MCCC AGENDA Meeting no. 193

10.00am, Tuesday 26 July 2022 SRW, Maffra

We acknowledge the Gunaikurnai people, Traditional Owners of this land on which we meet and we pay our respects to their Elders past and present.





Trademark Behaviours

- Always Safe
- United

- Ambitious
- Results Driven
- Customer First
- Innovative
- Respectful

1		PROGRAM	PRESENTER
		OPENING	CHAIR
2		Welcome and apologies	CHAIR
3		Declaration of conflicts of interest	CHAIR
4		Confirmation of minutes	CHAIR
5		Business arising from previous meetings	CHAIR
		FOR DISCUSSION	
6		PRINCIPAL MATTERS	
	6.1	Chairperson's report	CHAIR
	6.2	Significant issues or actions	CHAIR
	6.3	Matters referred by the Board	BOARD MEMBER
	6.4	Manager Water Supply update	MANAGER WATER SUPPLY
	6.5	Salinity update	IRRIGATION SERVICE DELIVERY SUPERVISOR
	6.6	Price Submission	MANAGER STRATEGY AND BUSINESS PLANNING
	6.7	Modernisation update	MANAGING DIRECTOR
	6.8	February Workshop pack	FOR COMMENT
7		FOR NOTING	CHAIR
	7.1	Correspondence	
	7.2	Communications update	
	7.3	Feedback register	
8		GENERAL BUSINESS	ALL
9		Next meeting	
10		Close	

2. WELCOME AND APOLOGIES; AGENDA LISTING

3. <u>DECLARATION OF CONFLICTS OF INTEREST</u>

4. **CONFIRMATION OF MINUTES**

RECOMMENDATION

That the committee approves the minutes of the meeting held on Tuesday 24 May 2022.

REPORT

Draft minutes of the MCCC meeting held on Tuesday 24 May 2022, are included at 4.1.

4.1 CONFIRMATION OF MINUTES, MEETING 192

MACALISTER CUSTOMER CONSULTATIVE COMMITTEE

MINUTES OF MEETING 192 Held 10.00am Tuesday 24 May 2022 SRW, Maffra

PRESENT Mrs Raelene Hanratty, Chair

Mr Benn Thexton, Deputy Chair from 10.15am

Mr Norm Drew Ms Kate Lamb Mr Alan Clyne

Mr Graeme Anderson, OAM

Mrs Jeannette Howie

Mr Brad White

SRW Representatives

Ms Joanne Butterworth-Gray, SRW Board Chair Mr Cameron FitzGerald, Managing Director

Mr Hugh Christie, General Manager Service Delivery

Mr Simon Wilkinson, Manager Water Supply

Mr Craig Smith, Manager Strategy and Business Planning

Mrs Pamela Crawford, Customer Relations Officer

APOLOGIES Mr Steve Dwyer

5. WELCOME AND APOLOGIES; AGENDA LISTING

The Chair opened the meeting by acknowledging the traditional owners of the land and waters of the MID.

The Committee noted the apologies and welcomed SRW Chair, Ms Joanne Butterworth-Gray, to the meeting.

6. DECLARATION OF CONFLICTS OF INTEREST

The Committee discussed, as part of the request to document specific conflicts of interests associated with location of farms in the Macalister Irrigation Area, the need to declare interests that directly benefits the individual rather than general interests.

7. CONFIRMATION OF MINUTES

The committee approved the minutes of the meeting held on Tuesday 26 April 2022.

Moved: Mr G Anderson Seconded: Ms K Lamb

8. BUSINESS ARISING FROM PREVIOUS MEETINGS

Meeting	Agenda Item #	Action	Action Officer	Status
April	6	Mrs Crawford to co-ordinate the creation of a Conflict of Interest table for the agenda.	Crawford	In progress
April	6.6	Mr Wilkinson to include a definition and map of the Thomson Macalister system in the MCCC workshop pack.	Wilkinson	In progress

The Committee discussed the following with regards to the Conflict of Interest table:

- The table is to include an interest that may be pecuniary or beneficial to the individual.
- Can list where they are irrigating so that when conversations like modernisation and upgrades occur, it's recorded where members are located.
- Mrs Crawford agreed to resend email with Conflict of Interest information template.

6. PRINCIPAL MATTERS

6.1 CHAIRPERSON'S REPORT

- The Chair provided a report which included:
 - Attended the water trading workshop last Tuesday. Thank you to those who also attended.
 - Pricing Submission drop-in sessions. Though only 3 irrigators attended, good conversations were had that were seen to add value to the pricing deliberations.
 - o The Chair has a DELWP PCG meeting tomorrow regarding the Phase 2 project.
 - Committee recruitment was discussed. There are 3 vacancies presently due to resignations with another 3 up for renomination in September. Members are requested to think about who may add value to the Committee and encourage others to nominate. The need for diversification across all areas of the district was discussed, including different enterprises, though it was agreed that members need to be enthusiastic and involved (this discussion also refenced issues with attendance that had also been raised by the individual prior to the meeting due to other commitments).

6.2 SIGNIFICANT ISSUES OR ACTIONS

• There are no significant current issues or actions.

6.3 MATTERS REFERRED BY THE BOARD

• The Committee was provided with the following update:

- The Pricing Submission continues to be a focus. Information sessions are being held, though have not resulted in a lot of engagement. Radio clips to the ABC and media releases encouraging participation have been prepared.
- o Prices for next year will be in line with CPI as per the current price submission.
- The Committee asked when the Board may next meet with the MCCC. Mr FitzGerald advised that the next Maffra Board meeting will include an opportunity for MCCC interaction.

6.4 MANAGER WATER SUPPLY UPDATE

- Mr Simon Wilkinson, Manager Water Supply provided an update which included:
 - During the 2021/22 irrigation season, approximately 552,000 ML has been released down river.
 - Deliveries for the season are just under 70,000ML with the 5-year average being double this amount. Rainfall is also well above average.
 - There will be an end of season wrap up included in the next agenda along with a brief update on the salinity program and impacts of above average rainfall.
 - Preliminary results of Customer Satisfaction Survey include increases in satisfaction across the following areas:
 - Expectations.
 - Value for service
 - Water supply and access
 - Customer service
 - Communications.

The Committee discussed:

- Mr Drew spoke of a program he is involved with through another committee that is considering monitoring nitrogen in groundwater. He suggested that SRW could look to help with this program through the monitoring bore network.
- The need to educate the community on the river release figure, so that the flush that has occurred this year is understood, including benefits to both the environment and flood mitigation. Mr Christie said that this information could be included when reviewing the season.

6.5 GLENMAGGIE RELEASE STRATEGY

• The paper included with the agenda was noted by the Committee.

The Committee discussed:

- Spillway level was determined on historic inflows and allowance for air space.
 This level also allows for gate maintenance.
- Gippsland Water's new treated water pipe through the wall as part of supply arrangement for Coongulla.

6.6 MODERNISATION UPDATE

- Mr Simon Wilkinson, Manager Water Supply, led discussions which included:
 - Negotiations have progressed with the preferred tenderer and designer to make changes to the materials used to deal with current market prices.
 - The preferred tenderer is redeveloping their schedule to ensure works are complete in time for the irrigation season commencing August 2023.

- o Affected customers will be contacted when the contract is locked in.
- Separate to Newry/Nuntin, work has progressed on the automation of the Boisdale pipeline outlets this winter and an upgrade to the SCADA canopy network to support all the additional modernisation in MID (these are both elements of the Phase 2 MID Modernisation scope).

6.7 MACALISTER DEMAND STUDY PRELIMINARY FINDINGS

The paper included with the agenda was noted by the Committee.

The Committee discussed:

- The Survey provided interesting information. Consideration should be given to expanding to Kilmany and Winnindoo also.
- Demand for current area is approximately 11GL. Mr FitzGerald said there may
 be other opportunities to expand without compromising the current area and
 customers. The organisation also needs to grow so this will be an opportunity
 to do that.
- This expansion would also require new customers paying for access to the supply network, which will help protect the current area by balancing prices.
- The Committee commented that this year has been very unique in terms of rainfall, and that planning needs to allow for dry years as well.
- Mr Christie said that the conversation will continue, with the need to keep testing demand as when proposed costs are provided this may impact on the level of final demand.
- SRW's commitment to the Committee is that we keep looking at these scenarios with a view to the long-term sustainability to the current resource.
- The Committee is happy to continue discussions on this matter.

6.8 MCCC WORKSHOP – WATER MARKET TRANSPARENCY PROJECT

• The paper included with the agenda was noted by the Committee.

The Committee discussed:

- Members who attended the workshop said it was worthwhile and a good start to more progress.
- A highlight was the discussion regarding how to get unused water on the market with some customers choosing to engage a broker.
- The Committee were informed that SRW has received funding from DEWLP to complete this project. The information obtained may go towards the development of an exchange platform, possibly within the Water Register.

6.9 PRICING SUBMISSION OBSERVATIONS

- Mr Simon Wilkinson, Manager Water Supply discussed.
 - o 3 customers attended the Maffra sessions.
 - Observations were that those who did attend were engaged and were able to have a more meaningful discussion being one on one.
 - The Committee considered ways to engage with more customers including social media surveys and information in the District Update.

7.0 FOR NOTING

7.1 CORRESPONDENCE

- The Committee noted correspondence.
 - There was a general discussion regarding the Board appointment process following a reply to correspondence from the Committee by the Hon. Lisa Neville MP (Minister for Water).

7.2 FEEDBACK REGISTER (RELEVANT TO MID)

The Committee noted feedback.

7.3 COMMUNICATIONS UPDATE

• The Committee noted the Communications report.

ACTION – Invite Gemma Abela, Manager Communications and Engagement to a future meeting (Crawford)

8.0 GENERAL BUSINESS

- The Chair referred to the conflict of interest table and invited members to declare other interests.
- No further interests were declared.
- Review of Conflict of Interest table wording Mr Drew
 - o Good that this is now out in the open.
 - The table does not need to include common things that we know people have an interest in, i.e. irrigator or dairy farmer.
 - The Committee were encouraged to submit any conflict of interest they may have.
- The Committee also discussed the ongoing state of the Glenmaggie Caravan Park and future management of the site.

9.0 NEXT MEETING

The next meeting No. 193 of the Macalister Customer Consultative Committee is scheduled for 10.00 am on Tuesday 26 July 2022.

Topics to be discussed include:

- Chairpersons report
- Customer Satisfaction Survey (subject to consultant completion)
- Manager Water Supply Update
- Modernisation update
- Salinity program update

Meeting	Date
MCCC 193	Tuesday, 26 th July 2022

MCCC 194	Tuesday, 27 th September 2022
MCCC 195	Tuesday, 25 th October 2022
MCCC 196	Tuesday, 13 th December 2022

10.0 MEETING CLOSE

With there being no further business, the meeting closed at 11.46am.

	July	Sept	Oct	Dec	Feb	April	May	July	Sept	Oct	Dec
	2021	2021	2021	2021	2022	2022	2022	2022	2022	2022	2022
Raelene Hanratty	✓	~	✓	✓	✓	✓	✓				
Graeme Anderson	√	√	√	√	Apol	✓	√				
Stephen Dwyer	√	✓	✓	√	Apol		Apol				
Jeanette Howie	√	✓	✓	✓	~	Apol	✓				
Norm Drew	√	√	√	√	✓	√	✓				
Malcolm Sellen	Apol	√	√	√	Apol	Apol	N/A				
Alan Clyne	√	√	√	√	√	√	✓				
Robert Webber	√	√	√	Apol	Apol	N/A	N/A				
Kate Lamb	√	√	√	√	✓	✓	✓				
Brad White	Apol	✓	✓	✓	~	Apol	✓				
Benn Thexton	√	✓	✓	✓	✓	✓	✓				

✓ Attended MeetingApol Notification of apologyBlank Did not attend

5. BUSINESS ARISING FROM PREVIOUS MEETINGS

Meeting	Agenda Item #	Action	Action Officer	Status
April	6	Mrs Crawford to co-ordinate the creation of a Conflict of Interest table for the agenda.	Crawford	Complete
April	6.6	Mr Wilkinson to include a definition and map of the Thomson Macalister system in the MCCC workshop pack.	Wilkinson	Complete

6. PRINCIPAL MATTERS

6.1 CHAIRPERSON'S REPORT

• The Chair will provide a report.

6.2 SIGNIFICANT ISSUES OR ACTIONS

• There are no significant current issues or actions.

6.3 MATTERS REFERRED BY THE BOARD

• The Board member present will update the Committee.

6.4 MANAGER WATER SUPPLY UPDATE

- Mr Simon Wilkinson, Manager Water Supply provide an update including:
 - End of season wrap up.

6.5 SALINITY UPDATE

• Mr Matt Cook, Irrigation Service Delivery Supervisor will provide a presentation and lead discussions.

6.6 PRICING SUBMISSION - FINAL PRICE PROPOSALS

• Mr Craig Smith, Manager Strategy and Business Planning, will lead discussions.

6.7 MODERNISATION UPDATE

- Mr Cameron FitzGerald, Managing Director, will lead discussions.
 - o Tender process
 - Newry customer feedback

6.8 FEBRUARY WORKSHOP PACK - COMMENTS FROM COMMITTEE

• The Committee are invited to provide feedback on the Workshop Pack that was emailed on 26 June.

7.0 FOR NOTING

7.1 CORRESPONDENCE

Nil since last meeting.

7.2 FEEDBACK REGISTER (RELEVANT TO MID)

Nil since last meeting.

7.3 COMMUNICATIONS UPDATE

• The Communications report is included with the agenda for noting.

8.0 GENERAL BUSINESS

- The Chair will refer to the conflict-of-interest table and go around the table inviting members to declare other interests.
- Timing for election of Chair and Deputy Chair.
- SRW's new website. The Committee are asked to visit the new website and provide any feedback back to Pam Crawford. When reviewing the website please consider the following:
 - How did you find navigating around this site?
 - What do you think of the layout?
 - Was there anything missing that would make your experience on the site better?
 - Was anything unclear or difficult to figure out?
 - Do you have any other feedback?
- MCCC Recruitment The need to diversify into different industries (Norm Drew)

9.0 NEXT MEETING

The next meeting No. 194 of the Macalister Customer Consultative Committee is scheduled for 10.00 am on Tuesday 27 September 2022.

Topics to be discussed include:

- Chairpersons report
- Annual financial report
- Manager Water Supply Update
- Environment water release strategy

Meeting	Date
MCCC 194	Tuesday, 27 th September 2022
MCCC 195	Tuesday, 25 th October 2022
MCCC 196	Tuesday, 13 th December 2022

10.0 MEETING CLOSE

CONFLICT OF INTEREST TABLE

Name of Committee	Description of	Interested parties	Is the interest
member	interest		current?
Kate Lamb	Beef grazing	Kate Lamb	Yes
	operation in Denison		
Raelene Hanratty	Owns irrigation land	Water Share holder	Yes
	at Upper Maffra West		
	and Newry		
	SRW Project Control	SRW and DELWP	Yes
	Group.		
	Deputy Chair RDA	Federal & State	Yes
	Gippsland	Governments	
	Deputy Chair RFCS	Farmers and Small	Yes
	Gippsland	Businesses	
Brad White	Owner of irrigated	Brad White	Yes
	farm business in		
	Riverslea		

Item No: **6.4**

Subject: Season wrap up

Action: For noting

Author: Matt Cook, Irrigation Service Delivery Supervisor - East

Date: 29/07/2022

PURPOSE

1. To provide the MCCC with an overview of the 21/22 season.

RECOMMENDATION: That the Committee note the report and that members provide any feedback through the Manager Water Supply.

REPORT

Following on from the end of the 2020-21 season, we experienced a wet start that had Glenmaggie spilling between 1st July all the way through to 15th December. Through this period, with continued wet weather, customers utilised 8,661ML of Spill water. Due to high inflows the season opened with an allocation of 100% high-reliability water shares (HRWS) on 1st July.

Lake Glenmaggie started the 2020-21 year at 78%. With continued and forecasted large rains, the storage level was managed, and spill declared dated back to the 1st July at an operational full supply level.

Our share of the Thomson Dam Drought Reserve started with a volume of 41,637 ML. With the continued wet season inflows, the storage levels continued to rise and by the 20th August the internal spill limit of 45,000 ML was reached. During this period there was little demand on the Thomson storage meaning we remained at the internal spill point until mid January 2022.

As demand picked up in the district, water was utilised from the reserve from mid January through to mid March and by the end of April we were again internally spilling. We finished the year at 45,000ML in the Thomson reserve.

Customer deliveries in the MIA totalled 68,090 ML for the year. With continued rainfall we recorded low usage (21,000 ML) for the first 6 months of the season. This was followed again by low usage (47,000 ML) through to the end of the season. From an overall usage viewpoint, this represents the lowest MIA usage since the 1960's.

With a wet start to the year and usage well down, we hit a peak of 100% HRWS and 50% LRWS up until the 22nd February. At this point LRWS was increased to 100% due to not being able to deliver all water in storage by the 15th May.

Overall, it was a good season for customers with plenty of on farm rain supported with a large volume of water available through the storages. At the end of the 2021-22 season Glenmaggie ended with 110,000 ML in storage and the Thomson Dam Drought Reserve had 45,000 ML in storage.

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Allocations

1 st July	100% HRWS	0% LRWS
15 th December	100% HRWS	5% LRWS
11 th January	100% HRWS	10% LRWS
22 nd February	100% HRWS	50% LRWS
8 th March	100% HRWS	100% LRWS

Glenmaggie Storage Volume

1 st July	138,600ML
15 th December	169,500ML (in addition to 10,200ML delivered)
15 th May	110,600ML (in addition to delivering 68,000ML)

Usage

- Only 14 ABA's used 100% of HRWS with deliveries of 3,215 ML
- 956 ABA's did not reach 100% of HRWS usage.

Percentage of HRWS used

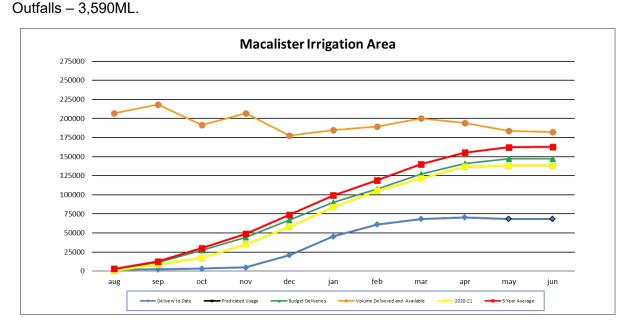
%	ABA's
100%	3
75-100%	37
50-75%	106
0-50%	813

Percentage of LRWS used

%	ABA's
100% + (includes ABA's with traded in water)	2 (total delivery of 76 ML)
70% - 100%	2
40% - 70%	1
0% - 40%	12
No LRWS used	956

District Efficiency – 75%

System loss – 12,290 ML.



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Salinity program Update

Operational program

For Season 2022/23



Salinity in 2021/22

- Salinity issues, like drought are cyclical. We have a run of good years and a run of not so good years.
- Thanks to drainage and irrigation efficiency improvements, and the trend toward a drier climate, these days salinity is typically only an issue in isolated locations.
- However, during wet conditions, such as experienced over the last 12 months, the water table rises and lifts the risk of salinity affecting farm production across a greater area.



Current operations



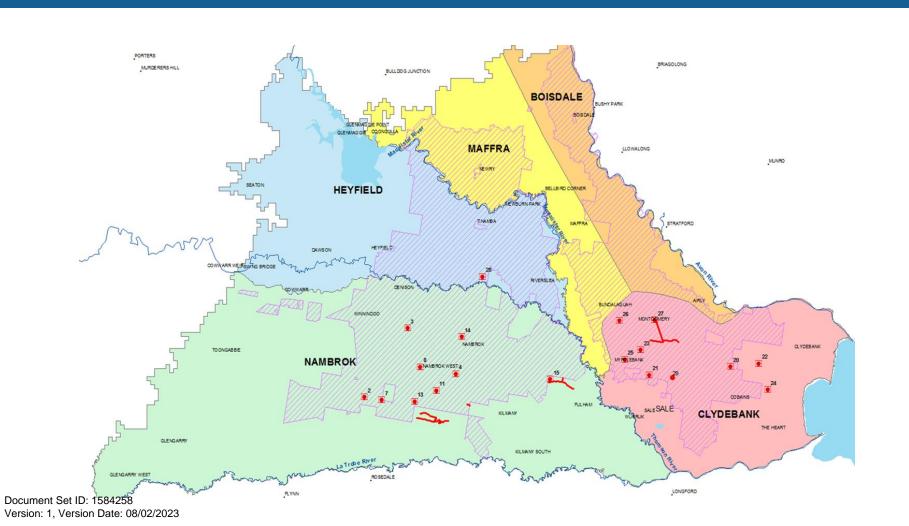
Current operating pumps

- Pumps that are operating remain the same; 2, 7, 15 & 28 for local protection and the Clydebank pumps that are operational, including 20, 21, 22, 23, 25, 26, 27
- Operations of the pumps has been transferred to the Water Supply operational team.
- Upkeep works on the current network continue as required.



Pump locations



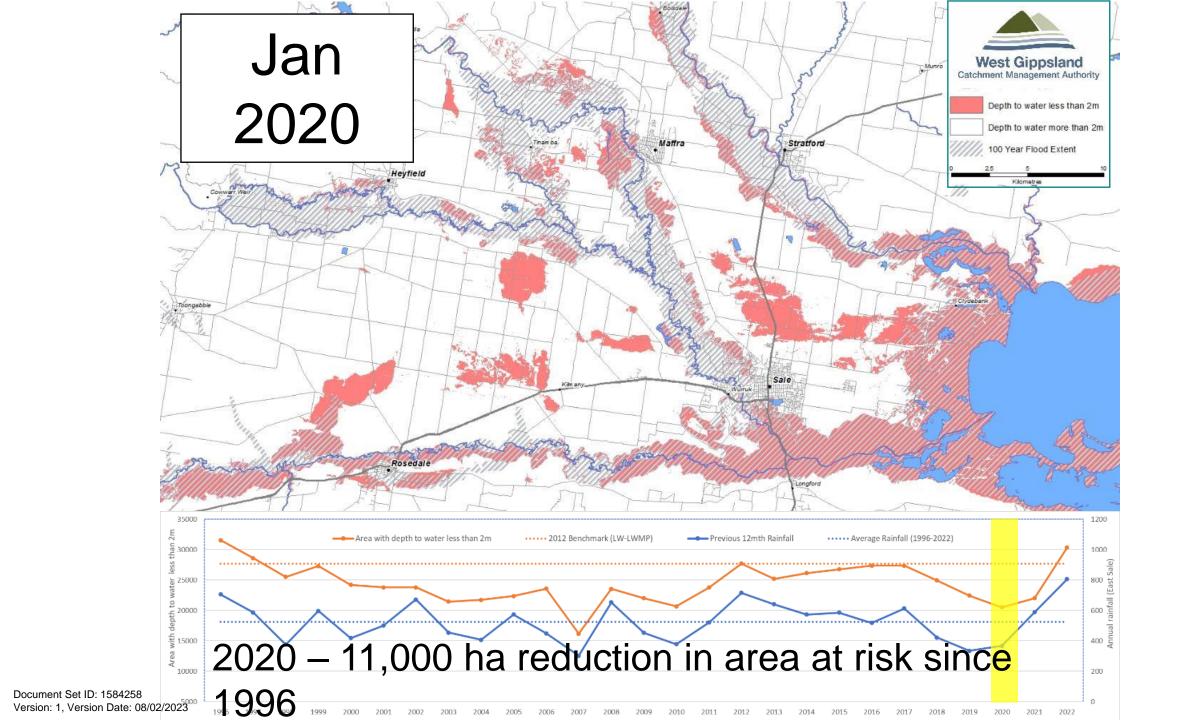


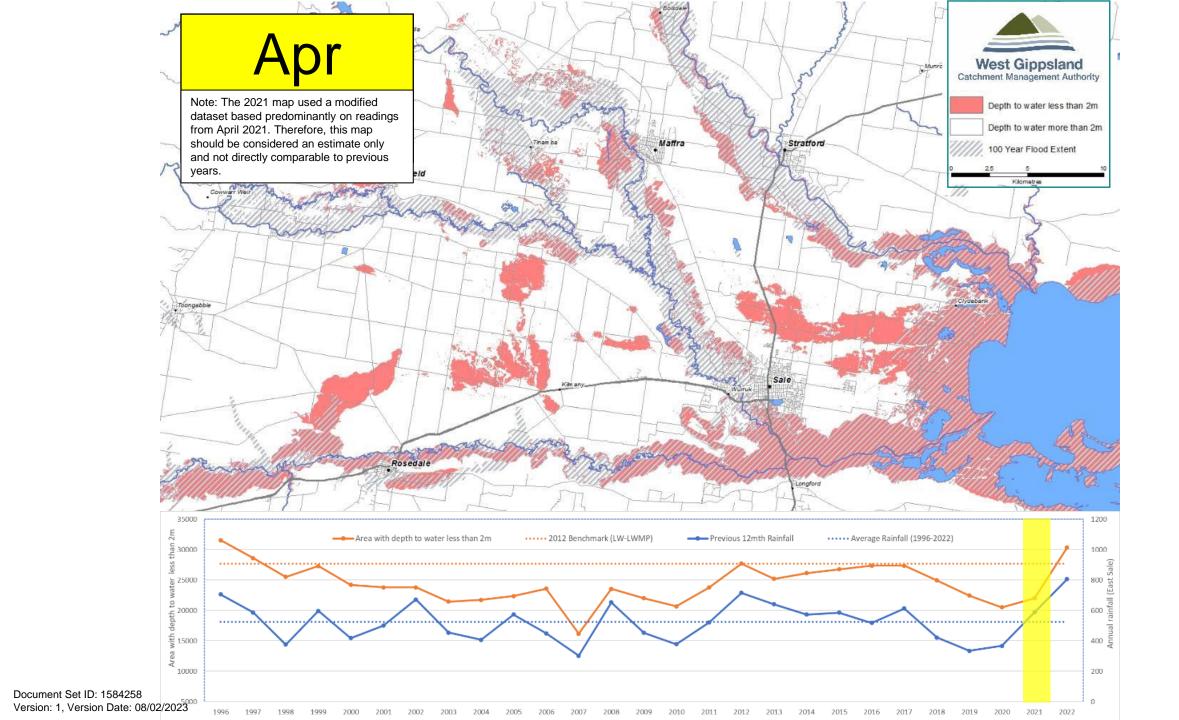


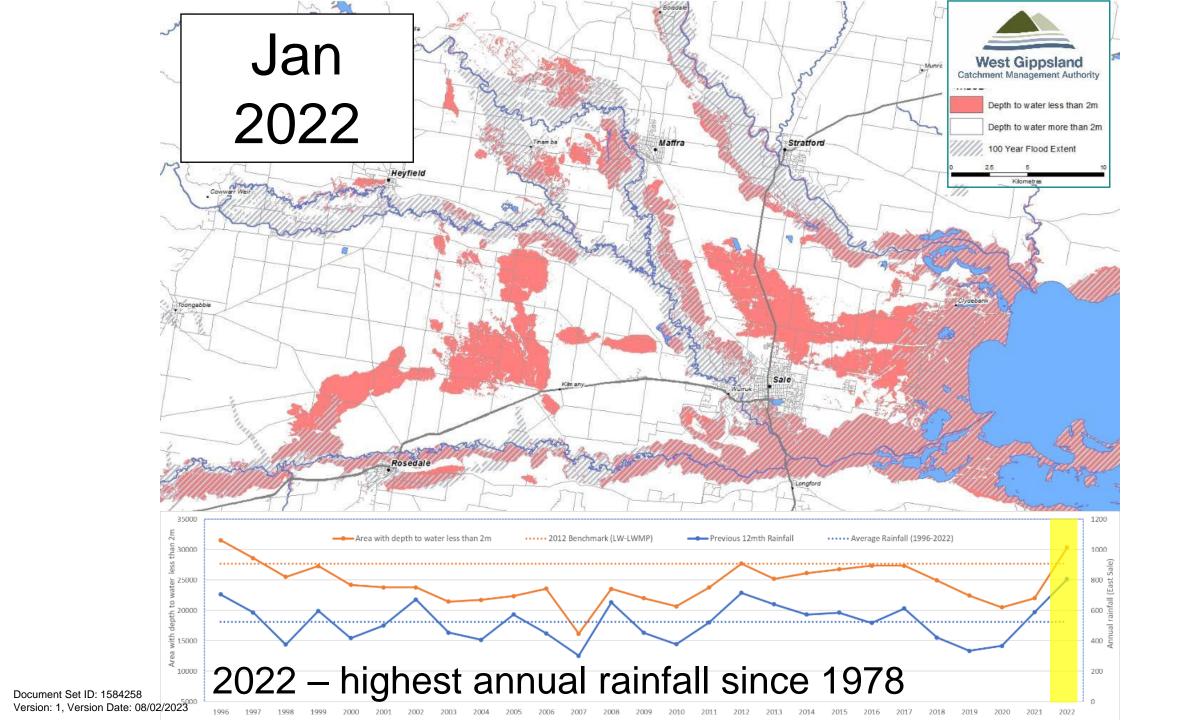
Salinity Mapping

- Mapping for 2022 has just been completed.
- Areas where the water table is within 2m of ground surface are coloured red on the maps. These areas are more prone to land salinisation and water logging.
- Areas subject to flooding are hashed grey as they are less prone to salinisation despite the shallow water table commonly found on floodplains.
- Water tables response to floods and droughts and is evident in the time series. As is a long-term trend of reducing areas at risk thanks to irrigation efficiency improvements and drainage management in the district









Salinity monitoring bores

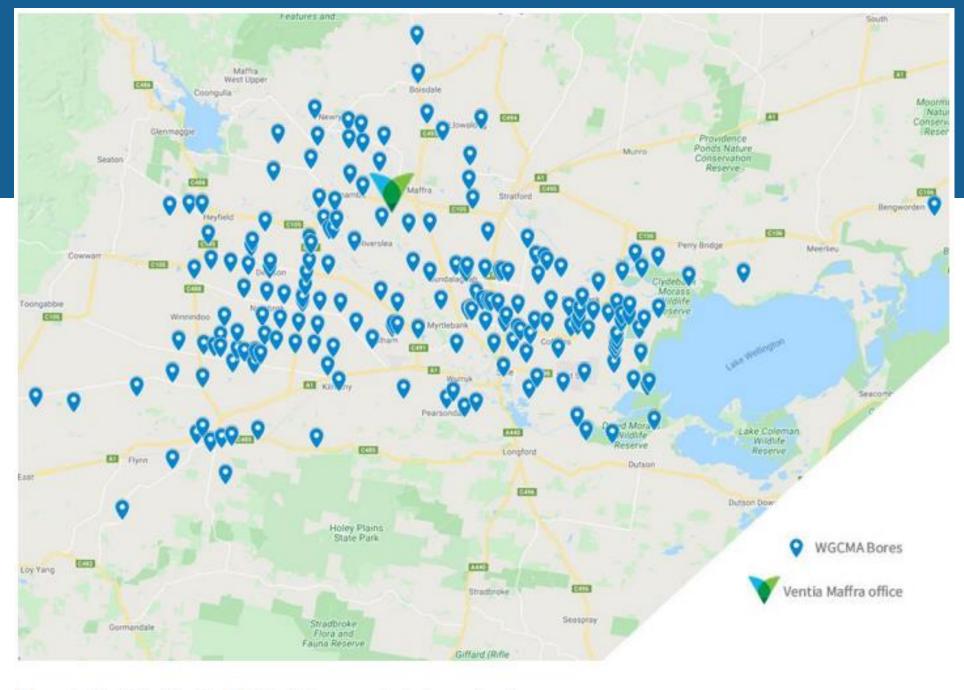


Figure 1. Macalister Irrigation District shallow groundwater bore network

Groundwater Bore Condition Audits

During the January 2022 monitoring round, 256 bore audits were completed. There were 204 audits on bores which are part of the current monitoring network. An additional 52 audits were done on bores on the inactive component of the network. There were 92 bores which could not be assessed because they were unlocatable, inaccessible due to being on private property, apparently destroyed or inaccessible due to flooding.

Each bore audit collected the below information, where available

- Water I evel
- Headworks measurements
- Depth
- Description of immediate surroundings vegeation growth
- Presence and condition of marker post
- Presence and condition of casing, cap, protective cover and concrete pad
- Presence and condition of locking mechanism and padlock



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Active Bore Network

Description	Number of Bores (out of 204 audits)	% of Audits
Vegetation Clear	32	15.7%
Vegetation Overgrown or Partially Overgrown	172	84.3 %
Marker Post Present and Good Condition	167	81.9 %
Casing Condition – Excellent, Good, Fair, Average	189	92.6 %
Casing Condition - Poor	14	6.8 %
Protective Cover Present	99	48.5 %
Protective Cover Condition – Excellent, Good, Fair, Average	87	87.9 % (of protective covers, when present)
Padlock Present	46	22.5 %
Concrete Pad Present	10	4.9 %





Inactive Bore Network

Description	Number of Bores (out of 52 audits)	% of Audits
Vegetation Clear	5	9.6 %
Vegetation Overgrown or Partially Overgrown	47	90.4 %
Marker Post Present and Good Condition	33	63.5 %
Casing Condition – Excellent, Good, Fair, Average	48	92.3 %
Casing Condition - Poor	4	7.7 %
Protective Cover Present	26	50.0 %
Protective Cover Condition – Excellent, Good, Fair, Average	19	73.1 % (of protective covers, when present)
Padlock Present	12	23.1 %
Concrete Pad Present	2	3.8 %



Salinity Link

Drain and Reclaim

https://youtu.be/atye6XQsyVk



Item No: **7.2**

Subject: Communications and Engagement report – July 2022

Action: For noting

Author: Kris Perkovic, Senior Community Engagement Adviser

Date: 26/07/2022

PURPOSE

 To update the Macalister Customer Consultative Committee on recent communications and engagement activities.

RECOMMENDATION: The Committee note the report.

PREVIOUS COMMITTEE CONSIDERATIONS

2. Communications and Engagement activity is reported to each meeting.

BACKGROUND

3. The Communications and Engagement team develops communications plans, issues media releases, manages the website and social media, customer and community engagement activities and looks after media enquiries.

REPORT

4. SRW Pricing Submission Update

In-person and online events were held from 16 - 24 May to discuss pricing options. This feedback will now be consolidated into our final submission, which will be provided to the Essential Service Commission in September. More info here:

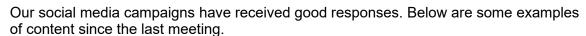
https://srw.engagementhub.com.au/ps2023

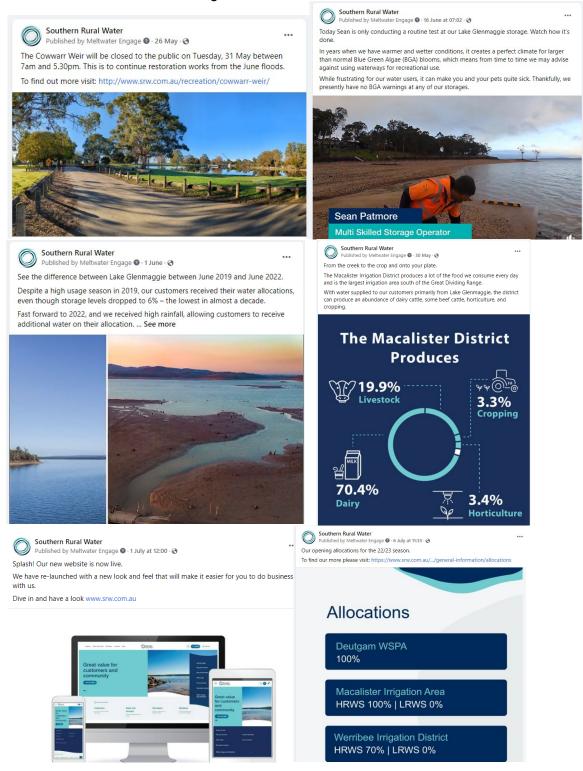
5. Media releases

Waterline undergoing maintenance | SRW (20 June)
Cowwarr Weir repairs complete a year after devastating flood | SRW (6 June)

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6. Social media





7. Newsletters

The weekly MID snapshots are available on our website.

NEXT STEPS: A further update will be provided at the next MCCC meeting.