Central Lockyer WSS

Annual Customer Forum 2023 Summary

Date and Time	24 October 2023 6:00pm
Location	Lockyer Valley Cultural Centre – Gatton
Attendees	17 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

The following updates on Central Lockyer Valley Scheme where presented:

- The Operational team continues to focus on maintenance, dam surveillance, weed mitigation programs and maintenance of channels.
- Central Lockyer storages have been slowing dropping due to no significant rainfall, resulting in releases to supplement weir recharge with no inflows possible to the dams.
- Flood Recover works continue at Clarendon Weir with repairs 90% completed and Jordon's 1 & 2 Weir at 95% completion.

Sharing Rule Amendments

Seqwater is currently reviewing a proposed amendment to Lockyer surface waters for improvements to increase performance of MP surface water allocations on both Lockyer and Laidley Creeks. Next steps will be to look closely at the modelling and to then start consultations.

The proposed changes to the sharing rules would allow:

- Increases to volume of available water in Lake Clarendon for surface water.
- No change to water set aside for Morton Vale water allocation holders in Lake Clarendon.
- No change to sharing rules for Lake Dyer.
- Surface water to be taken when creeks are flowing after a rain event only when AA is below 80% (Standard B charges apply) and that total usage does not to exceed customers entitlement.
- Facilitation of the upgrade of Kentville Weir and Clarendon Weir.
- Two announcement zones – Lockyer Creek (requires flows at Clarendon Weir) & Laidley Creek (requires flow from Showground Weir).
- Seqwater to monitor and advise customers when the period of pumping water would be allowed to start and stop.

Central Lockyer Groundwater Irrigation Modernisation (CLGIM) Project

The Central Lockyer Scheme sourced Commonwealth funding for $2.5 million for a $5 million project in April 2019. The funding, however, did not cover stainless steel works before and after the meter installations which increased the costs per installation. Works completed in June included 345 flow meters, 67 observation bores and 412 telemetry and interface units. Total cost of this project is $5,844,004. It is expected that the online portal will be made available by November 2023.

Metering

The renewal maintenance program has been completed and Seqwater is working to complete a couple of loose ends to ensure compliance with the Qld Non Urban Water Metering Policy. Only ACTIVE Meters in this scheme has been upgraded to be complaint with the new policy.

Telemetry Installation

The Installation of all data loggers on flow meters have been installed in Central Lockyer. The datalogger will allow water usage data to be viewed by the customer twice a day on an online portal called Pallette and will send usage data to Seqwater. Instructions on how to access the Pallette portal will be available shortly along with some frequently asked questions to assist in use of the software. It is anticipated that this will be available towards the end of November 2023. Seqwater Irrigation staff will be available to assist anyone with queries regarding the software.

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/central-lockyer-valley-scheme Once on this page scroll down to the Scheme Performance Report section and then click on the 2023-24 SPR.

Announced Allocations

Current year announced allocations are 100% for LP & MP all zones of Surface Water, Ground Water and Morton Vale Pipeline. Historical storage levels of Clarendon Dam and Bill Gunn where shared with Clarendon Dam capacity currently is 64.9% and Bill Gunn Dam capacity is 46.6%. Seqwater will continue to monitor the dam levels and will meet with the Central Lockyer CRG in mid-November to agree on a forecast announced allocation for 2024. The Formal announcement of Allocation will be sent to all customers via email and SMS. A formal announcement will be made on the 1 January 2024.

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 2021 for Central Lockyer Valley Scheme.

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/central-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 requested that Seqwater further investigate a compensation payment back to Zone 5 due to no recharge benefit. The telemetry project costed $135K which was associated with the RWBS gauging station/flow meter for Jordons Weir.
- Customer would like to see Zone 5 managed manually by Dam operators going forward. This will then ensure overflow from Clarendon Weir into Jordons Weir.
- Customers would like Seqwater to include trading of temporary ground water zones to other zones in the next Water Plan review.
- Seqwater website link to be provided to all irrigators regarding the QCA Price Review.
- Customer would like Seqwater to investigate the HUF in the future to see if there is an option for a decrease in losses as loss allocation is too large.
- Customers had no objection to Seqwater's draft pricing proposal.

Forum closed

The Forum was closed at 8:30pm with no further questions.