

## Pioneer River Water Supply Scheme

### Fees and charges schedule – effective 1 July 2020

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

#### Fees and charges subject to the Rural Water Pricing Direction (regulated prices)<sup>1</sup>

Tariff group	Product			Measure	\$ / ML
Pioneer Valley Water Board	Allocation Charge	Fixed	Part A	Per ML of water allocation	14.81
	Allocation Water	Variable	Part B	Per ML of water taken	3.13

#### Fees and charges set by Sunwater<sup>2</sup>

Other charge	Measure		Price (\$)
Administration and transfer fee – Sale <sup>3</sup>	Per transfer		326.00
Administration and transfer fee – Lease <sup>3</sup>	Per transfer		492.00
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 <sup>4</sup>	Per hour		148.00
New or additional meter application <sup>3,5</sup>	Per application		804.00
Reconnection	n/a	The charge will be determined based on the recovery of reasonable costs at the time of reconnection	
Short term supply – e.g. construction, roadworks, (excludes irrigation) – maximum period: within current water year	n/a	Price on application	
Special meter readings <sup>6</sup>	Per hour		148.00
Water Allocation Register search fee <sup>3</sup>	Per search <sup>7</sup>		25.30

## Notes

1. These prices apply only in relation to an irrigation service as defined in the *Water Act 2000*, unless otherwise specified in a customer's supply contract with Sunwater. 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.
2. Charges for customers that are not subject to the Rural Water Pricing Direction are available on request, with the appropriate authority.
3. GST inclusive.
4. A minimum charge of \$148.00 applies. A refund of this meter testing charge may apply if the meter is found to be faulty.
5. Costs for design, construction and installation are charged separately. Refer to the 'Connection' charge.
6. A minimum charge of \$148.00 applies.
7. This fee is subject to change.

## How charges are set

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

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.

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.

## Pass through charges

For the Water Allocation Register search fee, Sunwater sets the charge to recover the actual costs incurred from CITEC CONFIRM.

## Issue of invoices

Sunwater issues invoices for fixed (Part A) charges and usage-related charges (e.g. Part B charges) in the Pioneer River Water Supply Scheme quarterly. 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

Not applicable.

### Surcharges

If a customer chooses to pay their invoice using a credit card payment option, a 0.5 per cent (0.5%) 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 14<sup>th</sup> and 28<sup>th</sup> 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' generally means a rate of interest equal to the Suncorp-Metway variable business lending rate applicable from time to time 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 President of the Institute of Chartered Accountants in Australia (Queensland Branch).

### 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 [www.sunwater.com.au/customer/managing-your-account/](http://www.sunwater.com.au/customer/managing-your-account/) or by contacting the Sunwater Customer Support team on 13 15 89 or [customersupport@sunwater.com.au](mailto: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](mailto:customersupport@sunwater.com.au)

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