Warrill Valley WSS

Annual Customer Forum 2023 Summary

Date and Time	17 October 2023 6:00pm
Location	School of Arts – 49 Queen Street, Harrisville
Attendees	14 Irrigation Customers
Purpose	Consultation with Irrigators regarding Warrill Valley Scheme

Welcome & Introductions

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

Operations 2022-23

A scheme overview of the year was presented which included information on works that had been completed. Scheme Service Targets were met and we were pleased to advise that there were no non compliances.

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.

Reminder to all customers regarding their obligation of their nominated works can be found on the Seqwater website https://www.seqwater.com.au/warrill-valley-scheme under "Standard Supply Contract" under "Section g".

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.

Metering

All meter upgrades installations completed throughout the year were in line with the new Qld non-urban water metering policy. The meter upgrade program will be completed in the Warrill scheme this year with a final 61 meters to be completed by December 2023 with an estimated cost of $1,132,000. Only ACTIVE meters have been upgraded, this means that in the future if there is a need to bring the INACTIVE meters back on line then they will need to be upgraded. At that time Seqwater will provide the new meter but the customer will need to complete the upgrade of the works to Seqwater's standards.

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 draft 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 also discussed.

Customer Reference Group Member, Ross McInnes, addressed the customers at the forum asking all Irrigators present whether they support the CRG's suggestion to stabilise prices by adding a contingency into the price to bring it in line with the 2024/25 price. The extra money would accumulate in the annuals annuity and would assist in reducing any price increases in the future or put towards future upgrades in the scheme. The Irrigators where unanimous in supporting the CRG's suggestion in continuing to follow the price of 2024/25.

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 Warrill Valley.

Expenditure

The 2022-23 scheme expenditure against QCA cost allowance was presented. This information can be found in the 2023-24 Scheme Performance Reports which are published on the Seqwater's website here: https://www.seqwater.com.au/warrill-valley-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 100%. Historical storage level of Moogearh Dam was shared along with forecast drawn down scenarios showing customers a predicted storage level of Moogerah Dam 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 simply providing customers with some information that they may need to consider in relation to future business planning if the dry weather event continues.

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

At this stage this scheme has a high level of unused water 2022/23 MP water with 17,803ML unused and only 6,802ML used. During the 2022-23 year there were 29 temporary transfers of 1,103ML. 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/warrill-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

- Customers supported the idea by the CRG to keep prices following on from the 2024/25 year to offer price stability and assist with future years cost increases.
- When asked, customers had not objections to the proposed draft costs and prices for the 2025-29 price path that Seqwater are intending to use in their submission to the QCA.
- Customer suggested that Seqwater investigate a pocket size note book so irrigators can keep in car and write down their meter readings.
- Positive feedback after the forum from all customers about the openness and transparency and the customers really enjoyed the content of the forum.

Forum closed

The Forum was closed at 7:45pm with no further questions.