

## Customer Reference Group – Meeting Summary

<b>Date and Time</b>	2 May 2023 2:00pm
<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 – Greg Banff, Peter Blanch, David Simon
<b>Apologies</b>	Errol Gerber & Andrew Jackwitz, Mark Jendra, Ray Mayne, Stephanie Gray
<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 previous year was discussed. This information can be found on the Seqwater website <https://www.seqwater.com.au/lower-lockyer-valley-scheme> under Scheme Performance Report.

## Review 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 feedback regarding the upcoming price review

- Customers would like the regulatory cost of price reviews minimised, believing money spent on consultancy is unnecessary expenditure to be recovered through their schemes.
- Customers unhappy about having to pay for water when there are no allocations.
- We discussed idea of implementing payment plans during times when water is unavailable to mitigate the impact on customers.
- Customers amenable to paying additional money when water is available to cover under-recovery during times when water is not available.
- Customers would like to explore ways to recover a greater portion of scheme costs through variable charge/s.
- 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 undertaken over next review period. *Seqwater confirmed this would be possible during phase 2 on our engagement plan.*
- Customers raised concern over water losses through channel distribution network. Customers would like to explore cost/benefit of replacing certain channels with pipelines. That is, the additional cost of pipelines verse valued associated with water saved, noting saved water could be sold back into the scheme to reduce annuity charge. Customers suggested there may be an opportunity to use recycled water pipelines potentially planned for construction soon.
- In relation to service, customers just want reliability of supply when water is available, and if there is an interruption to supply, they just want it fixed ASAP.

## **How Customer 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.

## **Next Meeting**

Next meeting to be held in August/September 2023.

## **Meeting closed at 3:25pm**