

Murray-Lower Darling Customer Advisory Group - Minutes of Meeting



Location: Video Conference

Date: 28 April 2021

Time: 9.00am

Present: Louise Burge (Chair), Katharine McBride, Michael Pisasale, Sally Dye, Judith Damiani, Alan Mathers (observer), Brayden Gunn (observer), A Prasad (observer), Jonathan Dickson, Vince Kelly, Tom Watson, James Piggott, Sonia Townsend, Enrico Proietti and Toni Hayes.

The following attended for specific agenda items: E Taylor (2.1), C Braddock (2.2), D Stockler, R Cocks (3.1 & 3.5), A McKenzie-McHarg (3.2), A Wakenshaw, M Stuart (3.3), C Boys (3.4), A Fraser (3.6) and T Milne (5.1).

Meeting Opened: 9.00am.

1. Introduction:

1.1 Welcome and introductions

1.2 Apologies: Rachel Strachan, Andrew Hicks, Michael Chalmers.

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 Meetings, 25 November 2020:

- Resolved the minutes of meeting held on [25 November 2020](#) be confirmed as a correct record. Taken as read.

*L Burge/S Dye
carried*

1.6 Actions arising from minutes

- See action sheet attached.
- Customers stated that previous requests for DPIE to hold a forum with customers to discuss the core issues facing the Murray valley (implementation of the basin plan, SDLs, WRP/WSP, deliverability and channel sharing, shortfall, policy etc) and how we get a shared understanding on ways forward and risks and direction have not come to fruition. Customers requested WaterNSW go back to DPIE with feedback that customers want a regular forum to discuss these issues.
- Lower Darling customers also echoed this, requesting discussions with the MDBA and DPIE around management of Menindee Lakes going forward as well as Lower Darling specific issues.

MLD2104.01: WaterNSW to pass on requests from customers to DPIE and other agencies to hold another meeting with customers around issues facing the Murray and Lower Darling valleys.

Responsibility: J Dickson

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- Customers questioned the process for government-owned meters (GOM) that are buried, enquiring if WaterNSW would dig them up as part of making them compliant. WaterNSW presented on this and other GOM meter planning later in the agenda (refer agenda items 3.1 and 3.5). WaterNSW will be gaining certification for the GOM meter fleet, testing a percentage of meters for compliance (buried and above ground) on a fleet basis.

2. Assets:

2.1 Asset Maintenance update (E Taylor)

- Asset performance and maintenance in the Murray and Lower Darling valleys presented and discussed, including routine preventative and corrective maintenance delivery.
- Customers asked if there is truth to rumours that if Hume Dam fills above a certain height there would be issues with structural failure. WaterNSW advised we are not aware of any structural issues.
- Customers questioned who pays for works on the regulators. WaterNSW advised that some structures are owned by WaterNSW and some by Forestry. We operate structures for Forestry however do not pay for the maintenance of those structures.

MLD2104.02: WaterNSW to advise who pays for the maintenance on the Murray valley regional park regulators at Deniliquin, per presentation.

Responsibility: E Taylor

2.2 Rural Pricing Submission & Capital Plan update: FY22-25 (C Braddock)

- WaterNSW presented an overview of the rural pricing submission capital plan FY22-25 for the for the Murray and Lower Darling valleys, including Menindee inlet regulator mechanical renewals, Waddy Cutting outlet regulator electrical renewals and Yallakool Creek regulator electrical renewals.
- Customers questioned what is happening with the works at Menindee given all 4 lakes have water in them. WaterNSW advised the work can be undertaken with water in the lakes provided there are no further inflows. The current inflow is likely to be the most significant for the Pamamaroo inlet works and it's possible/likely the inflows will delay the start of the works. However, these are being progressed on the assumption that the site will need some sort of coffer dam and de-watering. There is contingency for the works program to be able to demobilize and allow inflows to be managed through the Pamamaroo Inlet if further inflows were to occur once construction has commenced.

3. Presentations/Consultation:

3.1 Water Reform Implementation Plan (WRIP) Update (J Dickson)

- WaterNSW provided an update on the non-urban metering reforms, including a recap on the roll out dates, conditions that apply now for all water users and pathways to compliance.
- From 1 April 2019, conditions that apply for **all water users**, regardless of rollout date, include requirements for faulty metering equipment (self-report within 24 hours on S91i, manually record take, repair/replace within 21 days), new or replacement meters (pattern approved, tamper proof and validated by DQP, LID) and inactive works (check approval).
- There are currently 15 pattern approved meters [listed on the MDBA website](#) ranging from 25mm to 1800mm.
- DPIE maintains the [list of compatible data logging and telemetry devices \(LIDs\)](#), which is designed to help water users and DQPs understand which devices have been tested and meet

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requirements of the DAS. It is the responsibility of water users to ensure they purchase a fit-for-purpose device that meets their needs.

- For DQP Portal enquiries, email DQP.Enquiries@waternsw.com.au. For questions on Government-owned meters, email Meter.Maintenance@waternsw.com.au
- DPIE and NRAR have a number of resources available to help water users understand the new metering rules, including a [Metering Guidance Tool](#), [metering leaflet](#) and [compliance fact sheets](#).
- To find a local DQP please see the [Irrigation Australia website](#).
- Customers questioned the timeframe for water orders – is it midnight to midnight or 8am to 8am per supplementary orders? WaterNSW advised there is not a straight-forward answer, however a rationalisation is occurring across agencies to improve alignment. WaterNSW is not aware of any non-compliance action as a result of this.

3.2 Floodplain Harvesting Measurement (FPH) Rules (A McKenzie-McHarg/A Walker)

- Volumetric licensing and accounting rules will soon be implemented in the northern basin river valleys, with the key to FPH take, being the ability to accurately measure it. Water users will need to install a variety of equipment to enable take.
- The Floodplain Harvesting Measurement Policy was released in July 2020, with regulations to enact the policy expected late April 2021. To support this policy and regulatory development, DPIE has developed [guidelines for water users as well as DQPs to install systems to be measurement ready](#).
- It is the responsibility of water users to ensure they are compliant with regulations, engage a DQP to install measurement equipment and establish survey benchmarks and secondary measurement devices (ie gauge boards). DPIE noted the recent flooding has slowed some of this work.
- The DQP Portal is continuing, with a new release scheduled each month. DPIE has worked hard to get as many trained as possible, 28 have completed the IAL training with the 4th round recently completed.
- A lot of consultation has been done through webinars with suppliers, installers and landholders. DPIE has completed roadshows in the 5 northern valleys, A “what we heard” is due for release soon.
- Some of the main issues captured include the list of sensors and LIDs available. 11 sensors suitable for FPH exist with 4 LIDs still in testing (see DPIE website).
- Timeframes are tight and a lot of feedback has been received on this. DPIE is very aware and is working with different parts of government to see what can be done.
- DQP and supplier availability is a known issue. There is a lag time with orders for LIDs (up to 4-8 weeks) and DQP availability is scarce. Training for DQPs continues.
- Functionality of accounting systems and operation – DPIE has heard clearly that even though data is collected hourly, it is only uploaded daily. More near-real-time data is preferable, and DPIE is encouraging the market to come up with a product, working actively with suppliers, government and NRAR.
- Customers questioned how measurement of outflow will be incorporated into the regulations, with concerns that if users release and fill at the same time there will be limited or no accountability. DPIE advised guidelines on how to account for this will be available. The key principle is you can't

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do both at the same time. Any outflow that occurs during a measurement period needs to be accounted for and debited against FPH entitlement.

- To differentiate between FPH and supplementary water, water users will be required to nominate the start and end of measurement period for FPH, then identify any additional volumes that come in (supplementary). All water going in and out of storages must be accounted for and reconciled after a measurement period
- Customers questioned level of staffing required to implement these reforms. FPH is currently in the establishment phase and during this time DPIE has a dedicated team responsible for stewarding the delivery. Once established, DPIE will be able to identify the level of ongoing resources required short and long term.
- A lot of system requirements for FPH measurement will piggy-back on the systems supporting the non-urban metering reforms (DQP, telemetry platform, DAS) however we need to ensure existing systems are fit for purpose and tweak where needed for FPH.
- Customers questioned if the FPH rollout is paid by the government. DPIE advised that it is supported by landholders, who pay for the equipment and engage the DQP etc. Program management has been funded by the Commonwealth. None of the costs are recovered through WAMC or the rural valleys determination.
- If you have any questions on FPH Measurement, email FPHmeasurement@dpienew.gov.au

3.3 Natural Resources Access Regulator (NRAR)

NRAR's use of discretion in the compliance process (A Wakenshaw)

- NRAR approaches investigations on a case by case basis and uses discretion to determine its response, with consideration to harm, culpability, history and attitude. Serious, substantiated and wilful acts of non-compliance will face the full force of the law. Where non-compliance occurs out of ignorance, with little harm caused, other tools or educational measures may be used.
- NRAR's approach to water compliance model presented and discussed.
- NRAR has a range of tools at its disposal for regulatory response and uses discretion to apply them. Punitive measures include statutory direction, penalty infringement notices, civil action, licence action and prosecutions. Other tools include education and awareness campaigns, advisory letters, written and verbal warnings, cautions, enforceable undertakings and corrective action requests.
- The Floodplain Harvesting (FPH) disallowance created some uncertainty, with FPH licences to be issued in 2021. Until that time, water taken must be in accordance with an access licence, works/use approval, exemption or basic landholder right. NRAR will use discretion to investigate suspected breaches and will take action against wilful, harmful and serious non-compliance. NRAR will consider the ambiguous environment the disallowance has created alongside key regulatory principles.
- Many issues arise when water users don't know or are unsure of the rules. NRAR is creating a suite of education resources to help water users, including a new video [Know the Rules – Licences and Approvals](#). Other [NRAR education resources](#) can be found on NRAR's website.
- A full list of NRAR actions, including prosecutions, can be viewed on the [NRAR Public Register](#).
- To contact NRAR, please email nrar.enquiries@nrar.nsw.gov.au or call 1800 633 362

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Satellites in water monitoring and compliance (M Stuart)

- In NSW NRAR monitors, audits and regulates water take across >800,000 sq/km; >42,000 water access licenses and >33 000 works approvals for irrigation alone, therefore technology and innovation are crucial.
- Water take assessments play a key role in proactively assessing where and whether potential non-compliance may be occurring. A water take compliance assessment framework is applied to determine if the water take is lawful with regard to timing, volume and location.
- NRAR uses technology systematically to monitor and assess compliance across vast areas on almost any water issue in NSW, with technology and capability improving all the time.
- NRAR has access to many technologies, tools and expertise, including Sentinel and Landsat satellite imagery, Planet satellite imagery, SkySat, nearmap and drones, as well as external agency expertise such as MDBA, DPIE and Geoscience Australia.
- Examples of how NRAR uses satellite imagery and technology to detect potential unapproved irrigation presented.
- To ensure compliance, water users should be proactive, notify WaterNSW of errors or omissions, understand and follow the terms and conditions of your Works Approvals, Access Licences and Water Sharing Plans and contact NRAR if you are unsure.
- Customers queried how accurate satellite technology is in picking up precise irrigation on horticultural plantings. NRAR noted ability is limited when under netting however is generally accurate when not covered. Satellite technology is a tool used to determine where further investigation may be required when anomalies are identified, it is not a standalone tool.

3.4 NSW Fisheries (C Boys)

Fish Screens: better farming, better fishing

- NSW Fisheries has been working on research to create a new design criteria to protect Australian native fish species and has been installing modern screens to create showcase sites in the Macquarie and Lachlan valleys, which has been possible through collaboration with water users, engineers, manufacturers and anglers.
- NSW Fisheries has been working on the research to create new design criteria to protect Australian native fish species and through this has created [Fish Screens Australia](#), which is hosted by the angling peak body OzFish.

3.5 Regulatory Economics – Pricing Determination Engagement (J Dickson)

- WaterNSW presented an update on the rural and WAMC pricing submissions, including MDBA and BRC pass-through charges, proposed price changes and WaterNSW's comments on IPART's draft report, which was released on 16 March 2021. A public hearing was held on 30 March 2021, with new pricing to take effect 1 July 2021.

Rural Pricing Determination

- WaterNSW will respond to IPART with a number of comments and questions and seek to understand some of the recommendations in the draft report, including opex reductions, catch up efficiencies approach, insurance, fishways, capex reductions, cost allocation, WACC and inflation.
- The draft report, [Review of WaterNSW's Rural Bulk Water Prices](#), is available on IPART's website.

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WAMC

- WaterNSW/DPIE/NRAR's proposal to cap fees at +5% has been reduced by IPART to +2.5%.
- The draft report, [Review of Prices for the Water Administration Ministerial Corporation](#), is available on IPART's website.
- WAMC proposed price changes over the 4-year determination presented. WaterNSW is responding to IPART on the methodology IPART has proposed on consent transactions (20% reduction), water take assessment charges (reduced), WACC (set at 1.3%), customer management charges (reduction of \$5M) and opex and capex reductions (top-down reductions) and will go back to IPART to seek to understand this more.
- As discussed at previous CAG meetings, the IPART cost shares review (2019/20) has changed share between Government and users changing in some cases from 50:50 (Govt:customer) to 80:20 share. IPART's review followed the impactor pays model. IPART has indicated it is still open to conversation around the application of cost shares and customers are encouraged to make their own submissions to IPART.

Metering

- WaterNSW submitted its proposal to IPART on 30 November 2020 (delayed from 30 June due to developing regulations). IPART has not yet confirmed its final position on the proposal, recognising costs for implementation of metering reforms will need to be covered. A final report is due in June 2021.
- Obligations for compliance to the non-urban metering reforms is the responsibility of the work approval holder. There are ongoing obligations for the majority of all works in terms of recording and reporting and for metered works and regular maintenance to ensure the equipment is working accurately.
- WaterNSW's submission was designed to support water users in meeting their compliance obligations and minimise any risk of non-compliance and seeks to provide water users value for money and remove barriers to the uptake of telemetry. Our ability to support water users as we had planned and priced in our submission is contingent on funding.
- Proposed costs and inclusions/benefits presented and discussed, including government-owned meters (GOM). Costs were allocated by licence and meter rather than by entitlement as water user obligations are similar irrespective of pump or entitlement size.
- WaterNSW is continuing to work with IPART in a detailed manner, understanding Regulations, clarifying assumptions and working on ways WaterNSW can reduce costings to customers.
- Customers can opt out of the GOM fleet at any time however will then become fully responsible for buying, installing and maintaining the meter and will be liable for telemetry/manual download charge plus scheme management fees. Opting out does not mean the meter will be handed back to the landholder as WaterNSW may choose to retain and repurpose the asset elsewhere. This will be done on a case by case basis, including buried meters.
- The annual fees and charges for GOM and privately-owned meters are listed in WaterNSW's submission to IPART.
- Customers questioned how WaterNSW will provide assurance to landholders that GOM are compliant with the new reforms given the obligation lies with the landholder. All government-owned meters will be made compliant. How this is done is yet to be determined. Taken on notice.

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Action MLD2104.03: WaterNSW to advise how it will provide assurance to landholders that government-owned meters are compliant.

Responsibility: J Dickson

- Customers stated there will be inequity if charges are allocated by licence and meter and not entitlement, particularly for smaller users with multiple meters. WaterNSW advised that metering is at the point of take and there are aggregation rules, but there is also a threshold, so it doesn't necessarily trigger obligations. If customers have multiple licences they can also aggregate and link to multiple works.
- The proposed annual cost for making GOM meters compliant (\$601 per annum) is over 4 years, which covers half of WaterNSW's cost. WaterNSW will seek to cover the remaining 50% in future determinations (at a minimum, the \$601 charge will be over 8-10 years). WaterNSW carries the risk/debt should customers subsequently opt out. The \$601 annual charge is **included** in the GOM charges.
- Customers stated the payment plan is important as private owners don't want to subsidise the GOM fleet.
- DPIE has extended compliance dates for some water users with **existing** metering conditions in 5 WSP areas, including the NSW Murray and Lower Darling Regulated River Water Sources. DPIE is in the process of writing to affected water users. Information can be found at:
<https://www.industry.nsw.gov.au/water/metering/compliance-dates>
https://www.industry.nsw.gov.au/_data/assets/pdf_file/0006/358161/wsp-metering-extensions.pdf

3.6 Regional Water Strategy update (A Fraser)

- In late 2019, WaterNSW consulted with customers on options for inclusion in the 20-Year Infrastructure Options Study (20YIOS), which we were intending to take to IPART to seek funding customer preferred infrastructure options in the valley. This included the Murray-Denibootea option as the main option to go forward with in the valley, as well as 2 options in the Darling, downstream of Menindee Lakes.
- In early 2020, DPIE commenced work on the Regional Water Strategies (RWS) in 6 initial valleys, which didn't include the Murrumbidgee, Murray-Lower Darling or Barwon-Darling valleys. The RWS includes broader options that go beyond the asset options identified by WaterNSW in the 20YIOS, including river operations, rules of the valley, and environmental water and Aboriginal water use.
- In June 2020, WaterNSW was requested to cease work on developing the 20YIOS and provided our findings to DPIE to incorporate into the RWS work. WaterNSW has since reviewed original costings of the 38 options and developed to delivery status (more detailed accurate costings) and provided to the department for consideration and further development.
- DPIE has now commenced work in these regions and has begun gathering information in the Murrumbidgee, Murray and Barwon-Darling valleys. They will produce a long list of options for each valley, containing all the key options that have been identified. As far as we are aware, to date they have not produced a long list of options for these valleys, however there will be public meetings for stakeholder input to identify options.
- DPIE has engaged ARUP to cost the options for the whole state and is about to commence the second stage of the RWS to narrow the list of options to be progressed. A document will then be produced for further discussion to move to the next phase in the process.
- Customers expressed concern that the RWS has progressed further than thought and stated that as stakeholders they should be involved in collaboration from stage 1, not at the end of decision-making when it is too late to change. WaterNSW advised this process is in the very early stages for

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the Murray and not much work has been done to date so there is an opportunity for stakeholders to work with DPIE on options. It would be expected that there would be 2-3 major consultations where customers would be involved, providing input on options and what issues need to be addressed in the valley.

- Customers are encouraged to contact Kaia Hodge at DPIE, who is running the program (kaia.hodge@dpi.e.nsw.gov.au), to discuss concerns. WaterNSW is contributing but our work has been put on hold until the RWS decides on a preferred approach.

3.7 Major Projects update

- Taken as read.

3.8 IPART Economic Framework Review

- IPART has started a review on its approach to regulating water pricing and licensing in monopoly water businesses in NSW. The review will provide an opportunity for stakeholders to help shape the future performance of the water sector.
- The review, released in November 2020, is available on [IPART's website](#).

3.9 Engagement Landscape – Customer Conversations (J Dickson)

- As presented at the previous meeting, WaterNSW proposes to broaden its engagement for the next pricing proposal (FY25-FY29) which is due in 2024. CAG membership will be first of those engaged, with the addition of a wider community of customers and water users to ensure that what we propose in terms of investment reflects our customers' views.
- Engagement will commence in three stages, with WaterNSW producing a 'conversation kit' for small groups to talk and respond online to questions on trade-offs WaterNSW manages. Meetings will then follow on emerging and common themes discussed. We anticipate this will contribute to a more informed pricing discussion on the areas Customers believe WaterNSW should spend their time on leading to the potential of a customer supported pricing determination submission.
- Customer Conversations will be launched in the next month.

4. Business Papers:

- Noted and taken as read.

5. General Business:

5.1 Managing Deliverability Risks in the River Murray – responding to questions (T Milne/I Takken/J Davis)

- The MDBA ran a session in Deniliquin on 2 March 2021 and invited Murray-Lower Darling and Murrumbidgee CAG members to attend. Today's session is to respond to any further questions customers have.
- **Q:** From the presentation in Deniliquin, we know the capacity of the Barmah and Millewa chokes has reduced. What is the MBDA's thinking in relation to capacity limitations in a general sense? Stakeholders don't want delivery shares between/within regions.
- **A:** Analysis has been done and we know we are losing capacity through the choke. There needs to be serious discussion with Government about what can be done. We are not looking at any type of opening of trade across the choke. We need to look at environmental water delivery, trade etc. Currently we are running the choke at peak for longer periods, which is not sustainable going forward. Nothing is off the table at this point.

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- **Q:** There doesn't seem to be anything being done to stop further development downstream which increases demand. Has the MDBA made any recommendation through MINCo to embargo development?
- **A:** Yes, MINCo is looking at this and wants the MDBA to come back with assessments to present to state governments for discussion.
- **Q:** Is moving the sand/dredging looking more probable/feasible?
- **A:** This is only at the pre-feasibility stage at the moment. Now we have a mechanism on why we are losing capacity at the choke (sand slug), we are looking at feasibility and what would be achieved if we do it. We have found the mechanism, now need to talk about the options to address it.
- **Q:** Customers noted that different language is being used at different meetings around "the choke" and choke figure. There needs to be consistency to build confidence and a broader understanding and a greater focus on getting the language right.
- **A:** Noted. To be discussed out of session.
- **Q:** We need to talk about how to attract irrigation use upstream. A complete free market will destroy the river. We need to talk about different ways to get better outcomes.
- **A:** Agreed however is a broad question. The MDBA is keen to hear from stakeholders on this. Feedback on ideas (on how to attract development upstream of the Choke or any other), can be sent to MDBA's engagement team at engagement@mdba.gov.au or directly to Ingrid.Takken@mdba.gov.au
- **Q:** Given the fact that we have water in Menindee Lakes, will there be discussions with the community with how that water will be utilised? Now is a good opportunity to have those discussions so there is confidence in what the MDBA is doing.
- **A:** There is a public webinar scheduled for 4 May and off the back of that hoping to talk more to the community. Broadly, that water isn't the MDBA's or common water, it is part of a shared resource. The MDBA releases based on meeting NSW and Victoria's requirements. Is very complicated, however we understand concerns off the back of many years of no inflows. The triggers are very clear for what can be done with the resource.
- **Q:** We can't talk about deliverability risks without acknowledging there needs to be flows from the Darling. Without flows from the Darling there will always be risk. There needs to be more transparent and open communication about what needs to be done in terms of system flows to ensure co-contributions where and when possible to meet SA entitlement flow.
- **A:** This is part of the discussion we are having. As Menindee comes online allocations in the southern basin increase, so more water to be delivered. The Harmony Rules haven't changed and are still in place. Nothing has changed in the operation of Menindee in last 20 years, with the exception of inflows as we had in the 70s/80s.

5.2 Payment method on works approvals

- Customers noted there are issues paying online for works approvals. Quarterly bills have BPay details for licences and customers requested there be a similar payment method for works approvals. Taken on notice, this appears to be an unintentional issue.

Action MLD2104.04: WaterNSW to look into providing BPay details for payment of works approvals.

Responsibility: J Dickson

5.3 Limit on IVT between Murrumbidgee and Murray

- Customers requested a maximum limit be put on Inter-Valley Trade (IVT) between the Murrumbidgee and Murray as there is currently no limit on the trade site. This will give everyone a

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chance to get water through, not just big traders. Currently is inequitable and is frustrating for customers to have to go to an intermediary.

- WaterNSW shares customer concerns, it is a complex space that some are taking advantage of. WaterNSW has started an internal and stakeholder review of the IVT. Aither has been asked to complete a review of the mechanism under which we operate, and we are including the Department on the rules (triggers for opening closing, volumes etc). There will be more to come on this as it develops over time.

5.4 Water Parking

- Customers raised concerns about parking of HS entitlement of GS accounts in order to bypass the rules. People are manipulating the system and it misconstrues the amount of available carryover. The public perception is that GS has a lot of carryover when it is likely to be parking of HS.
- WaterNSW noted customer comments and advised the rules and how people operate within them are governed by DPIE, noting the ACCC report has echoed these concerns.

Meeting Review and Close

Next Meeting: Tuesday 27 July 2021

Meeting closed: 1.35pm

Murray-Lower Darling Customer Advisory Group – Actions – 28 April 2021

Carried forward actions

Action No.	Action	Responsibility	Status
MLD2011.01	Confirm with Maintenance Team that they are aware of erosion at the inlet channel structure at Koondrook Perricoota (bank erosion of lead channel off main river to weir structure).	B Mayhew	Complete. The erosion was at the inlet to the channel, not a WaterNSW asset. DPIE has done some erosion repairs there.
MLD2011.02	WaterNSW to provide information on volumes of water that have left the district in permanent trades.	R Cocks / V Kelly	Complete. WaterNSW has undertaken an investigation to establish the quantity of water leaving the Murray-Lower Darling licensing area (60) through permanent trades or other types of dealing. There were no results applicable for the period 1/7/19 – 19/2/21, therefore zero transfer of permanent water from the Murray-Lower Darling to other regions/states for this period.

New actions

Action No.	Action	Responsibility	Status
MLD2104.01	WaterNSW to pass on requests from customers to DPIE and other agencies to hold regular meetings with customers around issues facing the Murray and Lower Darling valleys.	J Dickson	Complete. Requests referred to DPIE for further comment/commitment.
MLD2104.02	WaterNSW to advise who pays for the maintenance on the Murray valley regional park regulators at Deniliquin.	E Taylor	Complete. The two structures presented at agenda item 2.1 were Nestrons and Swifts regulators. The operation and maintenance is done by WaterNSW however is funded by the MDBA. There are 38 structures in total. National Parks also operates some of the regulators, working with WaterNSW staff.
MLD2104.03	WaterNSW to advise how it will provide assurance to landholders that government-owned meters are compliant.	J Dickson	Complete. Regular updates will be provided to the CAGs. Currently all meters are tracking to be compliant by deadlines.

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MLD2104.04	WaterNSW to look into providing BPay details for payment of works approvals.	J Dickson	Complete. Not being able to pay in the normal manner on this basis is an unintentional issue, we have plans to address it so other payment options are available as normal.
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