

# Coastal-Hunter Customer Advisory Group

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**Notes of Meeting**  
**Wednesday 28 November 2018**  
**Via Skype**

**Participants:** Graham Kennett, Wayne Clarke, David Clift, John Watson, Martin Prendergast, Amber Daines, Jonathan Dickson and Toni Hayes.

**Apologies:** Chris Magner, Steve Guthrey, Justen Simpson, Kylie Nash, Julia Wokes, Stephen Osborn.

**Meeting Opened:** 1.30pm

- 1. Update on actions from the last meeting (5 September 2018)**
  - See action sheet attached.
- 2. Water System Operations Update (M Prendergast)**
  - WaterNSW presented the water operations plan for the Coastal and Hunter valleys. Reports are available on WaterNSW's website at [www.waturnsw.com.au/customer-service/news/operations](http://www.waturnsw.com.au/customer-service/news/operations)
- 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.waturnsw.com.au/drought](http://www.waturnsw.com.au/drought)
- 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.
  - Customers noted a number of items are missing from the draft WRPs, such as private/farm dams. Concerns that some customers will be illegally operating if in cease to pump conditions. Customers have raised the issue with DoIW, NRAR and the Minister.
- 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.waturnsw.com.au/subscribe](http://www.waturnsw.com.au/subscribe) and select updates of interest to you.

## 8. General Business

### 8.1 Cease to Pump Triggers

- Customers noted that on unregulated and some sub-catchments some users will trigger telemetry requirements under the draft. Customers cannot see the benefit (and cost) of having telemetry on meters when pumping threshold control points are not telemetered (meaning there is no data to correlate).

**Action CVH1811.01:** Follow up customer concerns in relation to pumping threshold control points that are not telemetered.

*Responsibility: M Prendergast*

### 8.2 Water Ordering on the Unregulated System

- Customers noted that the case study within the WaterNSW submission on the draft metering plan states there will be water ordering on the unregulated system. How will WaterNSW do this? Customers believe there is no credibility attached to it and have raised the issues with DoI Water.
- WaterNSW advised that ordering has occurred on supplementary flows in the past and we will follow the same procedures.

**Action CVH1811.02:** WaterNSW to provide more information on proposed water ordering in the unregulated system at the next meeting.

*Responsibility: M Prendergast*

**Next Meeting:** Tuesday 5 March 2019, Sydney

**Meeting closed:** 2.15pm

## Coastal-Hunter Customer Advisory Group

### Carried Forward Actions

Action No. yymm.action no	Action	Responsibility	Status
CVH1809.01	WaterNSW to confirm flow at Angledale station gauge.	M Prendergast	<b>Complete.</b> Confirmed that 5-9ML/day passing at Angledale station.
CVH1809.02	WaterNSW to confirm if divesting Nimmie-Caira assets back to DOI Water will have any impact on Lowbidgee fees.	M Clayton	<b>Complete.</b> WaterNSW expects that there will be no negative bill impact arising from the transactions to Lowbidgee customers and could deliver customer bill reduction/efficiency, however such efficiency is sensitive to the value of the operating expenditures including overhead allocations, capex plan, and other regulatory inputs. WaterNSW will quantify any such efficiency savings for the next price submission for consideration by the pricing regulator.
CVH1809.03	WaterNSW to provide information on any Coastal-Hunter sites currently identified in the fish passage strategy.	M Clayton	<b>Complete.</b> WaterNSW's fish barrier sites identified for Coastal-Hunter in the fish passage strategy are: <ul style="list-style-type: none"> <li>- Cookes Weir (Richmond River)</li> <li>- Liddell Gauging Station (Hunter River)</li> <li>Tallowa Dam (Shoalhaven River)</li> </ul>

### New Actions

Action No. yymm.action no	Action	Responsibility	Status
CVH1811.01	Follow up customer concerns in relation to pumping threshold control points that are not telemetered.	M Prendergast	
CVH1811.02	WaterNSW to provide more information on proposed water ordering in the unregulated system at the next meeting.	M Prendergast	