Lower Lockyer WSS

Annual Customer Forum 2023 Summary

Date and Time	10 October 2023 6:00pm
Location	Lowood Bowls Club, Lowood
Attendees	12 Irrigation Customers
Purpose	Provide Irrigators information regarding their scheme.

Welcome & Introductions

Seqwater introduced members of the Operations and Irrigation Team and provided an overview of the Agenda for the Customer Forum.

Works Outline 2022-23

- Year started with Atkinson Dam starting at 100% which carried through to December 2022.
- Usage then dropped Atkinson Dam to 75% at end of June 2023.
- Flood recovery works continue with completion of Brightview and BR1 Channels.

Operations Summary 2023-24

Focus for the year 2023-24 will be:

- Continue water delivery.
- Dam surveillance and maintenance.
- Channel maintenance and operation.
- Weed mitigation.
- O'Reillys Weir repair works.

Water Ordering

Seqwater advised customers the importance of ordering water. It allows planning and delivery of water to different zones in an efficient and timely way, minimizing losses. Customers were asked if they had received their Water Ordering magnet, the magnets was an improvement suggested by a customer in the Warrill Scheme at the March forum. Water ordering magnets were available on the night, for those customers who didn't receive theirs by post.

Seven Mile Lagoon Inundation Study

Seqwater has recently engaged Jacobs Consultancy to undertake an assessment into the operations of Seven Mile Lagoon Infrastructure. The report from Jacobs Consultancy has just been received by Seqwater. The aim of this assessment was to get advice on optimal ways to operate the diversion infrastructure, retaining of the recharge benefit while minimizing the impact to surrounding properties due to large rain events ponding on surrounding land for months.

Next steps:

- Seqwater will finalise the report to be made available to public.
- Seqwater will consider findings and hold further discussions with land owners.

- Seqwater will consider operational improvements to the infrastructure.

Customers Feedback – Seven Mile Lagoon:

- Irrigators would like to be involved and updated on further reports regarding Seven Mile Lagoon.
- Investigate whether the Diversion Channel gates from Seven Mile Lagoon into Atkinson Dam can be increased in diameter which may increase inflow into Atkinson Dam particularly during smaller events.
- Customer would like Seqwater to investigate whether Seven Mile Lagoon could be dug out to allow water to flow quicker.
- Seqwater to investigate the placement of an additional pump to harvest water into Clarendon Dam (Central Lockyer Scheme).

Customer Reference Groups

Customer Reference groups (CRG) have continued to meet during the year playing a vital role in guiding and ensuring Seqwater's proposed prices and submission is reflective of what our customers are telling us and what is important to them and their business. Customers are encouraged to speak to their representatives in their scheme or direct to Seqwater.

Irrigation Pricing

Seqwater shared a first look of their proposed costs and prices for the new price period, 2025 – 2029 to customers along with the feedback that was received from their customer reference group members. Key cost drivers were discussed.

Next steps for Seqwater is to follow up and investigate the actions received from the CRG members and then close out the outcomes with the CRG members.

CRG meeting summaries and presentations can be found on the Seqwater website QCA Irrigation price review 2025-29 | Seqwater under Lower Lockyer.

Expenditure

The 2022-23 scheme expenditure were presented. The information that was presented can be found in the 2023-24 Scheme Performance Reports which will be published shortly on the Seqwater's website and can be found here, https://www.seqwater.com.au/lower-lockyer-scheme. Once on this page scroll down to the Scheme Performance Report section and then click on the 2023-24 SPR.

Announced Allocations

The current announced allocation for HP & MP priority as of 1 July 2023 is 91%. Historical storage level of Atkinson Dam was shared along with some forecast drawn downs showing customers what the level of Atkinson Dam might look like on 1 July 2024 (start of next water year) if the current drawdown pattern continues, and no inflow is received between now and 1 July 2024. The scenarios discussed were worst case and were providing customers with some information that they may need to consider in relation to future business planning if the dry weather events continue.

Seqwater App now available

Seqwater advised that an App was available for download on Apple and Android mobile phones to view Dam levels the link can be found here Seqwater Public Safety App. An online version is also available with a step-to-step video on the Seqwater Website how to view Dam levels https://www.seqwater.com.au/dam-levels.

Water Trading/Usage Stats

There were no temporary transfers of water since 2018 for Lower Lockyer. The permanent trade data can be found on the Market information | Business Queensland.

Water Markets

If wanting to sell or buy water there are options, either historically existing arrangements, Seqwater Customer connect which is a free online bulletin board, Water brokers or an online trading platform (I.e. Waterfind, Waterexchange.

Customer Connect – Seqwater

Customer Connect is an online platform for water trading for Seqwater customers that went live March 2021 and now has 245 registered customers. It is a very simple way to trade water or buy water by connecting you to others. The location of Customer connect can be found on the Seqwater website https://www.seqwater.com.au/lower-lockyer-valley-scheme, scroll down to Customer Connect and get connected it only takes a couple of minutes to register and it is free.

Customer Survey

The customer survey results were revealed for the 2023 survey with 91 responses received. The survey took approximately 3-4 minutes to complete. Customer comments and feedback are very appreciated during surveys to improve services. The areas that Seqwater will focus in the next twelve months as a result of the feedback from customers is:

- finalising and implementing an online water accounting system where customers can log in and check remaining balances etc.
- More improved target and timely communications especially during dry times.
- Look at options to consolidate customers water accounts.

Horticulture Rebate

Seqwater reminded customers about the 35% horticulture rebate, if you are eligible, don't forget to apply. You can apply through the Queensland Rural and Industry Development Authority (QRIDA) is offering a 35% horticultural rebate. This rebate continues through to the 30 June 2024 and customer have up to the 30 June 2024 to apply for the rebate. QRIDA's details for the rebate can be found via http://www.qrida.qld.gov.au/grants-rebates or by contacting them on 1800 623 946.

Customer Feedback

- Customer would like O'Reillys Weir ladder to be checked for damage in case its in need of repair due to last flood event.
- Customers would like Seqwater to include trading between zones in the next Water Plan review.
- Customer requested that Seqwater investigate to discontinue the stainless steel infrastructure when replacing non-urban water meters as completed in the Central Lockyer. Seqwater to investigate thermoplastic as an alternative for compliancy to reduce significant costs associated with the replacement of non- urban water meter infrastructure.
- Seqwater website link to be provided to all irrigators regarding the QCA Price Review.
- Customers had no objection to Seqwater's draft pricing proposal.

Forum closed

The Forum was closed at 7:50pm with no further questions.