

## Barker Barambah

### Scheme Rules and Targets

#### Water supply arrangements

Water Supply Arrangements are referred to as Sunwater Distribution Rules in the River/Groundwater contract.

To manage the water delivery to customers, arrangements for the taking of water in the Barker Barambah Scheme have been discussed with the Irrigator Advisory Committee and are outlined below. These arrangements are aimed at achieving the efficient delivery of water to customers in the scheme that best meets their needs.

#### River supplies

##### Taking water from the scheme

In the Barker Barambah Water Supply Scheme (river), customers must place water orders using the IVR or SunWaterOnline ordering system. Orders must be placed before taking water (see travel time section) so as to allow Sunwater to release sufficient water from Bjelke-Petersen Dam, and to minimise losses.

##### To place an order customer can utilise the following ordering systems:

- Sunwater Online – [sunwater.com.au](http://sunwater.com.au)
- Phone Water Ordering System (Interactive Voice Response – IVR);
- Phone 13 15 89
- Contact Our Local Office on 07 4168 4803 and leave a message

*Note: water orders must be placed and recorded by 6:00am the day prior to the water being required for release to accommodate for travel time as noted above. Any orders/changes after 2:00pm will be recorded for the following release day.*

The amount of water taken must not exceed the ordered volume. The water ordering system assists Sunwater to deliver water to customers in an efficient and timely manner and enables customers to plan and manage their water use. Customers who take water without ordering will reduce Sunwater's ability to supply customers who have ordered according to the above requirements.

##### Orders may not be available during:

- interruptions to supply (both scheduled and unscheduled)
- periods of low demand for water, when water losses or operational circumstances make it impractical to supply e.g. during times when there is no irrigation demand
- periods of peak demand resulting in restrictions to the rate at which water can be taken.

Customers requiring water during these times should contact the duty water officer to obtain information regarding water delivery.

### Timing

Orders are processed on a daily basis at 6:30am. Orders received after this time cannot be processed until the following day.

### Travel time (minimum ordering time)

Travel time is the number of hours/days it takes from the morning after the order is placed, to get water from the dam or weirs to your pump.

Joe Sippel ponded area	12 hrs
Under Redgate	12 hrs
Joe Sippel Weir to Barker/Barambah Ck Junct	1 Day
Bjelke-Petersen Dam to Byee Bridge	1 Day
Byee Bridge to Siverleaf Weir	2 Days
Silverleaf Weir to Marshlands Bridge	1 Day
Marshlands Bridge to Webbers Bridge	2 Days
Webbers Bridge to Stonelands GS	3 Days

Please make allowance for these times when placing your order. To help with this please refer to the scheme map attached which shows the sections, and appropriate travel time applying to each section, or if unsure consult with our Storage Supervisor.

Scheme Map: [https://www.sunwater.com.au/wp-content/uploads/Home/Schemes/Barker-Barambah/Barker\\_Barambah\\_Schematic\\_Plan.pdf](https://www.sunwater.com.au/wp-content/uploads/Home/Schemes/Barker-Barambah/Barker_Barambah_Schematic_Plan.pdf)

The time estimated for travel from the Bjelke Petersen Dam to the Stonelands, the end of the system, is approximately five days. However, 'top up' is provided to Silverleaf Weir allowing a three-day travel time for Stonelands, from the morning after the order is placed.

### Cancellations

Cancellations may be carried out either online or through the Phone Water Ordering system if water order is outside of the notice period. Water Orders within the notice period can only be cancelled by notification to the duty water officer.

### Emergency shutdowns

In an equipment or power failure emergency, give immediate notice via 13 15 89 and press 1 (24 hours a day, 7 days a week).

### Rain/weather shutdowns

Customers must notify the duty water officer as soon as possible of any rain event or other circumstances that substantially lessens their water requirements.

When widespread general rain exceeds 40 mm in a day over the Barker Barambah Water Supply Scheme, the duty water officer may shut the system down. Customers are also asked to cancel orders if they no longer require ordered water.

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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## Access to storage

Storages are currently operated in the following nominal operating range: 1

Joe Sipple Weir	Full Supply Level (FSL)
Silverleaf Weir	1.5 metres below FSL

It may be necessary in times of limited supply to operate at levels lower than those quoted above.

This range may change in the future if required; for example, under Sunwater's Resource Operations Licence (ROL) and for other licence changes.

Customers should note that they are responsible for locating and maintaining pumps to take water.

## Waterharvesting

Water harvesting is announced and charged for by the Department of Regional Development, Manufacturing and Water (DRDMW) . Any enquiries with regard to water harvesting should be directed to your local office or DRDMW. DRDMW will inform Sunwater of readings so that Sunwater can record this use as Water harvesting.

If no meter readings are received from DRDMW then all water taken will be treated as announced allocation.

## Changes to the volume or location for taking water

Sunwater approval must be sought prior to river customers:

- obtaining multiple delivery points
- transferring water to another customer
- transferring water outside of the river system to a channel customer.

For their benefit, customers should obtain Sunwater's approval through an application form process before finalising any dealings with another party, e.g. a temporary transfer. Sunwater may require operational and other issues to be resolved before approving. These will be discussed with customers during the application and approval process. Application forms can be obtained by calling Customer Support on 13 15 89 and from [sunwater.com.au](http://sunwater.com.au).

## Stopping or restricting supply

Sunwater may suspend or restrict supply in a number of circumstances, including:

- during maintenance of Sunwater's assets
- if supply could cause Sunwater to break the law
- during a peak demand period, when rosters or rations may apply
- when the demand for water is so small it is impractical to supply it
- infrastructure limitations which make delivery impractical
- when there is a need to make special releases to maximise efficiency at times of limited supply, or during rain shutdown or customer pump breakdown situations
- when operating under special notices or regulations issued by DRDMW.

In the event that Sunwater restricts or suspends supplies customers should make arrangements for on-farm water storage to provide their ongoing water requirements during interruptions.

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<sup>1</sup> However, in periods of un-seasonal conditions eg drought, the nominal operating range no longer applies and storages may be operated to dead storage.

## General

### Complaints and dispute resolution

Sunwater's aim is to resolve problems and complaints quickly and effectively. Where a customer has a concern that is not able to be resolved, customers can choose to initiate a formal dispute resolution process by writing to the customer accounts manager.

If, through discussions, resolution cannot be reached either party may request the commencement of negotiations in good faith on a dispute resolution procedure, other than litigation or arbitration. If an agreement is reached to proceed to the next phase, independent mediation services of the Disputes Resolution Centres of Queensland can be used.

### Billing arrangements

Invoices are sent quarterly, and all invoices must be paid within 30 days. Payments are allocated to the customer's oldest debt first, unless an invoice is in dispute. Sunwater only posts summary invoices, however, you can receive a detailed invoice via email. Contact Customer Support on 13 15 89 to receive invoices via email.

### Notices

Correspondence should be sent to Sunwater Customer Support as detailed below.

Sunwater Limited  
PO Box 15536  
CITY EAST QLD 4002

Facsimile: (07) 3120 0249

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

### Communication – contact arrangements

Sunwater Customer Support is available for enquiries and business transactions (billing, temporary transfers, etc.) between the hours of 8.30am and 4.30pm Monday to Friday on 13 15 89. Sunwater Online is also available to all account holders and gives customers the ability to enter meter reads, view and print Invoices, update account details, enter water orders, submit temporary transfer and carryover applications. Call 13 15 89 to set up access or visit the managing your account page at [www.sunwater.com.au](http://www.sunwater.com.au) for help with Sunwater Online.

When calling Customer Support, please have your customer number and water allocation/offtake number when reporting supply problems.

In the event of an emergency, please call 13 15 89 and press 1 (24 hours a day, 7 days a week). Further information about Sunwater can be obtained from our website: [www.sunwater.com.au](http://www.sunwater.com.au)

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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## Service targets

As described under clause 3 of the standard contract:

- 3(d) Sunwater shall, at approximately annual intervals, during this Agreement publish a report comparing the performance of Sunwater with the Service Targets;
- 3(e) Sunwater shall publish Service Targets for the Regulated Area and revise these from time to time after considering changes in customer needs determined through customer consultation, and changes in industry practice and procedures.

We are committed to publishing service targets and reporting to customers on our performance against targets. Following discussion and consultation with the Irrigator Advisory Committee, this document contains service targets that have been set for the Barker Barambah Water Supply Scheme (river).

## Planned shutdowns

Planned shutdowns have been included as a target and Sunwater recognises that the following are important service issues for you:

- that you will be notified about a shutdown so that you can plan ahead
- the timing of the shutdown should suit most customers
- the duration of the shutdown should minimise the impact on customers while enabling Sunwater to perform maintenance on the scheme.

*Definition: a planned shutdown occurs when customer supply is interrupted or restricted due to the performance of work that is planned in advance.*

### Planned shutdowns - timing

Delivery service type	Scheme target
River	The timing of all planned shutdowns will be set following consultation with the Irrigator Advisory Committee (for a shutdown affecting a large part of the scheme), customer groups or individuals (for shutdowns affecting small areas).

### Planned shutdowns – duration

Delivery service type	Scheme target
River	Sunwater will complete all planned shutdowns within the period notified to customers (unless varied by agreement with the group originally consulted with), unless something occurs that is beyond Sunwater’s control, such as adverse weather conditions.

## Planned shutdowns - notice

Delivery service type	Scheme target
River	<p>For shutdowns planned to exceed two weeks, at least eight weeks written notice by letter will be provided to each customer affected by the shutdown.</p> <p>For shutdowns planned to exceed three days, at least two weeks written notice by letter, SMS messaging, email or verbal advice will be provided to each customer affected by the shutdown.</p> <p>For shutdowns planned to be less than three days, at least five days written notice by letter, SMS messaging, email or verbal advice will be provided to each customer affected by the shutdown.</p> <p>Each notice will state the start date, and anticipated shutdown duration. A reminder SMS messaging and email will be sent before the planned shutdowns commence.</p>

## Unplanned shutdown

Unplanned shutdowns have been included as a target and Sunwater recognises that the information provided to you about an interruption and the time taken to resume supply is important to you.

*Definition: an unplanned shutdown is an unforeseen or not planned mechanical or operational failure of Sunwater's water delivery infrastructure that stops or restricts the supply of water to a customer for more than two hours (including emergency repairs). It does not include events that are beyond Sunwater's control (e.g. power failure or storm)<sup>2</sup> and does not include interruptions to supply caused by errors in estimating water demand and releases, or people taking water without authorisation.*

## Unplanned shutdown – duration

Delivery service type	Scheme target
River	<p>Unplanned shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water within:</p> <p>48 hours of Sunwater being notified of the event.</p> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. Sunwater will notify affected customers by SMS Messaging, email or verbal advice.</p>

## Unplanned shutdown – notice

Delivery service type	Scheme target
River	<p>Sunwater will notify all affected customers requiring water by SMS, email, verbally or by phone of the likely duration of the interruption to supply within 24 hours of learning of the event, or by the end of the first business day following the event, whichever is the earlier.</p>

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<sup>2</sup> This includes other events described as Events of Force Majeure in your contract.

## Unplanned shutdown – meter repairs

Delivery service type	Scheme target
River	Faults causing restrictions to supply will be repaired within two working days of Sunwater being notified.

## Total frequency of interruptions to supply

Delivery service type	Scheme target
River	No customer will experience more than six planned or unplanned interruptions per water year (as defined above).

## Complaints and enquiries

Sunwater will provide an initial response to customer complaints within five business days of receiving the complaint through the following channels:

- in writing; or
- by telephoning Customer Support on 13 15 89.
- Sunwater will either resolve a customer's complaint or provide a written response providing reasons why the complaint has not or cannot be resolved within 21 days of receiving the complaint.

## Customer obligations

The customer principal obligations are set out in clause four of the standard contract.

## Warning to customers

In particular, customers must not take more than the customer maximum delivery volume as allowed by the customer standard contract without first obtaining Sunwater approval. If a customer exceeds the maximum delivery volume, the customer may also be in breach of the Water Act 2000. Sunwater may direct the customer not to take any water. Depending on the circumstances of the breach, the customer is not automatically entitled to forward draw on the following year's water entitlements, if any, and is therefore not entitled to take water until Sunwater is satisfied that the breach has been remedied.