Cedar Pocket WSS

Annual Customer Forum 2023 Summary

Date and Time	21 September 2023 1.00pm
Location	Rob & Barb Gear's Property – Cedar Pocket
Attendees	CRG Members: Petrina Douglas, Cameron Stewart, Wendy Scott and Rick Goulding Irrigators: Barb Gear, Rob Gear, Rob Morrison, John Gear and Rod Thefs
Purpose	Consultation with Irrigators regarding Cedar Pocket Scheme

Welcome & Introductions

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

Operations & Works 2022-23

Major works were undertaken in 2022-23 which included:

- Installation of vibrating wire piezometers
- Rebuild Dam crest access
- Re-route of electrical conduits
- Rebuild of drainage channel
- Construct purpose built material storage and moving of electrical service box to the Cedar Pocket Dam crest.

Meters

One meter for the Cedar Pocket has been upgraded from 50mm to 80mm for the Scheme in 2022-23.
No Non-Metering renewals have been forecasted for the next 5 years.

Irrigation Pricing

Seqwater is currently developing a pricing proposal for the period 2025 -2029 to submit to the Queensland Competition Authority (QCA) by the 30 November, 2023. Seqwater met with the Customer Reference Group prior to the forum (same customers) to share a first look of the proposed costs and prices for the next pricing period. Seqwater and customers discussed what the key cost drivers are in the next price period. Customers accepted Seqwater's pricing proposal and understood that currently the prices they pay fit within the Qld Government pricing policy. CRG minute summaries and presentations can be found on the Seqwater website QCA Irrigation price review 2025-29 | Seqwater under Cedar Pocket.

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/cedar-pocket-scheme. Once on this page scroll down to the Scheme Performance Report (SPR) section and then click on the 2023-24 SPR.

Seqwater App now available

Seqwater shared information about the Seqwater App that is available for download on Apple and Android mobile phones. The App makes it very easy for customers to keep up to date with current 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.

Storage Levels and Announced Allocations

Currently announced allocations are sitting at 70% for MP & LP water. Cedar Pocket is dropping in capacity and is currently at 49% (366ML). Seqwater will be stepping up more communications due to the low level of the Dam and customers would like an understanding of what water is remaining in the scheme.

Customer Connect – Seqwater

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

Water Trading/Usage Stats

Dam Levels history and the amount of water that has been utilized through the years was shared and discussed. There were no Permanent Trades recorded for the 2022/2023. The permanent trade data can be found on the Market information | Business Queensland.

Customer Survey

The customer survey results were revealed for the 2023 survey that took place in March 2023 with 96 responses received. The survey consisted of 15 questions that 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) This rebate continues through to the 30 June 2024 and customer have six months after this date to apply. 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's voiced that they would like to be kept informed on the future storage levels of Cedar Pocket Dam due to the low capacity to help with their future planning.
- Customers had no objection to Seqwater's draft pricing proposal.

Forum closed

The Forum was closed at 2:00pm with no further questions.