

MCCC AGENDA

Meeting no. 200

10.00am
Tuesday 29 August 2023
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.



**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
29 August 2023	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: Meeting 199	Chair
4.1	Attachment – Minutes MCCC Meeting 199, 27 June 2023	
5	Business arising from previous meetings	Chair
5.1	Attachment – MCCC business arising report	
6	<u>COMMITTEE MATTERS – FOR DISCUSSION</u>	
6.1	Customer Engagement Review	Chair
7	<u>GUEST SPEAKERS</u>	
7.1	Place of Take	Penny Clark - DEECA
8	<u>PRINCIPAL MATTERS – FOR NOTING</u>	
8.1	Manager Water Supply East Update	Matt Cook
8.2	Communications Report	
9	<u>PRINCIPAL MATTERS – FOR DISCUSSION</u>	
9.1	Board update	Cameron FitzGerald
10	<u>COMMITTEE MATTERS</u>	
10.1	Important issues from other customer committees	Cameron FitzGerald
10.2	Matters referred by/to the Board/board committee	Cameron FitzGerald

11	<u>GENERAL BUSINESS</u> - Tour of Newry modernisation works	All
12	Meeting evaluation	Chair
13	Next meeting	
14	Close	

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.'

Item No: 2

Subject: **Welcome and Apologies**

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

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.

Item No: 4
Subject: Confirmation of minutes – Meeting 199
Action: For approval
Author: Hayley Taylor – Executive Assistant
Date: 16/08/2023

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 199 held on Tuesday 27 June 2023.

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 199, held at SRW Maffra Office on Tuesday 27 June 2023 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 199

Date	Time	Location
27 June 2023	10:00am	SRW Maffra Office

Present

Mr Alan Clyne	Committee Member
Mr Graeme Anderson	Committee Member
Mr Kate Lamb	Committee Member
Mr Norm Drew	Committee Member
Mr Stephen Dwyer	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 (Scribe)

Apologies

Mr Benn Thexton	Committee Chair
Mr Brad White	Committee Member

Absent

Ms Jeannette Howie	Committee Member
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Guests

Penny Winbanks	Manager Strategic Partnerships and Policy
Matthew Stagg	Strategic Projects and Innovation Specialist
Clinton Harley	Strategy and Business Planner
Donna Mulcahy	General Manager - WaterPartners

1. Acknowledgement of County

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

2. Welcome and Apologies

The committee agreed that Matt Cook would chair the meeting as the committee chair was an apology for the meeting.

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 198

The minutes of meeting 198 were **approved**.

Moved: Norm Drew

Second: Graeme Anderson

5. Business Arising

The report was taken as read.

6. GUEST SPEAKERS

6.1 Macalister Avon Irrigation Development Project Update

Ms Penny Winbanks, Manager Strategic Partnerships and Policy, SRW provided an update on the Macalister Avon Irrigation Development project highlighting,

- The project aim is to test the feasibility and viability of extending water supply infrastructure across the Avon River. This includes assessing the available water resources and testing potential service impacts to current customers.
- The project relies on water savings from the MID, and it is expected that water would be delivered across the Avon, outside of peak demand periods or when channel capacity permits.
- On-farm storage for Avon customers would be required to ensure reliability and access to water during peak demand periods.
- Different service levels and tariffs would likely apply in the new area.
- The design options that are currently being explored including balancing storages of different sizes, and pipelines from/to different areas.
- Next steps will be to finalise the environmental assessments, economic analysis and MID service impacts and progress cultural heritage assessments.
- The draft report is expected by July/August 2023 and a briefing will be provided to DEECA in August.

The committee was advised that MCCC Chair, Benn Thexton, and MCCC member Brad White are part of the project reference group, along with representatives from Victorian Farmers Federation, GLaWAC, DEECA, AgVic and irrigators from the eastern side of the Avon River.

The committee discussed;

- Options to fill on farm storages in the new scheme by supplying water into the Avon River and allowing customers to extract this water. Management advised that utilising the Avon river as a supply mechanism was not a viable option for the project.
- Review of winter fill and high flow scenario rules to extract more water when available from the river and place into on farm storages, lessening the demand on the regulated water.
- Traditional Owner (TO) Water entitlements. Management advised SRW is engaging proactively with GLaWAC on the project which will continue through the reference group.
- Water security in the MID and additional water needs in the MID during dry periods and how that could affect customers across the Avon. Management outlined that service level agreements for new customers will ensure security for the current customers.

The committee thanked Ms Winbanks for the presentation.

Ms Winbanks left the meeting at 10:56am.

7. PRINCIPLE MATTERS – FOR NOTING

7.1 Manager Water Supply East Update

The report was taken as read.

7.2 Communications Report

The report was taken as read.

8. PRINCIPLE MATTERS – FOR DISCUSSION

8.1 Board Update

Mr Cameron FitzGerald, Managing Director advised the board had recently discussed:

- Changes to committee structure which will be discussed at agenda item 10.
- Progress on MID Modernisation project – Phase 2:
 - Good progress is being made and Jaydo are still working towards the pipeline being connected for the start of the irrigation season.
 - Safety Incidents: SRW is meeting Jaydo about safety incidents and will be working through these matters with the contractor.

- SRW have received signed agreements from all customers, meaning SRW has full access to all sites.
- Main Northern Siphon 2 is being replaced with a flume. SRW are working to have the project completed by the start of the 2023/24 season, but contingency plans are being considered to ensure supply will be available at the start of the season if the project is not completed in time.

A committee member stated that Jaydo is consulting very well with customers, keeping them informed of the progress and giving farmers a lot of notice. Their contractors are doing a great job fencing.

Management **agreed** to organise a tour of the modernisation works and new flume for MCCC members.

Action	Action Officer	Due Date
Organise a tour of the modernisation works for the next MCCC meeting	M. COOK	August 2023

8.2 HARC Drainage Report

Mr Matthew Stagg, Strategic Projects and Innovation Specialist, provided an overview of the HARC Drainage review. The following points were discussed;

- The study was broken up into two parts, a Maintenance and Operations review and a Climate Risk review.
- The Maintenance and Operation Review indicates that the drainage systems are generally in good condition. Two recommendations are of note:
 - Recommendation 1 – develop a program of inspections and KPI's to inform regular maintenance activities..
 - The SRW Assets team are working to create an inspection schedule.
 - SRW is also working with council to manage the drainage network through memorandum of understanding.
 - Recommendation 2 – consider monitoring installation for assessing performance and understanding overtopping triggers and communication requirements.
 - SRW is formulating assessing optimal locations.
- Climate Review:
 - modelling was undertaken to consider level of service under differing climate scenarios.
 - risk assessments were undertaken to determine impacts of different scenarios (such as illegal dumping and siltation) to the drainage systems?

Mr Stagg advised that from the recommendations SRW:

- is implementing asset inspections, removing dead assets and install new monitoring equipment.

- has purchased new equipment to assist with maintenance activities and will work to replace aging equipment.
- is trialling different chemicals to kill weeds in the system.

The committee discussed the impact of crops being planted to the edge of easements/drains and how that can cause sediment to enter drainage system during large rain events.

8.3 Ordering System review

Mr Matthew Stagg, Strategic Projects and Innovation Specialist, provided an overview of the Ordering System review. The following points were discussed:

- The scope and timeline of the project.
- The Final report is expected in September 2023 and recommendations and implications will be presented to the MCCC at a future meeting.
- Mr Graeme Anderson, MCCC member will attend a meeting with HARC and SRW to discuss issues with the ordering system in June 2023.

A committee member stated that customers on the outer edge of the system will potentially always have issues, but this review will hopefully make a difference.

The committee thanked Mr Stagg for the presentations.

8.4 Water Trading Platform Demonstration

Mr Clinton Harley, Strategy and Business Planner, SRW, and Ms Donna Mulcahy, General Manager, WaterPartners, joined the meeting.

Mr Harley provided an overview of the project including:

- SRW have been working on a water utilisation project with DEECA, and have created a water trading platform to facilitate customer trades, initially within the MID.
- The platform will be released within the next few weeks.
- There are no identifying characteristics on the trade platform, and users will only find out who they have traded with once the trade is entered into the Water Register
- SRW is undertaking final testing and then the platform will be made live.
- There will be communication sent to customers, and WaterPartners as also offered to support to show customers how to use the platform.

Ms Mulcahy provided a demonstration of the platform.

The committee provided positive feedback on the platform and thanked Ms Mulcahy and Mr Harley for the presentation.

Mr Drew **requested** information on the fees customers will be charged for using the platform and management **agreed** to provide these details to Mr Drew out of session.

Action	Action Officer	Due Date
Provide a list of fees customers will be charged to use the water trading platform to Mr Drew.	M. COOK	14/07/2023

9. COMMITTEE MATTERS

9.1 Important issues from other customer committees

This agenda item was not discussed.

9.2 Matters referred to/by the Board/Board Committee

This agenda item was not discussed.

10. General Business

Customer Engagement Review Update

Mr Cameron FitzGerald, Managing Director, SRW noted previous discussions with the committee and with consultants on SRW's Customer Engagement Review and provided an overview of the outcomes of the report highlighting;

- The need for wider customer representation and greater diversity (gender, age etc)
- A desire from board to ensure SRW has separate, customer only, engagement opportunities as well as broader stakeholder input.
- It is proposed that there will be three customer only engagement opportunities (MCCC, SGRF, Bacchus Marsh drop in sessions).
- Engagement with Werribee customers will be through the Wyndham Green-Wedge committee.
- SRW will also engage with customers and stakeholders through project specific groups.
- There will be a stakeholders group to bring all stakeholders, including customers, together to look at broad ranging issues that affect the organisation.
- It is proposed that an independent chair will be appointed for the MCCC and SGRF.

For the MCCC, SRW is proposing to change the frequency of the meetings to four meetings per year to encourage participation for larger corporations and attract greater diversity of members.

SRW will undertake recruitment for lapsed positions in July 2023. Where a member's term is due to end in 2024, they will be asked to express an interest to remain on the committee.

The last meeting for the current group is proposed for August 2023, with the first meeting of the new format to be scheduled for December 2023.

The Managing Director will write to all irrigators asking for expressions of interest in joining the committee.

The Managing Director reiterated the importance of the committee being able to bring issues to SRW and where required additional meeting(s) will be scheduled.

The committee was invited to provide feedback.

The committee **accepted** the proposal and emphasised that irrigators can bring issues to the attention of the independent chair and issues raised will be acted upon.

11. Meeting evaluation

Mr Drew **requested** that all data within the tables in the Weekly Snapshot is reported by financial year.

Action	Action Officer	Due Date
Update data fields within the tables in the Weekly Snapshot so that the data is reported by financial year.	M. COOK	28/07/2023

12. Next meeting

The next meeting of the Macalister Customer Consultative Committee will be scheduled for August 2023.

13. Close

With no further business the meeting was declared closed at 12:18am.

Item No: **5**
Subject: **Business arising from previous meetings**
Action: **For noting**
Author: **Hayley Taylor – Executive Assistant**
Date: **18/08/2023**

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:

- two action items have been completed, and
- one action item will be discussed within this agenda

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	
25212	Provide a list of fees customers will be charged to use the water trading platform to Mr Drew.	Macalister Customer Consultative Committee, 27 June 2023 - Agenda Item 8.4 - Water Trading Platform demonstration.	14/07/23	18/08/23	Matt Cook	Fees provided to Mr Drew via email.
25213	Update data fields within the tables in the Weekly Snapshot so that the data is reported by financial year.	Macalister Customer Consultative Committee, 27 June 2023 - Agenda Item 11 - Meeting evaluation	28/07/23	20/07/23	Matt Cook	Fields updated.

Action progress: This agenda

Action	Source	Due date	Completed date	Accountable officer	Status comment
25211	Organise a tour of the modernisation works for the next MCCC meeting	Macalister Customer Consultative Committee, 27 June 2023 - Agenda Item 8.1 Board update	17/08/23	Matt Cook	To be discussed at agenda item 11 - General Business.

Item No: **6.1**

Subject: **Customer Engagement Review**

The Chair will lead discussion on the items which were raised in an email (attachment 6.1.1) to SRW Management on Friday 11 August 2023.

From: [Benn Thexton](#)
To: [Cameron FitzGerald](#); [Simon Wilkinson](#); [Matthew Cook](#)
Cc: [Alan Clyne \(MCCC\)](#); [Brad White \(MCCC\)](#); [Graeme Anderson \(MCCC\)](#); [Kate Lamb \(MCCC\)](#); [Norm Drew \(MCCC\)](#); [Stephen Dwyer \(MCCC\)](#)
Subject: Customer engagement review
Date: Friday, 11 August 2023 1:39:33 PM

CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Cameron, Simon and Matt,

Since the proposal for the restructure has been tabled, the MCCC members have had a number of discussions regarding the proposed changes and have formulated the below dot points for your consideration.

1. **Independent Chair**

- a. Gives a perception that the irrigator is getting further away from the important strategic decision making of water that they own
- b. Another layer of bureaucracy between the farmer and strategic water decisions for individual and/or MIA
- c. Would dilute effectiveness of recruitment as the irrigator perception would trump any perceived SRW expectations
- d. Is 'dumbing down' the irrigator, suggesting the irrigator has not got the capabilities to lead a meeting

Suggestions for chair

- a. Recruit chair from within the irrigator as currently happening
- b. Invest the money proposed to be spent on the independent chair in sending the chair and deputy chair to a company directors/governance course, this would allow
 - a. SRW to be investing in the community
 - b. Nominate the qualified chair/deputy to be a SRW director with all relevant governance training complete
 - c. Give confidence to irrigators that the MCCC has some relevance
- c. We are dealing with 90%+ of irrigators profitability here and by removing the coal face skill set further away from decisions will have detrimental effect on both perception and actual outcomes

2. **Four meeting per year.**

- a. I see this as a positive move if it allow a wider cross section of the irrigation community to actively participate
- b. The extra meeting called during this years irrigation season has been effective, resulting in ongoing efficiency reviews, If we can call for extra meetings when required, this would be an efficient compromise

3. **MCCC relevance**

- a. MCCC needs to reengage with the irrigation community, the vast majority of new irrigators in the district wouldn't even know we exist, MCCC needs to show that we

are active at the table with SRW influencing change. Perfect example of this was after the Feb23 meeting, SRW emailed out what was happening and then put a hyperlink at the bottom, that no one noticed, to link to MCCC discussion. This should have been a MCCC delivered message, the flow on effects of that discussion has been huge and very relevant, this somehow needs to be captured as an MCCC achievement and shown to the irrigators that we have relevance.

- b. A summary of meeting notes (a one or two page doc) should be published after each meeting showing irrigators the discussion held between irrigators and SRW, MCCC needs to return to something of relevance and by showing what we do discuss may prompt new interest to the committee.

4. Diversity

- a. Agree that diversity to the MCCC is needed, this only comes when people are willing and want to join this committee, if the above points are not addressed then it will continue to be a tap on the shoulder and plead like the last group of intakes
- b. Diversity balance of irrigators is going always going to be a challenge, this will become less of an issue once we become more relevant to the irrigators again.
- c. We all agree that we need to fairly represent all aspects of irrigators
- d. We would aspire to have a waiting list of new committee members and potentially need to introduce a tenure cap to allow the flow of new ideas and discussion

5. Voice to the Board

- a. Ideally the voice to the board should be coming from a direct irrigator representative
- b. This again is a perception thing, we have a board of career board people, no irrigation experience, having major influence on the strategic direction of our most valuable resource.
- c. We need to continue to stand up for our voice to be heard by the most direct way, not via an extra layer.
- d. As a committee we would like to aim to build capabilities within our own, to have someone more than capable, with the right credentials to be put up as a candidate with some type of support from either current board member/s or SRW management
- e. We don't know who the board is! They have little enthusiasm to engage with us and considering they have influence to so much of our potential profitability and livelihoods, it is just a shame they don't make any considered effort to engage with the MCCC more directly to get a better understanding of our needs/concerns.

PERCEPTION IS KING. As a committee, we have come to the conclusion that we are prepared to make these public issues, and are prepared to engage the media and relevant social media outlets to prove our genuine concerns. We can not allow SRW to taking away the core strength as a group of farmer irrigator members that we can come together, have robust discussion and walk away as a united front. We won't allow any further dilution of our relevance.

These proposed changes could be positive for all parties, SRW need to be made fully aware that the MIA has the majority of its on farm profitability lying on their shoulders and that we need to build a trusting relationship with positive perceptions of what is being achieved.

Hope to hear from you all

Cheers

Benn

Item No: 7.1

Subject: **GUEST SPEAKER: Place of Take**

Penny Clark, Senior Manager Water Reform Legislation Oversight, DEECA will attend the meeting at 11am to discuss Place of Take. Ms Clark will;

- provide an update on the implementation and proposed commencement date and inform the committee of the communication products that are available to help water users understand these changes, and
- seek advice from the committee on any additional avenues to inform Thomson-Macalister irrigators of these changes.

Report:

1. The new place of take approvals framework is proposed to come into effect in November this 2023.
2. The changes will provide a stronger framework for delivery rights across Victoria's declared systems, including the Thomson-Macalister system.
3. The changes do not affect water shares.
4. The changes mean all water users, whether diverting from a river, or supplied via an irrigation district have the same authorisation to take water, and protect existing users rights to have water delivered down rivers.
5. Water users existing approvals to take water will get converted to the new framework on commencement – for most water users there is no change to how they take water, some river diverters in complex shared arrangements will have improved clarity about each party's approval to take water.
6. Information to help water users understand what these changes mean for them are available on the Victorian Water Register website ([Place of take approvals - Water Register](#)), including short animations and fact sheets ([Introducing Place of Take Approvals to Declared Water Systems \(waterregister.vic.gov.au\)](#)).

Item No: **8.1**
 Subject: **Manager Water Supply East Update**
 Action: **For noting**
 Author: **Matt Cook, Manager Water Supply East**
 Date: **17/08/2023**

Issue	Commentary 2022-23
Allocation Update	Current Allocation is 100% HRWS
System Efficiency (target vs actuals)	N/A

Winter Maintenance.

The winter maintenance period has come to its end. With such a dry June and July the teams have been able to go full steam ahead with the required maintenance. In this period, we have seen channel cleaning completed, a pilot program of a new weed treatment, concrete repairs/reconstruction, channel reconstruction, fencing and a lot more.

Overall it has been a very productive winter period and put us in a good position for this coming season.

Zero tolerance on water theft.

As we enter a new water season with forecasts of drier than average rainfall, SRW will be reminding customers of SRW’s regulatory requirements and the zero tolerance on water theft.

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

Start of Channel irrigation season.

With a dry June and July we have seen large demand for water on day 1 of the irrigation season. The system with the capital works did have minor restrictions on the first day or two as we flowed water through new infrastructure for the first time. This demand is planned to continue for the first week of the season with only minor delays from requested start times

Capital works.

Northern System (Syphon replacement). This has been a mammoth effort from our Project Managers on site and our appointed contractor McInnes. There were times where factors such as wind, challenged the timelines but with the collective effort of the Project managers and the contractor, water was able to flow through the flume for the start of the season.

Newry pipeline. The main pipeline has been charged, Jake and Matt W are working very closely with the Planning group and customers to stage the outlet deliveries though this area. Customers are working in well with the delivery requirements and Matt and Jake continue to do a great job of managing customer expectations.

Southern System. After a stuttered start due to the discovery of a leak, that was promptly repaired, the southern network of channels were filled and ready for customer deliveries in time for start of season.

Valancia Creek Node. The new node is up and running, this gives the opportunity to better balance our communication signals and an opportunity to continue to grow our networks as further automation comes into play.

We have had a massive capital program of works this winter with multiple once in a generation projects. I appreciated the understanding and flexibility that our customers have give to SRW to complete these necessary improvements. I also want to acknowledge our capital delivery team and the MID planning/ops/maintenance/ tec teams for the work that has been done in support of these projects.

Newry pipeline offtake.



Main Southern Channel, syphon to earthen channel



Main Northern syphon to flume



Main Northern syphon to flume.



Item No: **8.2**
Subject: **Communications and Engagement report – August 2023**
Action: **For noting**
Author: **Kris Perkovic, Senior Community Engagement Adviser**
Date: **21/08/2023**

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.

REPORT

4. Quarterly newsletter

Southern Rural Water will issue its second quarterly region-wide customer newsletter on Friday 1 September. It will be distributed to customers with a valid email address.

5. Website

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

<https://www.srw.com.au/news-media/replacing-ageing-infrastructure-main-northern-and-main-southern-channels>

<https://www.srw.com.au/news-media/training-next-generation-victorias-construction-workers>

<https://www.srw.com.au/news-media/new-prices-confirmed-next-five-years>

<https://www.srw.com.au/news-media/newry-farmer-excited-about-flow-effects-our-new-pipeline>

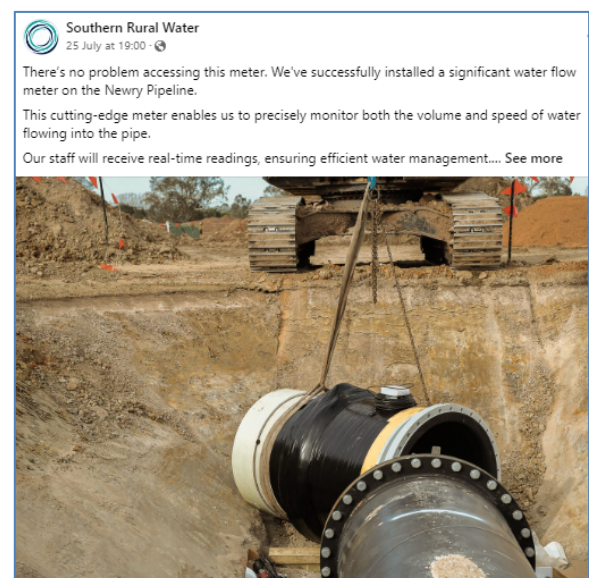
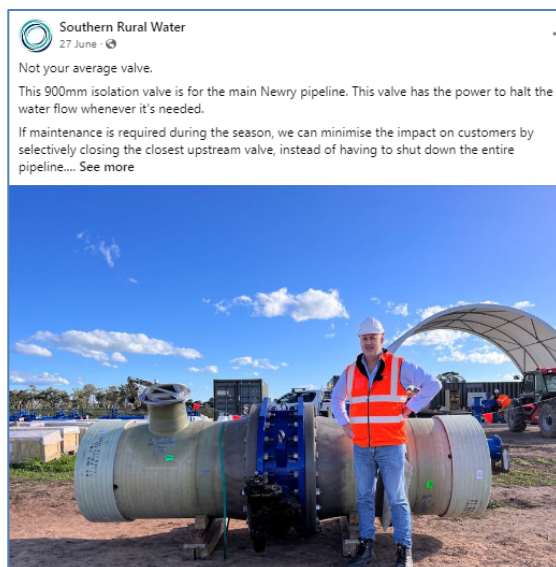
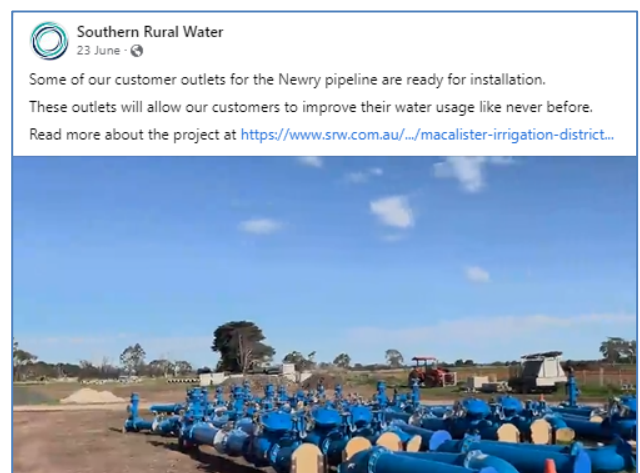
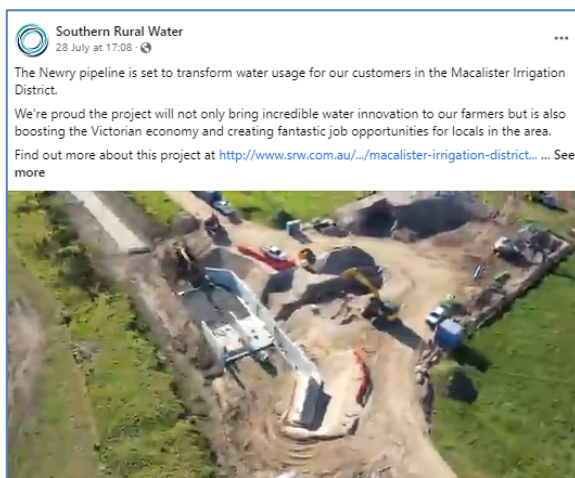
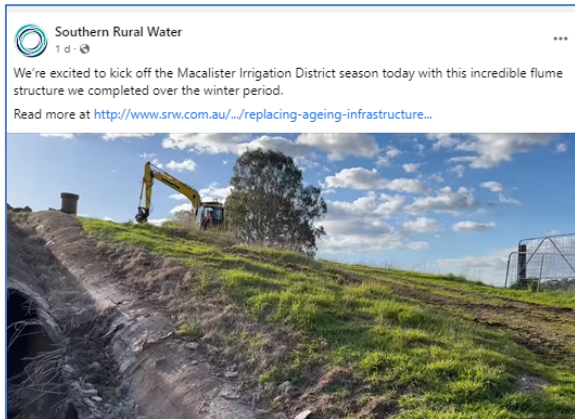
<https://www.srw.com.au/news-media/city-slicker-builds-perfect-country-career>

6. Customer newsletters

Customer newsletters were sent to landowners on the Newry Pipeline Project on 30 June, 18 July and 9 August.

7. 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.



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

Item No: **9.1**

Subject: **Board update**

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

Item No: **10.1**

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

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

Item No: **10.2**

Subject: **Matters referred by the Board**

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

Item No: **11**

Subject: **General Business**

The Chair will introduce any items of general business.

- Tour of Newry modernisation works
-

Item No: **12**

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?
-

Item No: **13**

Subject: **Next Meeting**

The next meeting of the Macalister Customer Consultative Committee will be confirmed during the meeting.

Item No: **14**

Subject: **Close**

The Chair will close the meeting.
