Mary Valley WSS

Annual Customer Forum 2023 Summary

	3 October 2023 6:00pm
Location	Gympie RSL – Gympie
Attendees	9 Irrigation Customers
Purpose	Consultation with Irrigators regarding Mary 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

Works have been undertaken in 2022-23 which included:

- Borumba Dam measuring flumes being cleaned twice.
- Engagement of divers to inspect the downstream toe of Borumba Dam.
- Access Road to the outlet works at Borumba Dam was rebuilt.
- The pumping intake pit at Pie Creek was cleaned and a new foot valve added.
- Berm drains along the Pie Creek channel were cleaned out and reinstated.
- Drones currently being used for spraying weeds.

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.

Meters

All meter upgrades installations completed throughout the year were in line with the new Qld non-urban water metering policy. Over the coming years, Seqwater will roll out a meter upgrade program to upgrade all ACTIVE meters in this scheme to be compliant with the new policy. The roll out of this program will be completed over a couple of years.

Borumba Dam Hydro Update

Seqwater did not have an update from Qld Hydro at the time of the forum, however Seqwater shared information about the Qld Hyrdo website and advised customers that QLD Hydro have a lot of information published and are also publishing newsletters and fact sheets. So jump on have a look for yourself. The link to the website is here: website: https://qldhydro.com.au.

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.

The Chair of the CRG, Shane Templeton addressed the customers at the forum and said that the CRG members were supportive of Seqwater's proposal and appreciated the openness and transparency of the engagement process for this price review.

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 Mary 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/mary-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 Borumba Dam was shared along with some forecast drawn downs showing customers what the level of Borumba 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 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 was a high amount of unused water for the 2022/23 Mary Valley 15,711ML and Pie Creek 677ML. Temporary trades stayed the same as previous years. 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/mary-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

- Seqwater to talk to their electricity provider seeking better rates.
- Customers were supportive of Seqwater's draft pricing proposals.

Forum closed

The Forum was closed at 8:00pm with no further questions.