

Customer Reference Group – Meeting Summary

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| Date and Time | 16 May 2023 1:10pm |
| Location | Rob & Barb Gear's Property |
| Attendees | Seqwater – Petrina Douglas, Wendy Scott, Cameron Stewart, Troy Huckstepp, Rick Goulding CRG Members – Rob Gear, Rob Morrison, Rod Thefs, John Gear, Barb Gear |
| Apologies | Glenn Bunter, Gabe McGhee |
| Purpose | QCA Price Review - What is important to customers in this price review and what do they want to know |

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 last years was discussed. This information can be found on the Seqwater website <https://www.seqwater.com.au/cedar-pocket-scheme> under Scheme Performance Report.

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.
- Water security and efficiency is also important to the customers.

Other items

An update on the Seqwater App is currently sitting in development. it is anticipated that this App be made available next year, after a trial of testing and Cyber security measures have been completed.

How Customers can give feedback during this current price review

Seqwater encourages your feedback so if you would like to provide any 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 1:50pm