

Greater Sydney Customer Advisory Group - Minutes of Meeting



Location: WaterNSW, L9 420 George St, SYDNEY

Date: 10 July 2019

Time: 10.00am

Present: Gary Wallace, Daniel Buckens, Lachlan Hammersley, Peter Gray, David Stockler, Jonathan Dickson, Ronan Magaharan, Emma Oates, Enrico Proietti and Toni Hayes (minutes).

D Tomlinson attended via Skype for agenda item 2.1.

D Berry attended via Skype for agenda item 2.2.

B Mayhew attended for agenda item 3.1.

M Clayton attended for agenda item 3.2.

A Fraser attended via Skype for agenda item 4.2.

Meeting Opened: 10.00am.

1. Introduction:

1.1 Welcome and introductions

- Members provided a brief introduction and the water types and entitlements they represent.

1.2 Apologies

- Marina Hollands, Robert Horner, Michelle Cavallaro, Paul Rasmussen, Chris Schumacher.

1.3 Confirmation of Agenda Items

- Nil additional agenda items tabled.

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 CAG Member Introduction/Information

- WaterNSW provided an outline CAG roles and responsibilities, role of WaterNSW, CAG format and schedule and CAG member documentation and claims.

1.6 Election of Chairperson

- The election of Chairperson to be held over to the next meeting due to lack of quorum.

1.7 Minutes of Previous Meeting, 4 March 2019:

- Resolved the minutes of meeting held on 4 March 2019 be confirmed as a correct record. Taken as read.

*D Buckens/P Gray
to be ratified at next meeting*

1.5 Actions arising from minutes

- See action sheet attached.

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2. Water Delivery:

2.1 Water System Operations Report (D Tomlinson)

- WaterNSW presented the operations plan for the Greater Sydney and Fish River valleys including dam storage, water quality, demand, storage forecast and outage planning. The plan is publicly available on WaterNSW's website at www.watarnsw.com.au/customer-service/news/operations.
- Customers noted reducing dam levels are a concern for the community with Oberon Council advocating for WaterNSW to continue to look at options to reduce impacts of drought and the possibility of piping between Duckmaloi and Oberon Dam. Council is interested to hear where WaterNSW is up to in terms of drought proofing the Fish River catchment. WaterNSW advised this is part of the drought discussions package. Refer also agenda item 3.2.

2.2 Operational Drought Update (D Berry)

- System inflow vs allocation for the southern valleys, Lachlan and northern valleys; valley drought allocations, available water in accounts at 1 July 2019 and drought contingency measures presented and discussed.
- Further information on the drought is available on WaterNSW's website at www.watarnsw.com.au/supply/drought-information

3. Assets:

3.1 Asset Maintenance and Services Update (B Mayhew)

- Asset performance and maintenance in the Greater Sydney and Fish River valleys presented and discussed, including safety improvements, asset performance, maintenance delivery, breakdown/defects and upcoming works of note.
- Energy Australia provided a safety share where an incident occurred due to modifications that were completed with a low level of care, years prior, that resulted in a fatality in late 2018. Highlighted consequences of doing modifications and need for all equipment to be accredited by the manufacturer. WaterNSW is aware of the incident.

3.2 Annual Capital Plan (M Clayton)

- WaterNSW has committed to providing customers with visibility of Annual Capital Plans for feedback prior to WaterNSW Board approval. Greater Sydney and Fish River valleys forecast, completed and in progress projects and new candidate projects presented and discussed.
- FY22-FY25 IPART Pricing Submission – WaterNSW will have a draft capital program to present to customers in November with final to be presented March 2020. Submission due 30 June 2020.
- Renewals will be prioritised on a risk-based approach by assessing customer needs, asset condition and asset criticality. A notable portion of the works within Fish River will be on the Fish River pipelines (Stages 1,2 and 3).
- Works to be undertaken at Oberon Dam and other assets to refurbish and replace assets to ensure continued reliability of the Fish River system. Discussed.
- WaterNSW Dam Safety team is currently reviewing the need for dam safety works at Rydal Dam. Long and short-term strategies will be looked at and costs deferred where possible. Discussed.

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- Security of water at Oberon Dam and drought-proofing the Fish River system discussed, including utilisation of Duckmaloi, cost/burden for 'insurance'. Energy Australia noted it may consider reportioning the scheme, selling fixed and variable yield to Lithgow and Oberon into the future to ensure security. WaterNSW noted that potential for contractual and Legislative obligation may be required to be met, however, discussion of such a customer specific nature is not appropriate to the forum.
- WaterNSW has been hosting drought roadshows around the state by criticality. Customers will be advised with regards to Fish River roadshows.

4. Presentations/Consultation

4.1 Regulatory Economics (J Dickson)

- The current WAMC Determination runs to 2020 with functions split between DoIW, NRAR and WaterNSW. An extension to the IPART timetable was requested by DoIW and granted and submissions for both the WAMC and Rural Valleys determinations are now due 30 June 2020.
- WaterNSW has engaged *New Democracy Foundation* to engage with customers. A jury approach will be used to recruit representative water users to work through a detailed engagement where customers have core input into how we can best deliver water and what is a fair way to pay for it.

4.2 Levels of Service update (A Fraser)

- WaterNSW provided an update on the Levels of Service project. Currently in the short-listing phase which will feed into cycle 2 workshop with Fish River customers.
- As agreed by those in attendance, the cycle 2 workshop for Fish River Blue Mountains customers is proposed for 4 December in Sydney (TBC) with the purpose to present findings and identify which schemes customers would like WaterNSW to investigate further.
- Customers queried whether drought proofing Oberon is included in the LOS options. WaterNSW advised that the LOS options will take 5-10 years to be implemented, however, the System Operations team is looking at short-term options to address the current drought.

4.3 Local Water Utilities Monitoring Review update (J Dickson)

- WaterNSW had an Operating Licence obligation to review water quality monitoring of water released for local water utilities customers. This review is now complete and a report has been provided to IPART.
- WaterNSW will communicate findings and initiate follow up discussions with individual LWUs.

4.4 Fixed Fee Rebate update (E Proietti)

- The NSW government recently announced a repeat of the fixed fee rebate of up to \$4000 per licence to the fixed component for general security and some supplementary licences. All rebates will be applied automatically to future invoices from 1 July 2019.
- For more information on drought relief, please visit <https://www.dpi.nsw.gov.au/climate-and-emergencies/droughthub/emergency-drought-relief-package>

4.5 Water Reform Implementation Plan (WRIP) (J Dickson)

- WaterNSW provided an update on the Water Reform Implementation Plan (WRIP) timeline, when changes take effect and the staged rollout timetable.

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- Metering reform update presented including telemetry and new standards, consultation, field testing rules for duly qualified persons (DQP), inactive works for groundwater and meter title transfer. Reasonable use guidelines and reporting on non-telemetered meters is still to come.
- DPI has released a NSW Metering Guidance Tool for customers to ascertain requirements for compliance. It is available at <https://www.industry.nsw.gov.au/water-reform/metering-framework>
- NSW Minerals Council is meeting with the metering taskforce at end July seeking clarification around licensing. Still a lot of confusion and inaction around licensing and due diligence, with a lot of sections remaining undetermined. Customers noted the difficulty of becoming compliant without a process, and in the timeframe set out. Noting specific issues with meter availability, installation services when/if required, and DQP availability.

4.6 Water Insights Portal update (J Dickson)

- As presented at the last meeting, WaterNSW has launched a new Water Insights Portal which is available on our website <https://www.waternsw.com.au/waterinsights/water-insights>
- Additional valleys have now gone live, with remaining valleys to go live by end July. Greater Sydney is currently not included. We are keen to receive customer feedback on what they like, don't like, want to see etc and there is a feedback button on the page.

4.7 iWAS improvements

- Carryover forecast by account and a trial of amending water orders within lead times is launching soon. Apportioning usage by licence/works coming later this year.

5. Business Papers:

- Noted and taken as read.

6. General Business

- Nil general business raised.

Meeting Review and Close

Next Meeting : Thursday 7 November 2019 (TBC)

Meeting closed: 1.10pm

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Greater Sydney Customer Advisory Group – Actions – 10 July 2019

Carried forward actions

Action No.	Action	Responsibility	Status
	Nil carried forward actions.		

New actions

Action No.	Action	Responsibility	Status
	Nil new actions.		

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