

## Customer Reference Group – Meeting Summary

<b>Date and Time</b>	2 May 2023 10:00am
<b>Location</b>	Atkinson Dam – Operators Office
<b>Attendees</b>	Seqwater – Petrina Douglas, Wendy Scott, Cameron Stewart, Dan Sedunary, Steve Pett, Daniel Ballard, Jim McDonnell CRG Members: Kerry Hauser, John Lester, Brad Qualischefski
<b>Apologies</b>	Gordon Van Der Est, Anthony Stattz, Brock Sutton, Brendon Clarke, Timm Linnan
<b>Purpose</b>	QCA Price Review - What is important to customers in this price review and how can customers be involved

### Welcome & Introductions

Seqwater introduced members of the Operations and Irrigation Team and provided an overview of the agenda.

Purpose of the meeting was to share Seqwater's strategy on how we are planning to develop our proposal for irrigation prices for 2025-29 and seek feedback from customers on what is important to them in the upcoming review.

### Agenda Items:

- QCA price view for Irrigation Prices 2025-29
- Seqwater's proposed customer engagement strategy for the QCA review
- How are Irrigation prices calculated – how much detail do customers want to know?
- Review March 2023 Customer Survey results
- Review current Service Standards as per Supply Contract and are these adequate?
- Inform customers how we are developing our proposal
- How can customers be involved in Seqwater's pricing proposal
- Feedback from customers, what do they want out of this review?

### QCA Price Review

- QCA have been directed by Queensland Government to review the irrigation pricing practices of Seqwater and Sunwater.
- Purpose of review is to recommend irrigation pricing for the period 1 July 2025 – 30 June 2029.
- Seqwater will work with customers to agree prices from 1 July 2025.
- Submission to QCA is due 30 November 2023.

## Engagement Strategy

- Phase 1 – Engage/Feedback (March-May 2023).
- Phase 2 – Consult/Feedback (August – September 2023)
- Phase 3 – Circle back final proposal (October – November 2023)

## Scheme Performance Reports

A review of the QCA Forecasts costs VS Actual for the previous year was discussed. This information can be found on the Seqwater website <https://www.seqwater.com.au/central-lockyer-valley-scheme> under Scheme Performance Report.

## Review of Customer Survey Results

The customer survey was undertaken in March 2023 with 96 customers responding.

- One of the questions was in relation to the QCA price review, “The Qld Government have directed the Qld competition Authority (QCA) to review Seqwater’s irrigation practices and recommend irrigation pricing for 1 July 2025 – 30 June 2029. Are you happy with the current service level?”
  - Approx 80% of customers responded saying they are happy with the current level of service
- Satisfaction and trust scores have continued to improve year on year

## CRG Members Suggestions for upcoming price Review

- Customers not interested in specific cost allocation and pricing methodology; all they care about is keeping overall costs down to minimise bottom line prices. Customers feel like they can impact this through engaging on proposed opex and capex to be undertaken over next price path period. *Seqwater confirmed this would be possible during phase 2 on our engagement plan.*
- If there is a divergence in proposed prices from current prices, customers would like explanations on the drivers.
- Customers unhappy about having to pay for water when there are no allocations as they need water to make money.
- Customers amenable to paying additional money when water is available to cover under-recovery during times when water is not available.
- We discussed idea of implementing payment plans during times when water is unavailable to mitigate the impact on customers.
- Customers suggested basing fixed charge on the average yield of dam storage over an historical period of time (e.g. 10 years).
- Customers showed no interest in engaging on guaranteed service levels outlined in their agreements.
- Customers would like a mobile app (online account) with an instantaneous water accounting feature (like Sunwater).

## How Customers can give feedback during this current price review

Seqwater encourages your feedback so if you would like to provide any feedback please let us know either by email, calling the irrigation team, on our website or through CRG meetings.

## Telemetry Update

There has been a delay in the installing of the telemetry due to cables not being available, however, we are quietly confident that installations will be completed by 30 June 2023. Progress will be monitored and will depend on the availability of the cables.

## Next Meeting

Next meeting to be held in August/September 2023.

**Meeting closed at 11:45am.**