

2025-29 rural irrigation price review Murgon workshop – summary of issues raised

This note records issues identified and views expressed by stakeholders present at the QCA's workshop on the draft report for Sunwater's schemes. The QCA is yet to form any opinion on these issues and views. As appropriate, issues will be addressed in the QCA's final report.

Schemes: Barker Barambah, Boyne River and Tarong

Date of workshop: 26 July 2024

Topic	Issues raised
Customer engagement	<ul style="list-style-type: none"> Stakeholders were concerned that information about customer engagement sessions may not be reaching customers and suggested that Sunwater should explore ways of reaching more customers. Stakeholders said that Sunwater does not tend to act on feedback and that it needs to be more accountable. Stakeholders were dissatisfied with the make-up of the newly created customer advisory committee. They would like to see representation across all four zones (including Melwood) rather than the current set up of three zones.
Transparency and accuracy of Sunwater's costs	<ul style="list-style-type: none"> A stakeholder did not trust Sunwater's reported costs stating that Sunwater does not provide a detailed explanation of cost drivers. They also mentioned discrepancies in reported electricity costs from different source documents.
Dam safety capex	<ul style="list-style-type: none"> A stakeholder sought confirmation that dam safety upgrade capex had been excluded from allowable costs.
Electricity costs	<ul style="list-style-type: none"> A stakeholder was interested in finding a solution to the relatively high pumping costs associated with the Redgate re-lift tariff group, including potential infrastructure investments that would reduce the need for pumping.
Allocation of insurance costs	<ul style="list-style-type: none"> A stakeholder asked how insurance costs are allocated across schemes.
Cost of recreational facilities	<ul style="list-style-type: none"> A stakeholder asked whether the cost of recreational facilities was recovered from irrigation customers.
Impact of price increases on affordability	<ul style="list-style-type: none"> Stakeholders queried the proposed increase in prices stating that customers had limited ability to pay higher prices.

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Electricity cost pass-through (ECPT) trial	<ul style="list-style-type: none"><li data-bbox="710 253 1412 320">• A stakeholder stated that the ECPT trial had been of little benefit.