

# Murrumbidgee Customer Advisory Group

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**Notes of Meeting**  
**Thursday 29 November 2018**  
**Via Skype**

**Participants:** Brendan Barry, Iva Quarisa, Tanya Thompson, James Maguire, Paul Maytom, Peter Sheppard, Rene Woods, Vince Kelly, Amber Daines, Jonathan Dickson and Toni Hayes.

**Apologies:** Alan Shea, Scott Hogan.

**Meeting Opened:** 3.00pm

**1. Update on actions from the last meeting (18 September 2018)**

- See action sheet attached.

**2. Water System Operations Update**

- WaterNSW presented the water operations plan for the Murrumbidgee. Reports are available on WaterNSW's website at [www.watensw.com.au/operations](http://www.watensw.com.au/operations)
- Customers noted inconsistencies in information provided for losses at Darlot. WaterNSW noted there is an error in the way the data has been presented and will amend and upload to the website.

**Action MBG1811.01:** WaterNSW to amend Murrumbidgee Operations Plan in relation to losses at Darlot and upload to the website.

*Responsibility: V Kelly*

**3. Drought Communications (A Daines)**

- WaterNSW has a number of dedicated resources available to customers providing updates and information on the drought, including a weekly regional customer drought update and valley storage levels. Customers can also opt to subscribe to receive updates.
- [www.watensw.com.au/drought](http://www.watensw.com.au/drought)
- Customers sought advice on where the fixed fee rebate for ICDs is up to. WaterNSW advised that a lot of work has been taking place in this area. It is still in the works but is taking longer than hoped. WaterNSW will continue to keep affected customers informed as this progresses.

**4. Active Management in Northern Unregulated Systems (J Dickson)**

- The Water Reform Taskforce is continuing modelling and policy development in preparation for public consultation in 2019.
- Active management is determining what volume of flows can be accessed and when, in defined ways but with consideration of specific events. WaterNSW is involved in the working group developing active management.
- Active management is being considered in the Barwon-Darling first, which will inform work on Unregulated Macquarie-Bogan and Gwydir valleys.

**5. DoI Water Update - Water Resource Plans (WRPs) (J Dickson)**

- There are currently 5 draft WRPs on public exhibition. A further 3 plans will be released prior to Christmas, with remaining plans to be exhibited in 2019.

**6. IPART Cost Shares Review update (J Dickson)**

- The draft report was released on 16 October 2018 with submissions due to IPART on 27 November 2018.
- IPART took a strict interpretation of the impactor pays approach which, in most cases, shifts the cost share ratios towards customers.
- IPART stated that the impact on WaterNSW's rural determination would be a 1% increase in customer bills and a 7% increase for WAMC, however these percentages will not hold for future determinations, as the spend profile for each determination is different.

**7. New pages to register for (J Dickson)**

- WaterNSW publishes a number of regular updates that customers can subscribe to, including the Customer Newsletter, weekly customer eNewsletter, state-wide customer notifications, weekly water availability reports, Murrumbidgee inter-valley trade (IVT) notifications and water storage and supply reports.
- Visit our website at [www.waternsw.com.au/subscribe](http://www.waternsw.com.au/subscribe) and select updates of interest to you.

**Next Meeting:** Thursday 21 March 2019, Griffith

**Meeting closed:** 3.45pm

Carried Forward Actions			
Action No. yymm.action no	Action	Responsibility	Status
<b>MBG1803.03</b>	WaterNSW to put together a proposal/process for equitable sharing of supplementary events between specific licence types and on what basis it can be done.	V Kelly	Ongoing.
<b>MBG1809.01</b>	WaterNSW to provide historical information on the losses in the Murrumbidgee valley to customers out of session.	V Kelly	Ongoing.
<b>MBG1809.02</b>	WaterNSW to provide a breakdown of operational losses in Operations Plans going forward.	V Kelly (M Barratt)	Ongoing.
New Actions			
Action No. yymm.action no	Action	Responsibility	Status
<b>MBG1811.01</b>	WaterNSW to amend Murrumbidgee Operations Plan in relation to losses at Darlot and upload to the website.	V Kelly	