

# Gwydir Customer Advisory Group - Minutes of Meeting



**Location:** WaterNSW, 66-68 Frome St, MOREE

**Date:** 19 November 2019

**Time:** 10.30am

**Present:** Mark Winter (Chair), Jim Cush, David Reibel, Jane Humphries, Sam Heagney, Michael Seery, Daryl Albertson, Zara Lowien (observer), David Stockler, Jonathan Dickson, Michael Smith, Sonia Townsend, Enrico Proietti and Toni Hayes (minutes).

B Mayhew attended for agenda items 3.1-3.3.

**Meeting Opened:** 10.50am.

## **1. Welcome and introductions**

### **1.1 Apologies**

- Harry Cush, Nick Gillingham, Lindsay White, Darren Hart, Roland Heatley, Anub Nair.

### **1.2 Confirmation of Agenda Items**

- Nil new agenda items raised.

### **1.3 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.

### **1.4 Minutes of Previous Meeting, 23 July 2019**

- Resolved the minutes of meeting held on 23 July 2019 be confirmed as a correct record. Taken as read.

*J Cush/D Reibel  
carried*

### **1.5 Actions arising from minutes**

- See action sheet attached.

## **2. Presentations/Consultation**

### **2.1 Regulatory Economics (J Dickson)**

#### **Rural Valleys Determination:**

- WaterNSW has requested a delay of one year to the submission of the Rural Pricing Determination due to the ongoing drought conditions. We believe this is in the best interests of our customers and anticipate hearing from IPART in the near future.
- WaterNSW will undertake a review in January 2020 to determine the appropriate start of engagement and will keep customers informed of the process.

#### **Customer Juries:**

- As previously advised, WaterNSW has engaged the services of newDemocracy to undertake consultation with customers to inform our submission to IPART on Rural and WAMC pricing.

---

#### **Contact us**

Call us on **1300 662 077**

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

Follow us on Twitter **@WaterNSW**

Provide feedback on "Your Voice" at **[oursay.org/waternsw](http://oursay.org/waternsw)**

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

- The plan is to bring representative samples of our customer base together as juries of 44 people meeting across three locations, comprising five concurrent weekend meetings and two joint meetings (132 jury members) to gain consensus. The CAG will be invited to directly participate in two of these meetings in addition to CAG Chairs being required at the two joint meetings.

#### **WAMC (Water Administration Ministerial Corporation) Determination:**

- The WAMC determination ends 30 June 2021, with a new determination to be in place from 1 July 2021. The current 2016 determination did not contemplate some of the former Department of Industry (Water) functions being transferred to WaterNSW and subsequently NRAR.
- WaterNSW is working with NRAR and DPIE-W to ensure new charging arrangements lead to increased transparency and improved cost reflectivity.
- Current charges framework, funding methodology, short comings and proposed principles for the future were presented and discussed.
- Input was sought from customers on the principles WaterNSW is following.
- Transparency, cost reflectivity and unbundling of charges discussed. Members highlighted that full transparency and cost reflectivity is very important.

#### **2.2 Water Reform Implementation Plan (WRIP) – metering update (E Proietti)**

- The Government has extended the deadlines for meters to be compliant under the NSW Government's *Water Reform Implementation Plan*. Revised dates can be found at <https://www.industry.nsw.gov.au/water-reform/metering-framework/overview-of-the-non-urban-water-metering-framework#latest-updates>
- Members believe the extension of the timeline only extends the issues while there is no clarity on the telemetry requirements that form part of a meter in terms of the reform. There is still no clarity on what it means to be completely compliant – we still don't know what the season will bring, will we have water, will the systems be capable of achieving what is required (telemetry) etc. Still a lot of things need to happen prior to the deadline. Only benefit is that there may be more pattern approved meters by then.
- In due course, the Government will release an initial list of compatible telemetry devices under the Telemetry Framework. The Government is planning to launch the new telemetry system and engage with customers by 31 March 2020.
- The anticipated process for meter transfer was discussed including the option to retain/remove; agree work required to meet compliance; telemetry/data logger options. A key principle of the scheme is that only compliant meters will be transferred.

#### **2.3 Rural Mental Health (J Dickson)**

- WaterNSW Customer and Community trialled a program for our frontline staff through the Rural and Mental Health Program (RAMHP), which was subsequently extended to all WaterNSW staff.
- If customer groups or the CAG would like WaterNSW to arrange facilitation of a session, please contact Toni Hayes.

#### **2.4 Fixed Fee Rebate update (J Dickson)**

- As previously advised, the government has repeated the rebate for the current water year. WaterNSW continues to advocate for further rebates to assist those with no access to water.
- For more information go to <https://www.dpi.nsw.gov.au/climate-and-emergencies/droughthub>

---

#### **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)

Provide feedback on "Your Voice" at [oursay.org/waternsw](https://oursay.org/waternsw)

### **3. Assets:**

#### **3.1 Maintenance update (B Mayhew)**

- Asset performance and maintenance in the Gwydir valley presented and discussed, including routine preventative and corrective maintenance delivery.

#### **3.2 Rural Pricing Submission – Capital Plan (B Mayhew)**

- Draft capital plan for FY22-25 IPART pricing submission presented, including capital plan milestones, draft capital budget, program summary, variances, cost share comparison and thematic budget summary.
- Submission is due 1 July 2020, however WaterNSW has requested a delay of one year to the submission of the Rural Pricing Determination due to the ongoing drought conditions (as per agenda item 2.1).
- Fishways costs and prioritisation discussed. Members questioned if proposed work at Tyreel will impact other work being done (WaterNSW and external). The cost component will need to be included in our submission, however we would ensure that it is justifiable and not conflicting with other works prior to any work being undertaken.

**Action GWY1911.01:** WaterNSW to check if work being done at Tyreel will impact proposed fishway options.

*Responsibility: B Mayhew*

#### **3.3 Dam Safety (J Dickson)**

- For customer information, new Dam Safety regulations will commence 1 November 2019, with a greater onus on the asset owner.

### **4. Business Papers:**

- Noted and taken as read.

### **5. General Business**

- Nil new business raised.

### **6. Water Delivery:**

- Water Delivery and Operational Drought Update was presented as part of the ROSCCo. The Gwydir Annual Operations Report is available at <https://www.waternsw.com.au/supply/regional-nsw/operations>
- Presentations and notes from the ROSCCOs will be available at <https://www.waternsw.com.au/supply/regional-nsw/roscco>

### **Meeting Review and Close**

**Next Meeting:** Tuesday 17 March 2019

**Meeting closed:** 12.30pm

---

#### **Contact us**

Call us on **1300 662 077**

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

Follow us on Twitter **@WaterNSW**

Provide feedback on "Your Voice" at **[oursay.org/waternsw](https://oursay.org/waternsw)**

## Gwydir Customer Advisory Group – Actions – 19 November 2019

### Carried forward actions

Action No.	Action	Responsibility	Status
<b>GWY1903.01</b>	WaterNSW to remove supplementary water statistics from p5 of the operations plan and include elsewhere in the report.	A Scott	<b>Complete.</b>
<b>GWY1903.02</b>	WaterNSW to look at how available airspace is reported in the operations plan and consider reporting as a percentage of general security holdings.	A Scott	<b>Complete.</b> The available airspace is a volume and not directly related to general security holdings.
<b>GWY1907.01</b>	WaterNSW to confirm if any customer money was set aside in previous determinations to pay for construction of fish passage resulting from Copeton DSU.	J Dickson	<b>Complete.</b> Previous Determination discussions contemplated fish passage cost for the Gwydir, however no capital was committed or spent on fish passage in the valley. There were no customer funds set aside in previous determinations to pay for construction of fish passage and no money for capital works hit WaterNSW's RAB, therefore customers have not paid for capital that has not been spent.

### New actions

Action No.	Action	Responsibility	Status
<b>GWY1911.01</b>	WaterNSW to check if work being done at Tyreel will impact proposed fishway options.	B Mayhew	

### 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)

Provide feedback on "Your Voice" at [oursay.org/waternsw](http://oursay.org/waternsw)