

# MCCC AGENDA

## Meeting no. 203

10.00am  
Tuesday 28 May 2024  
SRW Maffra Office

*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.*



**Southern  
Rural Water**

Managing Water. Serving Communities.

# Our Vision

Great value for customers and community through excellence in rural water management



## Our Trademark Values

We are Always Safe and Accountable working as One Team to deliver a lasting Legacy.

## Macalister Customer Consultative Committee

Date	Time	Location
28 May 2024	10am	SRW Office - Maffra

Topic		
1	Acknowledgement of County	Chair
2	Welcome and Apologies	Chair
3	Declaration of conflicts of interest	All
4	Confirmation of Minutes: Meetings 202	Chair
4.1	Attachment – Minutes MCCC Meeting 202, 27 February 2024	
5	Business arising from previous meetings	Chair
5.1	Attachment – MCCC business arising report	
6	<b><u>PRINCIPAL MATTERS – FOR NOTING</u></b>	
6.1	Water Supply East Update	Matt Cook
6.2	Communications Report	
7	<b><u>PRINCIPAL MATTERS – FOR DISCUSSION</u></b>	
7.1	HARC MID Operational Review	Matt Stagg
7.2	Outcome of 2023 Flood Review	Ed Smith
7.3	Board update	Cameron FitzGerald
	<b><u>COMMITTEE MATTERS</u></b>	
8	8.1 Important issues from other customer committees	Cameron FitzGerald
	8.2 Matters referred by/to the Board/board committee	Cameron FitzGerald
	8.3 2024 Committee Workplan	
9	<b><u>GENERAL BUSINESS</u></b> <ul style="list-style-type: none"> <li>• Off-season access to stock and domestic water</li> <li>• Upcoming Chair and Deputy Chair appointments</li> </ul>	All

11	Meeting evaluation	Chair
12	Next meeting	
13	Close	12pm

*Light refreshments will be provided at the meeting.*

Item No: 1

Subject: **Acknowledgement of Country**

*'We acknowledge the Traditional Owners of the land on which we are meeting. We pay our respects to their Elders, past and present, and the Elders from other communities who may be here today.'*

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Item No: 2

Subject: **Welcome and Apologies**

The Chair will welcome attendees and note any apologies for this meeting.

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Item No: 3

Subject: **Declaration of Conflicts of Interest**

The Chair will ask committee members to declare any conflicts of interest relating to the business of this meeting.

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Item No: 4  
Subject: Confirmation of minutes – Meeting 202  
Action: For approval  
Author: Hayley Taylor – Executive Assistant  
Date: 21/05/2024

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## PURPOSE

1. To ensure that the minutes taken of committee meeting 199 are an accurate and sufficient record of discussions held and decisions made at the meeting.

**RECOMMENDATION:** That the committee approves the minutes of meeting 202 held on Tuesday 27 February 2024.

## PREVIOUS COMMITTEE CONSIDERATIONS

2. Minutes are confirmed at each committee meeting.

## BACKGROUND

3. Draft minutes are circulated after each committee meeting. Any suggested changes are captured as track changes, for consideration and confirmation at the following meeting.

## REPORT

4. Draft minutes of meeting 200, held at SRW Maffra Office on Tuesday 27 February 2024 are provided in attachment 4.1.
5. **Budget impact:** Nil
6. **Link to strategy:** Nil.
7. **Risk:** Committee meeting minutes are a public record and may be subject to release under Freedom of Information. Directors should ensure that minutes accurately and appropriately reflect the discussion and decisions of the meeting.

## NEXT STEPS

Who	Action
Meeting Secretary	Once confirmed, the minutes will be saved in Southern Rural Water's document management system and Southern Rural Water's Website.

# Macalister Customer Consultative Committee

## Minutes of Meeting 202

Date	Time	Location
27 February 2024	10:00am	SRW Maffra Office

### Present

Mr Benn Thexton	Committee Chair
Mrs Kate Lamb	Committee Member
Mr Brad White	Committee Member
Mr Christopher Van Den Dikkenberg	Committee Member
Mr James Clyne	Committee Member
Mr Mark Coleman	Committee Member
Mr Tim Missen	Committee Member
Mr Warrick Purdon	Committee Member

### In Attendance

Mr Cameron FitzGerald	Managing Director, SRW
Mr Simon Wilkinson	General Manager Service Delivery, SRW
Mr Matt Cook	Manager Water Supply East, SRW
Ms Hayley Taylor	Executive Assistant, SRW (minutes)

### Apologies

Thomas Dwyer	Committee Member
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### Guests

Mr Matthew Stagg	Projects and Innovation Specialist
Mr Edward Smith	Manager Headworks Operations
Ms Gemma Abela	Manager Strategy, Communications and Business Planning

## 1. Acknowledgement of County

The Chair acknowledged the Traditional Owners of the land on which the meeting was held.

## 2. Welcome and Apologies

The Chair welcomed all present to the meeting and noted the apologies.

## 3. Declaration of conflicts of interest

The Chair asked attendees to declare any conflicts of interest relating to the business of this meeting.

There were no new conflicts raised.

## 4. Confirmation of minutes – Meeting 200 and 201

The minutes of meeting's 200 and 201 were **approved**.

**Moved:** Brad White

**Second:** Kate Lamb

## 5. Business Arising

The report was taken as read.

The Chair advised the committee that in February 2023 the MCCC met and spoke about the delivery delays in the Macalister Irrigation District. As a result of the meeting a factsheet was developed and distributed to customers in the area. This factsheet has been updated and redistributed to customers in February 2024 due to another period of high demand.

Management advised that SRW have undertaken a review of the delivery system and the draft report will be discussed at agenda item 6.1.

SRW have also changed the length of ordering period from four weeks to two, to assist with planning water and reducing the practice of placing “speculative orders” in IPM.

In regard to action item 25246, management advised people in the district who have access to land or delivery share will be able to participate in water sales, with the purpose of the water sales being to put more water into production.

The committee discussed the requirements around whether land size was taken into account when people apply to purchase water. It was confirmed Annual Use Licence was considered as part of the assessment completed by SRW when water is purchased.



## 6. GUEST SPEAKERS

### 6.1 High demand period and MID Operational Model Review

Mr Matthew Stagg, Projects and Innovation Specialist, and Mr Matthew Cook, Manager Water Supply East provided an overview of the MID Operational Model Review including:

#### Background:

- Order delays due to a period of high demand which lead to order delays of up to 14 days in some areas.
- Channel operations including high demands on the system, weed growth and siltation of channels leading to poor performance.
- Demand Management System (DMS) and Total Channel Control (TCC) systems, while offering greater flexibility to customers to manage their orders, have created 'demand locking' in some area's.

#### Factors contributing to delays:

- Seasonal conditions.
- Irrigators utilising the DMS to speculatively placing orders to lock up water.
- TCC systems minimises outfalls and maintains pool height's which means that the system does not allow orders over a certain volume to be booked to maintain effective operations. Erosion, weed growth and changes to orders impact the effectiveness of the TCC system. At times, the Planners will take the system out of automation, and manually run the system to try to increase water delivered to customers.
- Weed issues, particularly submerged weeds, can choke the system. SRW undertakes maintenance activities during the winter to control weed growth but has limited options available to removed weeds during the season.

The Chair suggested SRW could consider reducing through outlets, so more people are able to access water in high demand period. Management advised this was something that could be considered as part of the review of the operational system.

#### Other considerations contributing to delivery delays:

- Reduced capacity the further down the system an irrigator is located.
- Installation of high-flow outlets enable on-farm best practice but reduce available capacity in the system.

#### Management discussed:

- the way the Main Southern, Main Northern, Main Eastern/Sale Supply Area is operated, including choke points on the systems, capacity on the channel at different points.
- notice given for orders by customers, the volume of water delivered from January and February 2024, with demand spiking in the second week of February 2024.

A member inquired as to whether historically customers were required to give more than three days' notice. SRW advised that the customer charter states customers must give 72 hours' notice when placing an order. The committee was advised SRW monitors data that compares the day of the order requested versus the day the order was able to be delivered.

#### Addressing the challenges:

Management advised SRW is working to address the challenges by:

- Expanding mechanical cleaning of channels.
- New weed treatment chemical trial.
- Working with Rubicon to consider options to modernise customers' WaterLine experience.
- Creating a high-demand protocol for SRW's Planners which will inform how SRW treats requests to change orders during periods of high demand.
- Reducing order lead time back to 14 days to improve equity and avoid speculative orders.

The committee discussed how the planners are operating the system including manually moving orders in the systems to try to get more orders into the systems.

A member advised that they had received a message from an irrigator indicating they felt they were dealing with these issues on their own as they do not see SRW's water bailiffs. The member recommended the factsheet could be sent earlier to provide customers more information including what customers could expect in periods of high demand. Management noted the emails, texts that were sent leading into the period of high-demand and will continue to work to improve communications to customers.

#### HARC Options Report:

Management advised this piece of work is a significant undertaking as it looks at the whole MID Operational model. The review included engagement with MCCC members and SRW staff.

Key challenges identified in the report are:

- Resourcing constraints.
- Modernisation challenges.
- Customer perceptions and communications from SRW to irrigators.

Outcomes were graded by a multi-criteria assessment which considered;

- Level of service.
- Climate resilience.
- Equity.
- Efficiency.
- Cost.
- Workload; and
- Lead- time.

The higher the score of the option, the more it would have a positive impact to the operation of the system and to customers.

Mark Coleman left the meeting at 10:59am

Short term options:

- Alternate operational modes including partial DMS – requires planner interaction if customers want to change an order, and this could be considered in periods of high demand.
- Key upgrades for capacity – TCC is expected to operate more efficiently as regulators are replaced as part of the Regulator Replacement Program.
- Comms Loading – updating radio infrastructure and assessing where rebalancing of the network is required so that the network works as effectively as possible.
- Rubicon Changes – Operational Rules and improved tools that show irrigator declined orders to allow Planners to slot customer orders in, where orders have been cancelled.

Longer term options:

- Customers changing the way they use the system including on farm storages, demand rules.
- Hardware upgrades including changes to DMS systems and WaterLine.
- Increase capacity of key crossings/regulators.
- Complete outlet modernisation.
- Using delivery share as the basis for water sharing when orders received are above channel capacity.

The Committee discussed:

- changes in farming practice where customers in some areas are ordering during the day and not at night.
- benefits of being able to plan their own orders, and while this is great for the customer experience in normal periods, in periods of high demand it creates challenges in the system as the DMS system does not consider whether a partial order could be placed. Previously Planners were able to work with the customer at the time of the request, to alter the order to fit around orders already in the system.
- Reasons for why some systems are not on DMS. Management advised some areas have not yet been modernised and some channels have restrictions that are not well suited to DMS.
- the change in the way customers order water, and the impacts of more customers ordering water 14 days in advance therefore 'locking up' water in the system.

Management discussed how delivery share could be used to share water in periods of high demand.

The Committee stated that at the moment, delivery share has no value to customers and they would need to see how it could be implemented including speaking to organisations that use delivery share, before considering the proposal.

The Chair stated it seems like the ‘first-in-best-dressed’ model is not equitable, but farmers will continue to do what is best for their business. Management advised SRW has implemented an operational rule where Planners are able to decline a change to an order, and if the customer does want to change the order they are put to the end of the queue.

The Managing Director advised SRW will continue to work to improve the customer experience in these high-demand periods, SRW believes the use of delivery share could create a more equitable system for customers. Management acknowledges this would be a very hard change for customers and SRW will do more work on the delivery share option and seek feedback from the MCCC as the work progresses. Any changes would require broad customer support.

The Committee encouraged SRW consider ways to bring delayed orders back to three to four days, including flow rate restrictions so more customers can order at a time, and how alternative ordering times could be communicated to customers if they are unable to place an order.

Management advised these changes would be considered as part of implementing the recommendation of the MID Operational Model review.

It was **agreed** the MID Operational Model Review will be a standing agenda item at each MCCC meeting.

A copy of the presentation will be provided to the committee after the meeting.

Action	Action Officer	Due Date
Add MID Operational Model Review to the MCCC committee workplan for discussion at each meeting.	H. TAYLOR	20/05/2024

## 6.2 Flood Forecast Modelling

Mr Edward Smith, Manger Headworks Operations joined the meeting at 11:38am and discussed SRW’s systems for managing floods, forecasting system and data that the models produce and how they are used in emergency responses. He highlighted:

- The policies used by SRW to manage floods.
- The strategies used by SRW to fill Glenmaggie, flood plans and release strategies for storages.

The Manager Headworks Operations discussed the process SRW follows when the Bureau of Meteorology (BoM) forecasts rainfall that could cause flooding downstream of a storage. This data is then used to create a plan for SRW to manage a potential emergency response. The flood forecasting system includes a rainfall runoff routing

model, rainfall forecasting and real time rainfall and streamflow data. This real time information, when added to the model, creates inflow data for SRW storages which informs how SRW will respond to an event.

The committee was shown how data is used by SRW to plan for a flood including:

- current conditions are added to the model, and how SRW can modify inputs during an event to ensure real-time information is at hand.
- SRW utilises modelling to calculate initial rainfall losses and continuing losses where some rainfall does not result in streamflow's.
- SRW models all three BoM scenarios (50%, 25% and 10% probability) across the affected catchment. BoM indicates which is the best model to use for each event.
- models predict stream levels and streamflow volumes over time and predicted levels in reservoirs assuming there are no releases.
- modeller will match the data once the peak is reached to ensure that the organisation has the most accurate information possible.
- Prior to a significant rain event, SRW models downstream water levels to assist with planning releases. SRW may increase releases earlier to try to take the top of the peak of the flood with the aim of minimising the impact of flooding downstream.

The committee inquired whether forecasts or models created by SRW could be distributed prior to an event. SRW advised that flood data is fed back into the BoM once an event occurs. The 7-day future model is fairly uncertain, and the forecast does not always eventuate.

Management advised the review into the two flooding events in 2023 considers how SRW runs the models, the actual events that occurred, as well as operational decision making. A focus point of the review has been on communication to customers before and during events.

The committee discussed the November 2023 flood and the decision-making process regarding releases from Glenmaggie, and noted the December releases where the rain did not eventuate is an example of how models can be inaccurate.

Management discussed the November 2023 flood event and the modelling used by SRW before and during the event. It was highlighted the Glenmaggie Gorge streamflow gauge was not working accurately on one night, and the SRW made the decision to increase releases from Glenmaggie at that time. Once the data came through releases were decreased to match what the gauge was reading.

A member inquired why the releases were decreased instead of maintaining them to take more of the peak off the flood. Management advised the model is a prediction and while the releases did go up and down during the event, SRW was able to keep releases below major flood level.

A member inquired about SRW's reasoning as to trying to stay below major flood level. SRW acknowledges the impact to people downstream of Glenmaggie and tries to lessen impacts downstream where possible.

The committee thanked Mr Smith for his presentation.

Mr Smith left the meeting at 12.24pm

## **7. PRINCIPLE MATTERS – FOR NOTING**

### **7.1 Water Supply East Update**

The report was taken as read.

Management advised lunch and learn session times will be distributed with the minutes.

### **7.2 Communications Report**

The report was taken as read.

Ms Gemma Abela, Manager Strategy, Communications and Business Planning joined the meeting at 12.25pm to discuss SRW's communication and engagement plan for customers and highlighted;

- The focus areas of communication and engagement for SRW include:
  - Tailored engagement – communication to people that are directly impacted by projects, events (flood, high demand periods), and new technologies.
  - Community engagement – attendance at face-to-face events to meet people in person. This can be at informal or formal events.
  - Digital engagement – the SRW website is the main source of information for customers and community and the team is undertaking continuous improvement to tailor the user experience to what people are searching. Social media is used to link people back to the website as the single source of information.

The committee thanked Ms Abela for attending the meeting.

Ms Abela left the meeting at 12:38pm.

## **8. PRINCIPLE MATTERS – FOR DISCUSSION**

### **8.1 Board Update**

Mr Cameron FitzGerald, Managing Director advised;

- MCCC members have been invited to meet with the SRW board on 5 March 2024 and it is an opportunity for members to meet with the board in an informal setting.
- After each MCCC meetings the Managing Director provides an overview of each meeting to the board.

## **9. COMMITTEE MATTERS**

### **9.1 Important issues from other customer committees**

Mr Cameron FitzGerald, Managing Director advised:

- The Southern Groundwater and Rivers Forum met on 2 February 2024. Mr Ross Ingram from Lindenow was re-elected as Chair of the committee, and Mr Bruce Vallance from Southwest Victoria was elected as Deputy Chair. A new member, Matt Zagami attended his first meeting. The main point of discussion during the meeting were:
  - the Southwest Limestone Barriers to Trade project, and the challenges of trading water in the area.
  - The new Groundwater and Rivers team structure where the Manager role has been split into two positions, a Manager Statutory Functions and Manager Operations and Compliance.

## 9.2 Matters referred to/by the Board/Board Committee

This item will be discussed at the stakeholder meeting with the board on Tuesday 5 March 2024.

## 9.3 2024 Committee workplan

The workplan was taken as read.

## 10. General Business

Tour of Newry Modernisation Works – the proposed dates were distributed as part of the agenda. The committee was asked to advise Ms Taylor as to which date was most suitable.

DEECA MID Modernisation Project Control Group (PCG) – Management asked for nominations from the MCCC members to attend the DEECA PCG meeting. It was **agreed** the Manager Water Supply East would provide the members with information on the purpose of the PCG.

Final notices – stops on water and debt collection activities – Management advised there are a number of outstanding accounts with significant amounts owing. SRW intends to stop water to customers that have not responded to any reminder and final notices. SRW will call these customers as a last opportunity to pay or enter a payment plan before water is stopped. The Managing Director advised SRW followed this process prior to the pandemic, but during the pandemic, at the direction of government, debt collection activities were paused.

## 11. Meeting evaluation

The Chair noted the meeting had run over time, and suggested consideration is given to extending future meetings.

## 12. Next meeting

The next meeting of the Macalister Customer Consultative Committee is scheduled for 28 May 2024.

## 13. Close

With no further business the meeting was declared closed at 12:51pm.

Item No: **5**  
Subject: **Business arising from previous meetings**  
Action: **For noting**  
Author: **Hayley Taylor – Executive Assistant**  
Date: **21/05/2024**

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## **PURPOSE**

1. To allow the forum to assess management progress on items identified for action from Macalister Customer Consultative Committee meetings.

**RECOMMENDATION:** That the committee notes the status of business arising action items, including:

- One action item has been completed.

## **PREVIOUS COMMITTEE CONSIDERATIONS**

2. Business arising is considered each meeting.

## **BACKGROUND**

3. Actions are captured in the minutes each month and transposed into risk wizard where base and aspirational dates are added along with the responsibility for completion.

## **REPORT**

4. Attachment 5.1 describes each action item, its status, and a comment on its progress.



# BUSINESS ARISING FROM PREVIOUS MEETINGS - MCCC

## Action progress: Complete

Action	Source	Due date	Completed date	Accountable officer	Status comment	
35442	Add MID Operational Model Review to the MCCC committee workplan for discussion at each meeting.	Macalister Customer Consultative Committee, 27 February 2024 - Agenda Item 6.1 MID Operational Model Review	20/05/24	07/03/24	Hayley Taylor	The workplan has been updated to include an ongoing agenda item for an update or discussion on the MID Operational Review

Item No: **6.1**  
 Subject: **Water Supply East Update**  
 Action: **For noting**  
 Author: **Matt Cook, Manager Water Supply**  
 Date: **16/02/2024**

Issue	Commentary 2022-23
Allocation Update	Current Allocation is 100% HRWS and 100% LRWS
System Efficiency	Efficiencies are tracking well at 86% with 142,000 ML delivered to date with the channels closed and 6 weeks remaining in the river delivery season.

**Salinity.**

Currently 13 ground water pump sites continue to operate, and partnership organisations continue to undertake awareness work with customers.

Over the past 18 months WGCMA, AgVic and SRW have been working on a project to explore the long-term future of groundwater monitoring and pumping with regards to salinity utilising Groundwater Consulting Australia. The objective of this project is to create a medium to long term plan that includes business cases funding, if required, to support the role out of the recommended actions.

**Zero tolerance on water theft.**

As we lead into a new water season with forecasts of drier than average rainfall, SRW will be reminding customers of SRW’s regulatory requirements, including SRW’s approach to zero tolerance on water theft.

To support this requirement (including the ability to produce PIN’s), SRW staff are trained and accredited in compliance and enforcement.

**Water Sale Auction**

On Wednesday 26 June between 9am and 12:30pm SRW will sell 1,000 megalitres of high reliability and 441 megalitres of low reliability water shares within the Macalister Irrigation District system. This water is a portion of the water savings achieved as part of the Phase 1A Macalister Irrigation District 2030 modernisation project.

These water shares will be sold as lots via an online auction on [Southern Rural Water Exchange](#).

Allocation announcement will happen on 1 July 2024. Water shares and allocation transfer will happen in early July after we receive full payment of purchased water shares.

Southern Rural Water will set a reserve price, thereafter the market will decide the price. Buyers can take part in the auction by visiting Southern Rural Water exchange and registering.

**Winter Capital Maintenance.**

The final project of the MID2030 Phase 2 Program of Works has commenced with the modernisation of approximately 70 customer outlets. Most of the modernisation will include the replacement of existing Dethridge wheels with automated slipmeters. This will automate the outlets with the most water usage in the district. Doing so assists SRW to increase the level of service throughout the system, as well as generating a level of water savings.

Some final decommissioning work will also be undertaken in Tinamba which will complete the MID2030 Phase 1B project.

Works will also be completed in Nuntin in an effort to make some short to medium term improvements to the network. This includes the replacement of a road crossing and siphon that are both blocked, and some other repairs to a leaking pipe.

It is also planned to upgrade up to 4 regulators that will assist with the operation of the Nuntin channel system that is currently manually operated. Works will also commence on replacing some failed flume gates. Four regulators are programmed for treatment this shutdown period, which is part of a wider program of replacing gates as they reach the end of their useful life.

In addition to this, an access crossing is planned for construction on the Main Southern Channel after Siphon No. 2 was removed last winter and replaced with a section of earthen channel.

Works will also commence on replacing some failed flume gates. Four regulators are programmed for treatment this shutdown period, which is part of a wider program of replacing gates as they reach the end of their useful life.

Item No: **6.2**

Subject: **Communications and Engagement report – May 2024**

Action: **For noting**

Author: **Kris Perkovic, Senior Community Engagement Adviser**

Date: **13/05/2024**

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## **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 at 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.

### **4. Quarterly newsletter**

Southern Rural Water issued its most recent region-wide customer newsletter in late February 2024. It was distributed to customers with a valid email address. The next newsletter will be distributed in early June 2024.

## **REPORT**

### **5. Website**

Southern Rural Water has produced a range of website content for the Macalister area.

[www.srw.com.au/news-media/end-season-macalister-irrigation-district](http://www.srw.com.au/news-media/end-season-macalister-irrigation-district)

[www.srw.com.au/news-media/meet-our-dam-expert-dedicated-safeguarding-communities](http://www.srw.com.au/news-media/meet-our-dam-expert-dedicated-safeguarding-communities)

[www.srw.com.au/news-media/learn-about-our-minor-civil-works-panel](http://www.srw.com.au/news-media/learn-about-our-minor-civil-works-panel)

[www.srw.com.au/news-media/leaving-courtroom-countryside-fulfilment](http://www.srw.com.au/news-media/leaving-courtroom-countryside-fulfilment)

[www.srw.com.au/news-media/skys-limit-women-agriculture](http://www.srw.com.au/news-media/skys-limit-women-agriculture)


<https://www.srw.com.au/news-media/conversations-customers-and-stakeholders>

## 6. Social media

Our social media campaigns have received good responses. Below are some examples of content since the last meeting. Please follow our social media pages to see more.

**Southern Rural Water**  
6 d

Turn drops into dollars.  
Buy or sell water in the Macalister Irrigation District on our purpose-built trading platform.  
Find out more at <https://www.srwexchange.waterpartners.org.au/>




**Trade your liquid gold**

We've launched an online trading platform for the Macalister Irrigation District to buy and sell water.  
So, how do you tap into it?


**Southern Rural Water**  
19 April at 10:00

Winter is on the horizon, and we're gearing up for another productive season in the Macalister Irrigation District.  
Last winter, we accomplished a lot, but there's always more to be done.



**Southern Rural Water**  
18 April at 19:00

Our shiny new flume gates are patiently awaiting their installation.  
What's a flume gate you ask?  
It's like the traffic controller of waterways. Installed across channels, these adjustable gates let operators tweak water levels upstream by raising or lowering it.  
These ones will be installed in our Macalister Irrigation District over the winter maintenance period that runs from May 15 through to Aug 15.




**Southern Rural Water**  
8 April

Check out our new 81-meter-long water flume in its first season of operation.



**Southern Rural Water**  
26 March

We have had an above average season for water deliveries in our Macalister Irrigation District, with a whopping 126,000 ML of water delivered to our customers to date.  
We understand that efficient water delivery within the systems is crucial, and we continue to work with our customers to achieve this.  
Find out more on how you can help the system during peak demands at <https://bit.ly/3TzCtXn>




**Southern Rural Water**  
22 February

We're going full throttle.  
Recently, the Newry pipeline reached its peak flow rate in the system, hitting 130 ML.  
Let's work together to help maintain the system's efficiency.

- 💧 Plan ahead and cancel orders promptly to free up the system.
- 💧 Communicate early for order extensions.
- 💧 Order water through the night for efficiency.

For more insights on managing peak demands, visit <https://www.srw.com.au/.../managing-peak-demand...>



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

Item No: **7.1**

Subject: **HARC MID Operational Review**

Matthew Stagg, Projects and Innovations Specialist, SRW, will lead a discussion on the report recommendations, and seek input from the committee in regard to customers appetite for changes to the operating model.

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Item No: **7.2**

Subject: **Outcome of 2023 Flood Review**

Edward Smith, Manager Headworks Operations will discuss the findings of the 2023 Flood Review and proposed timings of implementing the recommendations.

SRW will seek input from the committee as to what recommendations customers see as being the highest priority.

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Item No: **7.3**

Subject: **Board update**

Cameron FitzGerald, Managing Director, SRW, will provide an overview of discussions at the most recent Board meeting.

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Item No: **8.1**

Subject: **Important issues from other customer committees**

Cameron FitzGerald, Managing Director, will provide a verbal update on important issues raised at other customer committees.

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Item No: **8.2**

Subject: **Matters referred by the Board**

Cameron FitzGerald, Managing Director, will discuss matters that have been referred by/to the Board.

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Item No: **8.3**

Subject: **2024 Committee workplan**

Southern Rural Water will provide updates to the committee as indicated in the 2024 Committee workplan. Additional items can be added to the agenda at the request of committee members and by SRW to address any current issues or events.

During meetings, the committee can request that items are added to the workplan to ensure that updates on specific topics are provided at key intervals.

The workplan will be included as an agenda item for each meeting.

A copy of the 2024 Committee workplan is included as attachment 8.3.1 for **noting.**

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## MACALISTER CUSTOMER CONSULTATIVE COMMITTEE ROLLING WORK PLAN

	Requirement	2024				2025				Notes
		FEB	MAY	AUG	NOV	FEB	MAY	AUG	NOV	
Principal & Business Matters	Communications report	✓	✓	✓	✓	✓	✓	✓	✓	
	Board update	✓	✓	✓	✓	✓	✓	✓	✓	
	Water Supply East Update	✓	✓	✓	✓	✓	✓	✓	✓	Brief paragraph to update to committee on current projects and issues
	End of season wrap-up			✓				✓		
Policy and strategic direction	Committee appointments			✓						Yearly. (Chair and Deputy Chair vote) – August 2024 as agreed at Dec 2023 meeting
	Environmental Water Management Flows				✓				✓	
	Climate Outlook and Drought Response Update			✓				✓		
	Corporate Plan				✓				✓	For noting. Full plan provided as discretionary reading
Project updates (DEECA and SRW)	HARC MID Operational Model Review	✓	✓	✓	✓	✓	✓	✓	✓	Update or discussion at each meeting ongoing (action item 35442)
Admin / Other	Meeting evaluation	✓	✓	✓	✓	✓	✓	✓	✓	
	Important issues from other customer committees	✓	✓	✓	✓	✓	✓	✓	✓	As required
	Matters referred to the committee by the board/board committee	✓	✓	✓	✓	✓	✓	✓	✓	As required
	Committee Workplan	✓	✓	✓	✓	✓	✓	✓	✓	



Item No: **9**

Subject: **General Business**

The Chair will introduce any items of general business.

- Off season access to stock and domestic water (Kate Lamb)
- Upcoming Chair and Deputy Chair appointments (Matt Cook)

As detailed in the Customer Committee Handbook, *The committee chairs and deputy chairs are appointed by the committee each year on or after 1 August.*'

At the August 2024 MCCC meeting, SRW Management will call a vote for the Chair and Deputy Chair positions of the committee, including acknowledging any nominations received prior to the meeting.

Members will undertake a vote and the successful nominees will commence their positions at the November 2024 committee meeting.

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Item No: **10**

Subject: **Meeting evaluation**

The Chair will seek feedback on the effectiveness of this meeting.

The Chair will ask the committee to assess the performance of the committee at this meeting, using the below questions as a guide.

1. Do we think the committee is adding value?
  2. What's working?
  3. What's not working?
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Item No: **11**

Subject: **Next Meeting**

The next meeting of the Macalister Customer Consultative Committee will held on Tuesday 28 May 2024 at the SRW Maffra Office.

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Item No: **12**

Subject: **Close**

The Chair will close the meeting.

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