedback from members in relation to planned deliveries for upcoming season (environmental and irrigation).

8. System Operation and Asset Services

8.1 Asset Maintenance and Services Update

Presentation by R Magarahan via Skype (attached)

- Asset performance and maintenance in the Border Rivers presented and discussed.
- In its pricing submission, WaterNSW put forward a maintenance allowance rather than a specific list of projects and we will continue to present to CAGs as projects commence/progress.
- WaterNSW noted additional assets in the valley owned by the Border Rivers Commission (BRC) which are maintained by SunWater (eg Boomi Weir) but operated by WaterNSW. Customers questioned how they can progress works at Boomi. As this is not a WaterNSW asset, will need to be taken up with the asset owner (ie BRC).

Action BR1708.01: *WaterNSW to liaise with BRC/Boomi Trust to confirm who owns Boomi Weir and Regulator and who pays for maintenance in order to progress required works.*

Responsibility: C Cahill

9. Presentations/Consultation

9.1 Regulatory Reform

Discussion by D Stockler

Water Resource Plans (WRPs)

- WaterNSW continues to meet with DPI monthly. Significant feedback from customers across the state has been that the SAP process has been disappointing in terms of timing and transparency. WaterNSW has relayed this to DPI and continues to follow up and pursue monthly.
- WaterNSW's submission on the status and issues paper is available on our website. The DPI process hasn't made submissions public however in some valleys customers have agreed to share submissions with each other.

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- The last Border Rivers SAP meeting was held 6-8 weeks ago in Moree, with another meeting to be held in the next 2-3 weeks. Currently DPI is not moving too far from the current plans, with potential for minor amendments only. WaterNSW has put forward that rules need to be changed in a more responsive and timely manner.

Investigation of Allegations of Illegal Pumping Activity

- As a result of the recent Four Corners program, four independent enquiries have been identified, with one currently active (none of which are directed at WaterNSW). As WaterNSW has carriage of former-DPI compliance functions, we are providing assistance as required to the Ken Matthews enquiry.
- WaterNSW stresses that no convictions or prosecutions have been made, only allegations at this point.
- A preliminary report on the Ken Matthews enquiry is due on 31 August, with follow up report due November.

9.2 Voice of Customer Framework

Presentation by J Dickson (attached)

- WaterNSW is launching its Online Community which is a connection to a digital network of WaterNSW customers. CAG members are invited to join this information sharing and gathering network, and will be automatically registered upon completion of post-meeting survey.
- WaterNSW uses Twitter as one of our communication platforms to keep customers informed, and encourages customers to follow WaterNSW.

9.3 Customer Communications

Customer Service Charter

Customer Service Charter

- WaterNSW is revising its Customer Service Charter to reflect additional responsibilities taken over from the Regulator, including customer contact; licensing, regulation and dealings; water delivery, ordering and reporting; and information and communication.
- Overview of end-of-call survey results provided (July 2017). Results discussed. Customers praised WaterNSW for presenting these results.

CIMS/WaterNSW Phone System Update

- WaterNSW is upgrading its telephony platform to enable customers to make contact through multiple avenues (eg phone, IM, SMS etc). Currently assessing options, with expected implementation early 2018.

9.4 Levels of Service (LOS)

Presentation by A Fraser and L Castro via Skype (attached)

- As discussed at past CSC meetings, WaterNSW is undertaking a LOS project in order to develop customer supported long-term infrastructure plans. The project will be implemented over the next two years and covers regulated assets only.
- 20-Year Infrastructure Strategy (20YIS) discussed. WaterNSW will only invest in assets that customers see value in. Currently looking at establishing a baseline of existing performance and this information should be available at the next meeting.
- Presented and discussed issues identified that affect customer LOS in the Border Rivers and options identified to address key issues. WaterNSW will explore the issues and options with customers and investigate in more detail over the next 12 months.
- Consultation steps and timeline presented and discussed.

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- Feedback sought from customers on how they wish to engage with WaterNSW on LOS during the period of consultation. Customer preference is for face-to-face consultation with the suggestion to coordinate with Border Rivers Food & Fibre (BRFF) meetings where there is broader customer representation. There was also a suggestion for WaterNSW to consider attending some WUA meetings across the valley.
- WaterNSW encourages customers to think about the major long-term issues facing their valley and associated LOS needs.
- Mole River Dam discussed. WaterNSW was given funds to do a study on the Mole River and a preferred option was identified (Upper Mole Dam). A draft study has been submitted and WaterNSW is in the process of reviewing feedback from Treasury. The decision on what happens with the study sits with DPI, Treasury and the Minister. The deadline has been extended to 21 September.
- There is merit in other areas but was outside of the scope specifically identified by the Commonwealth. When we open the LOS scope, we can look at many other options to try to address the issues.
- Flood mitigation discussed. A Mole River dam has medium to minor benefits in terms of flood. The significant benefit is security and reliability of supply to the valley.
- Customers queried if consideration was given to an analysis of what another dam might mean in terms of environmental water. Existing MDBA, BRC and WRP rules were applied and the study stays within those rules. Standing sharing arrangements still apply.

9.5 Commonwealth Funded Asset Programs

Discussed by A Fraser

- National Water Infrastructure Development Fund applications currently open.
- WaterNSW is currently preparing three submissions for capital funding, predominantly in the Border Rivers, Peel and Lachlan valleys. If any future funding opportunities are made available, customers will be kept informed.

9.6 Local Water Utility (LWU) Review

Presentation by G Begg via Skype (attached)

- The LWU Monitoring Review is a new WaterNSW Operating Licence obligation, instigated by NSW Health, due by December 2018.
- The focus of the initiative is to explore what role WaterNSW can play in terms of mitigating risk to LWUs for town drinking water supply.
- Currently developing the project plan which will be shared with LWUs and the CAGs over the coming 18 months.
- The review is focussed on surface water however if the quality of groundwater became an issue this could be looked at.

10. Reports

Noted and taken as read.

11. General Business

- Nil.

12. Meeting Review and Close

Meeting closed: 12.10pm

Next Meeting: Wednesday, 28 February 2018

Border Rivers Customer Advisory Group - Actions – 28 August 2017

CURRENT ACTIONS			
Action No.	Action	Responsibility	Status
BR1708.01	WaterNSW to liaise with BRC/Boomi Trust to confirm who owns Boomi Weir and Regulator and who pays for maintenance in order to progress required works.	C Cahill	