

St George Water Supply Scheme

Fees and charges schedule – effective 1 July 2024

(This is the date from which each individual charge applies unless otherwise specified)

Fees and charges for customers receiving an irrigation service from Sunwater^{1,2,3}

Tariff group	Product			Measure	\$ / ML (Regulated)	\$ / ML inc. 15% discount
River – Medium Priority	Allocation Charge	Fixed	Part A	Per ML of water allocation	24.48	20.81
	Allocation Water	Variable	Part B	Per ML of water taken	1.16	0.99
Local Management Supply – Medium Priority	Allocation Charge	Fixed	Part A	Per ML of water allocation	24.48	20.81
	Allocation Water	Variable	Part B	Per ML of water taken	1.16	0.99
Local Management Supply – High Priority	Allocation Charge	Fixed	Part A	Per ML of water allocation	39.94	33.95
	Allocation Water	Variable	Part B	Per ML of water taken	1.16	0.99

Fees and charges set by Sunwater for the water supply services provided by Sunwater^{2,3,4}

Commercial charge	Product			Measure	\$ / ML
River – Medium Priority – Upper Bound	Allocation Charge	Fixed	Part A	Per ML of water allocation	133.38
	Allocation Water	Variable	Part B	Per ML of water taken	1.59
River – Medium Priority – Local Government Authority	Allocation Charge	Fixed	Part A	Per ML of water allocation	76.47
	Allocation Water	Variable	Part B	Per ML of water taken	1.61
River – Medium Priority – Commonwealth Environmental Water Holder	Allocation Charge	Fixed	Part A	Per ML of water allocation	25.03 ⁵
	Allocation Water	Variable	Part B	Per ML of water used	1.19 ⁵

Other charge ⁶	Measure	Price (\$)
Administration and transfer fee – Transfer of water allocation ⁷	Per transfer	676.00
Administration and transfer fee – Lease of water allocation ⁷	Per transfer	1020.00
Administration and transfer fee – Change to water allocation ⁷	Per transfer	476.00
Connection	N/A	The charge will be determined based on the recovery of reasonable costs at the time of connection
Disconnection	N/A	The charge will be determined based on the recovery of reasonable costs at the time of disconnection
Meter testing ⁸	Per hour	129.00
New or additional meter application ^{7,9}	Per application	1327.00
Provision of information to third parties ⁷	Per application	The charge will be determined based on the recovery of reasonable costs at the time of request.
Reconnection	N/A	The charge will be determined based on the recovery of reasonable costs at the time of reconnection
Relocation application fee ⁷	Per application	78.00
Relocation fee ⁷	per hour	123.00
Riparian allowance ²	Per ML	0.00
Short-term supply application fee ⁷	Per application	704.00
Short-term supply	Per ML	745.66
Special meter readings ¹⁰	Per hour	102.00
Temporary Transfer adjustment fee ^{2,11}	Per ML of water to be temporarily transferred	108.90
Water Allocation Register search fee ⁷	Per search ¹²	29.39

Notes

1. These prices apply to customers that receive an irrigation service as defined in the Water Act 2000. An irrigation service is defined in Schedule 4 of the Water Act 2000 as ‘the supply of water or drainage services for irrigation of crops or pastures for commercial gain’. These prices are set by the Queensland Government and show both regulated and inclusive of the Queensland Government’s 15 per cent discount (see below for further detail).
2. The fixed (Part A) charges, volumetric (Part B) charges, riparian allowance charge and the Temporary Transfer adjustment fee listed in this schedule relate to the Water Plan (Condamine and Balonne) 2019.

3. The water supply services provided by Sunwater include the storage and release of water from Sunwater owned dams and weirs subject to the terms and conditions set out in a customer's supply contract with Sunwater.
4. These prices are set by Sunwater, unless otherwise specified.
5. These Part A and Part B prices are the Queensland Competition Authority's (QCA) recommended 2024/25 Part A and Part B prices which Sunwater has been directed to charge the Commonwealth Environmental Water Holder.
6. Other charges apply when Sunwater performs the service to which the charge relates and are not limited to a particular class of person unless otherwise specified.
7. GST inclusive.
8. A minimum charge of \$129.00 applies. A refund of this meter testing charge may apply if the meter is found to be faulty.
9. Costs for design, construction and installation are charged separately. Refer to the 'Connection' charge.
10. A minimum charge of \$102.00 applies.
11. A Temporary Transfer adjustment fee is payable where a customer receiving an irrigation service temporarily transfers available water to a customer receiving a non-irrigation service.
12. This fee is subject to change.

Description of charges

Charge	Description
Allocation Charge – Part A	<p>Fixed costs associated with providing bulk water services to customers including the storage in Sunwater's dams and weirs, delivery and taking of water account administration (including, for example, preparation of invoices, water accounting, Sunwater Online and customer support centre).</p> <p>These charges are payable per megalitre of water allocation held by the customer, regardless of the amount of water taken in the year. The fixed costs are shared between medium priority water allocations and high priority water allocations.</p> <p>The QCA has endorsed the methodology for allocating costs between these priority groups.</p> <p>High priority water allocation holders receive a higher reliability of water supply. Access to medium priority water is often prohibited before access to high priority water begins to reduce. On this basis, high priority water allocations contribute to a higher proportion of the fixed costs as they derive greater benefit from the infrastructure.</p>
Allocation Water – Part B	<p>Costs associated with providing bulk water services to customers, including the storage, delivery and taking of water. These charges are payable per megalitre of water taken by the customer, measured at the meter or 'offtake'.</p>
Administration and transfer fee – Transfer of water allocation	<p>Costs associated with processing a transfer of a water allocation.</p>
Administration and transfer fee – Lease	<p>Costs associated with processing a lease of a water allocation.</p>
Administration and transfer fee – Change to a water allocation	<p>Costs associated with processing a change to a water allocation (e.g. zone, priority, purpose, subdivision, or amalgamation).</p>
Connection	<p>Costs associated with the design, construction, and installation of a new or additional meter, where the meter is funded by a customer (non-annuity funded). The charge will be determined based on the recovery of reasonable costs at the time of connection.</p>

Charge	Description
Disconnection	Costs associated with permanent removal of meter outlets and associated costs such as physical disconnection of the customer from the relevant network and/or scheme. The charge will be determined based on the recovery of reasonable costs at the time of disconnection.
Meter testing	Costs incurred while testing meters. Minimum charge of \$129.00. This charge may be refunded if the meter is found to be faulty.
New or additional meter application	Costs associated with processing an application for a new or additional meter.
Provision of information to third parties	Costs associated with the administration of collating and supplying information requested.
Reconnection	Costs associated with reconnecting a meter and any other costs involved with reconnection. The charge will be determined based on the recovery of reasonable costs at the time of reconnection.
Relocation fee	Costs associated with relocation water from privately owned storages (i.e. privately owned dams) and deliver water to Sunwater customers via Sunwater owned water delivery systems.
Relocation application fee	Costs associated with assessing an application for relocation of water via Sunwater owned water delivery systems.
Riparian allowance	The charge payable per megalitre of riparian water taken by the customer, measured at the meter or 'offtake'.
Short-term supply application fee	Costs associated with assessing an application for provision of small volumes of water from Sunwater on a short-term basis only (maximum term: within current water year).
Short-term supply	The charge payable per megalitre for Sunwater to provide water (if available) on a short-term basis only (maximum term: within current water year). Usually associated with construction, roadworks etc. (excludes irrigation).
Special meter readings	Costs associated with undertaking a special ('out of the ordinary') meter read/s, including and not limited to administration, maintenance and labour costs. Minimum charge of \$102.00.
Temporary Transfer adjustment fee	A Temporary Transfer enables two customers to transfer available water in the current water year. This charge is payable when a Temporary Transfer is from a customer receiving an irrigation service to a customer receiving a non-irrigation service. It is the difference between the Allocation Charge for the River – Medium Priority tariff group as recommended by the QCA and the Allocation Charge for the River – Medium Priority – Upper Bound tariff group.
Water Allocation Register search fee	Sunwater performs a title search – Registration Confirmation Statement (RCS) – to enable a property transfer when the RCS has not been provided by the solicitor/financier. Sunwater charges the relevant buyer or solicitor the search fee incurred from CITEC CONFIRM.

Exemptions

Not applicable. Sunwater has not sought an exemption to publishing infrastructure charges for particular customers under rule 9 of the *Water Charge Rules 2010*.

Infrastructure and planning and management charges

Fixed (Part A) and volumetric (Part B) infrastructure charges for irrigation customers are set by the Queensland Government based on recommendations from the QCA. In February 2020, the QCA completed its investigation into water prices to apply to Sunwater's irrigation customers from 1 July 2020 to 30 June 2024, following a public consultation process. The QCA's final recommendations on irrigation prices are available on its website: qca.org.au/project/rural-water/irrigation-price-investigations.

In March 2023 the Queensland Government issued a new direction notice setting prices from 1 July 2023 to 30 June 2025.

Commercial charges set by Sunwater are based on the full recovery of:

- operational, maintenance and administrative costs
- externalities
- taxes
- the return of and on capital investment.

These charges are escalated annually, based upon the terms and conditions of relevant contracts. Sunwater does not undertake a consultation process when setting commercial charges.

For other charges, an hourly rate or fixed fee applies. Hourly rates are based on the average rate of the Sunwater team members most likely to undertake the work and includes base salary costs, statutory on costs and non-direct costs. Fixed fees are based on an estimate of the cost of the service being provided, including labour, system, and non-direct costs.

Sunwater does not undertake a consultation process when setting these other charges.

Pass-through charges

For the Water Allocation Register search fee, Sunwater sets the charge to recover the costs incurred from CITEC CONFIRM. CITEC CONFIRM generally updates its charge annually and does not undertake a consultation process when setting its charge.

Issue of invoices

Sunwater issues invoices quarterly for fixed (Part A) charges and usage-related charges (e.g. Part B charges) in the St George Water Supply Scheme. Annual charges are payable in four instalments, with each quarterly invoice containing one instalment. Fixed (Part A) charges are payable in advance for the upcoming quarter and usage-related charges (e.g. Part B charges) are payable in arrears, based on usage in the previous quarter.

Invoices for other charges set out in this schedule may be issued at the time Sunwater receives an application (e.g. administration and transfer fees) or after the service has been provided (e.g. special meter readings).

Each fee and charge is payable by the date specified on the relevant invoice. Payments for invoices are typically due 30 days after the date of issue.

Generally available discounts

The Queensland Government has introduced a discount for customers receiving an irrigation service in water supply schemes where the government sets prices. Irrigation customers in the St George Water Supply Scheme who are eligible for regulated prices will receive the 15 per cent discount on their Part A and Part B charges. The invoices issued by Sunwater reflect the discounted price.

Generally available rebates

Horticultural growers on regulated prices may also be eligible for an additional 35 per cent rebate (a 50 per cent cut in total) on their Part A and Part B charges. Refer to the Queensland Government's website for more details: rdmw.qld.gov.au.

Surcharges

If a customer chooses to pay their invoice using a credit card payment option, a 0.5 per cent payment processing fee will apply.

Late payment interest may also apply to overdue amounts. Details on the interest payable are provided in a customer's supply contract with Sunwater. Interest will accrue at the rate referred to in any agreement between the customer and Sunwater (usually referred to as the 'Overdue Rate'). Such interest will be calculated daily and compounded and applied on the 14th and 28th day of each calendar month, from the due date for payment up to and including the date the unpaid amount is paid.

The 'Overdue Rate' means a rate of interest equal to the Reserve Bank of Australia (RBA) lending rates: business finance; new loans funded in the month; small business; variable-rate (RBA lending rate) plus two percent (2%) and if at any time this rate ceases to be published, then such other rate per annum as may be determined after request by Sunwater by a nominee of the Chief Executive for the time being of the Resolution Institute.

Hardship policy

Sunwater understands that periods of hardship may occur for our customers and has a policy in place that can provide support through flexible payment options. More information about this policy is available on the Sunwater website sunwater.com.au/customer/managing-your-account or by contacting the Sunwater Customer Support team on 13 15 89 or customersupport@sunwater.com.au.

Dispute resolution

For questions or enquiries relating to the fees and charges in an invoice, please contact Sunwater's Customer Support team on 13 15 89 or email customersupport@sunwater.com.au.

Details regarding dispute resolution processes can be found in a customer's supply contract with Sunwater.