



Final Service and Performance Plan

2022/23

Bundaberg Distribution Service Contract

1 August 2022

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At a glance

Our performance in 2020/21




Operating costs:
\$13.40 million (17.1% more than QCA target, after cost transfers)

Operations expenditure was in line with historical expenditure in the service contract, while preventative and corrective maintenance costs were below the QCA’s cost target.




Annuity-funded costs:
\$3.12 million (64.3% more than QCA target, after cost transfers)

Sunwater reprioritised the program of works.



Total water deliveries:
155,829 ML


Water delivered to irrigators: 129,842 ML



Service targets: 2 exceedances

Unplanned shutdowns (duration) and maximum number of interruptions were not met.


Outlook for 2022/23



Forecast operating costs:
\$14.06 million (after cost transfers)

Significant areas of expenditure (prior to cost transfer):

- electricity (\$5.98 million)
- insurance (\$1.39 million)
- operations (\$3.54 million)
- preventative maintenance (\$1.99 million)
- corrective maintenance (\$1.21 million).



Forecast annuity-funded costs:
\$7.07 million (after cost transfers)

Key projects planned:

- replace the control system, cables, and switchboard at Bucca pump station (\$1.42 million)
- replace the switchboard, controls, and cables at Abbotsford pump station (\$1.04 million).

Introduction

This Service and Performance Plan (S&PP) details a range of proposed scheme activities and projects and presents a breakdown of anticipated costs for review. It also sets out Sunwater’s actual costs for 2020/21.

The purpose of this year’s S&PP for the Bundaberg Distribution Service Contract is to:

- present to customers Sunwater’s projected costs¹ for the upcoming five-year period, i.e. 2022/23 to 2026/27
- consult with our customers on forecast operating and annuity-funded costs for 2022/23 and the forward program of works
- examine Sunwater’s performance in 2020/21 against cost and service targets.

Our focus during 2022/23 will be on ensuring operations activities are implemented safely, timely and efficiently. We are also continuing to implement an efficient and effective preventative maintenance program, with a focus on ensuring the service contract’s assets continue to perform reliably.

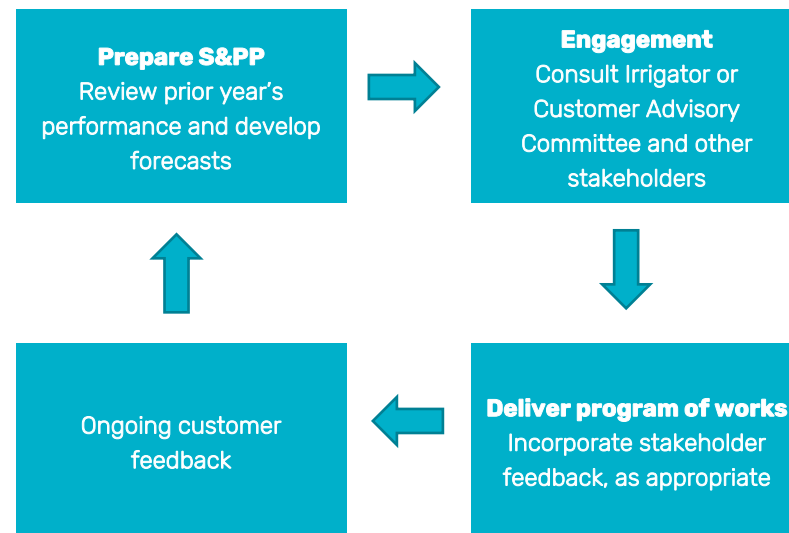
In addition to this S&PP, Sunwater has published an information sheet which explains the types of costs we incur in delivering water to our customers and how those costs are allocated to service contracts. The information sheet is available at:

www.sunwater.com.au/customer/products-and-services/service-and-performance-plans/

¹ All financial figures reported in this document are in nominal dollars, i.e. dollars of the day. Figures may not sum due to rounding.

Input from customers is a valuable part of Sunwater’s planning process and ensures that we invest in areas which support the services we provide to customers. Figure 1 outlines how Sunwater and customers work together in relation to S&PPs.

Figure 1: Customer consultation and S&PPs



We welcome and encourage your feedback on this S&PP. To have your say and shape future S&PPs, please contact us via email or post:

Email: sppfeedback@sunwater.com.au

Post: S&PP Feedback
PO Box 15536
City East Qld 4002

Delivering services to our customers

At Sunwater we are committed to working collaboratively with our customers to deliver value and fit-for-purpose water solutions.

Our customers

The majority of our 853 customers in this service contract are irrigators who grow crops including sugar cane, tomatoes, rockmelons, watermelons, capsicum, zucchini, beans, macadamia nuts, avocados, peanuts and soybeans. Water is also supplied to the Bundaberg Regional Council for urban purposes.

The water allocations for each customer segment are included in Table 1, together with water deliveries in 2020/21. Historical total water usage is available in **Appendix 1**.

Table 1: Water allocations and usage data¹

Customer segment	Total water allocations (ML)	High priority water allocations (ML)	Medium priority water allocations (ML)	Total water deliveries 2020/21 (ML)
Irrigation ²	162,091	60	162,031	129,842
Urban	1883	1767	116	2419
Industrial	1662	103	1559	155
Sunwater (excl. distribution losses)	70	0	70	4
Sunwater distribution losses	41,520	16,080	25,440	23,409
Total	207,226	18,010	189,216	155,829

1. Includes Burnett Water Pty Ltd (BWPL) (Paradise Dam).
2. Includes BWPL irrigation customers.

Irrigation charges

The 2022/23 charges and cost per megalitre are shown in Table 2.

Table 2: Irrigation charges for 2022/23^{1,2}

Tariff group	Product	2022/23 (\$/ML) ³	QCA cost-reflective (\$/ML) ⁴
Channel or watercourse supplemented by a channel	Allocation Charge – Part C	40.21	72.42
	Allocation Water – Part D	47.23	56.81

1. This table includes distribution charges only. For bulk water charges, please refer to the Bulk Water Service Contract S&PP.
2. Excludes BWPL charges (Paradise Dam).
3. Includes the Queensland Government's 15 per cent discount for irrigation customers. Refer to www.rdmw.qld.gov.au for more information.
4. Is the cost-reflective price determined by the Queensland Competition Authority (QCA) in its 2020–2024 irrigation price investigation. Costs reflect lower bound cost recovery, i.e. recovery of future replacement and ongoing maintenance and operations. Charges do not allow for any returns on existing assets.

For more information on Sunwater's fees and charges, refer to: www.sunwater.com.au/customer/fees-and-charges/

Service targets

Sunwater and customers have agreed Water Supply Arrangements and Service Targets for the Bundaberg Distribution Service Contract. Table 3 below sets out our recent performance against selected service targets for this scheme.

In 2020/21, one exceedance of the unplanned shutdown (duration) service target was recorded. The exceedance related to a pipe leak at W11-4 in the Woongarra system, which took four days to repair due to wet weather. Sixteen customers were interrupted more than 10 times. However, due to the extremely wet year, no material impacts were experienced by customers.

Table 3: Scheme service targets and performance

Service target		Target	Number of exceptions		
			2018/19	2019/20	2020/21
Planned shutdowns – notification	For shutdowns planned to exceed 2 weeks	8 weeks	0	0	0
	For shutdowns planned to exceed 3 days	2 weeks	0	0	0
	For shutdowns planned to be less than 3 days	5 days	0	0	0
Unplanned shutdowns – duration	Unplanned shutdowns will be fixed so that at least partial supply can be resumed	72 hours	3	1	1
Maximum number of interruptions ¹	Planned or unplanned interruptions per water year	10	16	12	16

1. This is the total number of distribution customers in the scheme that have been interrupted in excess of the target.

In addition, Sunwater has company-wide customer interactions service targets. Our performance in 2020/21 against these service targets is shown in Table 4.

Table 4: Customer interactions service targets and performance

Service target	Target	2020/21
Telephone answering ¹	80.00%	90.93%
Requests actioned within Service Level Agreement (SLA) timeframes ²	> 95.00%	99.14%

1. This target measures the percentage of 13 15 89 calls that are answered within 60 seconds.
2. This target measures the percentage of email or workflow requests (such as property transfers and temporary transfers) to the Customer Support team that are completed within the agreed SLAs. The SLA timeframes range between two and 10 business days, depending on the request.

Key infrastructure

Table 5 lists the key infrastructure used to deliver distribution services to our customers in Bundaberg.

Table 5: Key infrastructure

Asset	Description	Capacity
Isis Balancing Storage	Earth embankment across a watercourse. Classified as a referable dam under the <i>Water Supply (Safety and Reliability) Act 2008</i> .	6160 ML
Woongarra Balancing Storage	Earthen embankment constructed across two small watercourses. Classified as a referable dam under the <i>Water Supply (Safety and Reliability) Act 2008</i> .	1225 ML
Gooburrum Balancing Storage	Earth embankment across a shallow depression.	1040 ML
Bullyard Creek Balancing Storage	Earth embankment.	453 ML
Monduran pump station	Three pumps. This pump station also performs a bulk water function.	1100 ML/day
Don Beattie pump station	Three pumps.	648 ML/day
Bullyard Creek pump station	Four pumps.	415 ML/day
Woongarra pump station	Five pumps.	395 ML/day
Gooburrum pump station	Two pumps.	300 ML/day
Quart Pot Creek pump station (two sections)	Four pumps (two in each section).	250 ML/day 275 ML/day

Asset	Description	Capacity
Walker Street pump station	Four pumps.	225 ML/day
Dinner Hill pump station	Three pumps.	160 ML/day
Tirroan pump station	Two pumps.	72 ML/day
North Gregory pump station	Two pumps.	63 ML/day
Bucca pump station	Two pumps.	60 ML/day
Mcllwraith pump station	Two pumps.	60 ML/day
Abbotsford pump station	Two submersible pumps.	23.7 ML/day

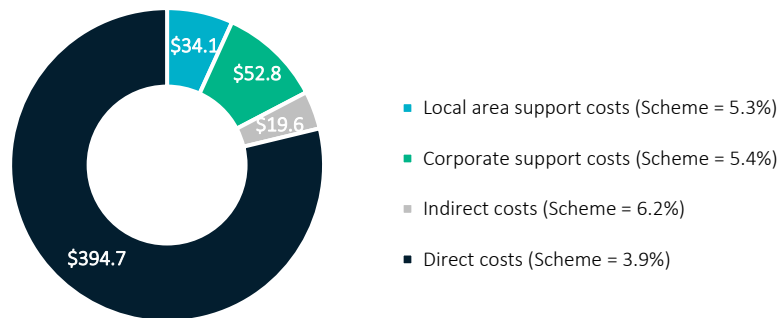
Financial summary—Revenue and expenditure

A high-level summary of the budgeted financial performance of the Bundaberg Distribution Service Contract is presented in Table 6.

The revenue Sunwater receives from urban and industrial customers is agreed by term contract. The revenue we receive from irrigation customers is determined by the Queensland Government, based on recommendations made by the QCA as part of its review of irrigation prices.

In 2022/23, Sunwater expects to spend \$501 million across all parts of our business, i.e. regulated and non-regulated. A breakdown of the forecast total cost pool at the direct and non-direct cost level is shown in Figure 2, together with the percentage of these costs allocated to the Bundaberg Distribution Service Contract. Details on the planned spend for this scheme are outlined on subsequent pages of this S&PP.

Figure 2: Total Sunwater cost pools and allocation to scheme¹—2022/23 forecast (\$M)



1. Prior to the transfer of a portion of Gin Gin main channel and Monduran pump station costs to the Bundaberg Bulk Water Service Contract.

Table 6: Service contract financial summary

Bundaberg Distribution Service Contract	2018/19 Sunwater / QCA Actual \$'000	2019/20 Actual \$'000	2020/21 Actual \$'000	2021/22 Forecast \$'000	2022/23 Forecast \$'000
Revenue					
Irrigation	15,565.1	13,707.7	15,454.8	12,969.0	11,027.8
Community Service Obligation	-	-	4315.1	-	-
Industrial ¹	115.8	113.8	111.7	121.9	114.8
Urban ¹	645.3	646.9	629.3	648.1	648.1
Revenue transfers ²	(3134.0)	(3595.5)	(3552.8)	(1971.9)	(2016.2)
Drainage	-	-	-	-	-
Other	22.3	108.5	387.7	2.0	2.0
Revenue total	13,214.5	10,981.4	17,345.7	11,769.1	9776.5
Less – Operating expenditure	13,619.4	15,166.4	13,400.4 ³	14,124.9 ³	14,062.0 ³
Less					
Annuity-funded	1826.2	2357.4	3124.7 ³	2688.4 ³	7072.9 ³
Non-annuity funded ⁴	67.3	126.0	241.9	-	-
Surplus (deficit)	(2298.4)	(6668.4)	578.7	(5044.2)	(11,358.4)

- Forecast revenues for industrial and urban customers are based on current contractual arrangements.
- Revenue transfers represent the cost of bulk water supplies delivered through the distribution system. The revenue accrues to the distribution system before it is transferred to the Bulk Water Service Contract as a contribution to the cost of the bulk water service.
- Excludes a share of Gin Gin main channel and Monduran pump station costs which have been transferred to the Bundaberg Bulk Water Service Contract.
- This is expenditure which has not been funded by irrigation customers. An example of this in the Bundaberg Distribution Service Contract is metered offtakes.

Cost of delivering services—Operating expenditure

Operating expenditure includes funds for: operations activities, i.e. operations, electricity, and insurance; preventative maintenance; and corrective maintenance.

Table 7 sets out actual and forecast operating expenditure for the Bundaberg Distribution Service Contract. For a more detailed breakdown by cost category, refer to **Appendix 2**.

Table 7: Operating expenditure¹

Bundaberg Distribution Service Contract	2018/19	2019/20	2020/21		2021/22		2022/23		2023/24	2024/25	2025/26	2026/27	
	Sunwater Actual \$'000	Sunwater Actual \$'000	QCA Target \$'000 ²	Sunwater Actual \$'000	Variance \$'000	Sunwater Forecast \$'000	QCA Target \$'000 ²	Sunwater Forecast \$'000	QCA Target \$'000 ²	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000
Operations	10,141.5	11,624.7	8102.5	10,231.1	2128.6	10,519.8	9508.2	10,903.7	9677.6	11,299.3	11,679.5	12,055.2	12,487.5
Electricity	6751.9	8282.0	4572.9	5626.0	1053.1	5893.0	5903.8	5979.0	5986.6	6143.4	6312.4	6486.0	6664.3
Insurance	755.7	870.7	951.8	1157.1	205.3	1540.5	970.8	1385.3	993.2	1494.6	1612.5	1739.7	1876.9
Operations	2633.9	2471.9	2577.8	3448.1	870.3	3086.3	2633.6	3539.3	2697.8	3661.2	3754.7	3829.5	3946.3
Preventative maintenance	2244.4	2205.7	2025.5	1903.7	(121.8)	2248.9	2068.9	1986.3	2119.0	2048.4	2106.7	2159.8	2225.9
Corrective maintenance	1233.5	1336.0	1349.6	1299.5	(50.1)	1398.7	1378.4	1214.3	1411.7	1252.8	1288.5	1320.7	1361.5
Less costs transferred to Bundaberg bulk for Gin Gin main channel and Monduran pump station costs ³			(34.4)	(33.9)	0.5	(42.5)	(38.9)	(42.3)	(39.6)	(43.8)	(45.2)	(46.6)	(48.2)
Operating costs total	13,619.4	15,166.4	11,443.1	13,400.4	1957.3	14,124.9	12,916.7	14,062.0	13,168.7	14,556.7	15,029.5	15,489.1	16,026.7
Recreational facility costs ⁴				-		-		-		-	-	-	-
Operating costs total (incl. recreational facility costs)	13,619.4	15,166.4		13,400.4		14,124.9		14,062.0		14,556.7	15,029.5	15,489.1	16,026.7

1. Sunwater's 2022/23 to 2026/27 budget figures are draft as at the time of consultation. These figures will not be locked down until late in the financial year prior.
2. Reflects the QCA's 2020–2024 irrigation price investigation final recommendations. Excludes recreational facility costs.
3. Under the water planning framework, the Gin Gin main channel and Monduran pump station also perform a bulk water function. In its 2020–2024 irrigation price investigation final recommendations, the QCA transferred a share of the Gin Gin main channel and Monduran pump station costs from the Bundaberg Distribution Service Contract to the Bundaberg Bulk Water Service Contract. Refer to section 6.4.1 of the QCA's final Part B report at: www.qca.org.au/project/rural-water/irrigation-price-investigations/
4. From 1 July 2020, irrigation customers no longer contribute towards the cost of operating and maintaining recreational facilities. Forecast costs have been separately identified for transparency.

Our performance in 2020/21

In 2020/21, operating costs were higher than the QCA's recommended cost target but were aligned to historical expenditure. Both preventative and corrective maintenance costs were below the QCA's allowance.

Electricity

Sunwater continues to proactively manage the cost of electricity. In 2020/21, Sunwater undertook the following energy improvement initiatives in the Bundaberg Distribution Service Contract:

- a review of our electricity tariff selections, to ensure that we are using the most cost-effective tariffs. The review focused on pump stations with no changes to tariffs in 2020/21.
- an energy audit, with recommendations being prioritised and reviewed for implementation as required
- commencement of Operational Electricity Dashboard Reporting with key electricity metrics monitored on a continual basis to identify efficiency opportunities.²

Outlook for 2022/23

Operations

Bundaberg Distribution Service Contract's total operations budget (prior to cost transfers) in 2022/23 is 12.7 per cent above the QCA's recommended cost target. Electricity costs are projected to be in line with the QCA's allowance, while insurance (see below) and operations costs are expected to be aligned to historical expenditure.

Insurance

Insurance is one of Sunwater's largest expenditure items. These costs have increased significantly in recent years due to multiple flood events in Queensland and global insurable events impacting premiums. Although Sunwater is subject to market forces in the pricing of insurance premiums, we have also been actively managing insurance premium costs by reviewing

coverage levels and policy specifications (including deductibles) to ensure that our insurance coverage is appropriate and reflective of the risks faced by our business.

Our insurance broker has indicated that prior to the early 2022 flood events, premium increases were trending downwards from a peak in late 2020 (with some exceptions). However, with another significant natural disaster in Australia, this is now likely to change. Insurance premiums in 2022/23 are therefore expected to be higher than the QCA's recommended allowance and historical costs.

Electricity

In 2022/23, Sunwater will continue our focus on managing the cost of electricity in this service contract. The following energy improvement initiatives are currently planned:

- annual tariff optimisation analysis
- potential implementation of energy audit recommendations (as required)
- monitoring of asset energy operational performance.

Preventative maintenance

The forecast preventative maintenance costs (prior to cost transfers) for the Bundaberg Distribution Service Contract are 6.3 per cent below the QCA's recommended cost target. This is due to rebalancing of some labour costs into operations.

Corrective maintenance

In 2022/23, Sunwater anticipates spending \$1.21 million on corrective maintenance (prior to cost transfers) in the Bundaberg Distribution Service Contract. This is 14.0 per cent below the QCA's recommended cost target. This is due to rebalancing of some labour costs into operations.

² Some measuring points are not currently available at all pump stations. Sunwater is working towards capturing this information in the future.

Electricity metrics

Table 8 sets out electricity usage and efficiency-related information for the Bundaberg Distribution Service Contract.

Table 8: Electricity usage and efficiency-related metrics

Metric	2017/18	2018/19	2019/20	2020/21
Electricity usage (kWh) – pump stations	19,625,264	31,378,276	45,869,105	32,645,570
Water usage (ML) ¹	95,428	161,167	147,806	155,829
Actual electricity cost (\$)	4,393,544	6,751,924	8,281,979	5,604,883 ²
Actual electricity cost per ML (\$/ML delivered)	46.04	41.89	56.03	35.97 ²
Average pump energy indicator ³ (kWh/ML/per metre of head)	3.65	3.55	3.58	3.69

1. Includes distribution losses.
2. Post transfer of 5 per cent of electricity costs related to the Monduran pump station to the Bundaberg Bulk Water Service Contract.
3. The industry guidelines are 3.4 to 4.5, depending on the size and design of the pump station with the benchmark for larger pump stations being more efficient.

To effectively monitor pump efficiency, a granular level of both energy and water data is required. With the installation of interval meters in 2020 to capture energy consumption at a granular level, Sunwater is now able to more frequently monitor our performance against this metric.

Cost of delivering services—Annuity and non-annuity funded expenditure

Annuity-funded expenditure include funds for preventative and corrective maintenance, as well as large, one-off operations activities. Preventative maintenance activities monitor the asset condition and inform when an asset needs to be refurbished or replaced under the corrective maintenance program.

Non-annuity funded expenditure largely relates to Sunwater’s Dam Improvement Program and recreational facility costs.

Table 9 outlines our annuity and non-annuity funded expenditure for this service contract.

Table 9: Annuity and non-annuity funded expenditure^{1,2}

Bundaberg Distribution Service Contract	2018/19 Sunwater / QCA Actual \$'000 ³	2019/20 Sunwater Actual \$'000	2020/21 QCA Target \$'000 ⁴	2020/21 Sunwater Actual \$'000	Variance \$'000	2021/22 Sunwater Forecast \$'000	2021/22 QCA Target \$'000 ⁴	2022/23 Sunwater Forecast \$'000	2022/23 QCA Target \$'000 ⁴	2023/24 Sunwater Forecast \$'000	2023/24 Sunwater Forecast \$'000	2024/25 Sunwater Forecast \$'000	2024/25 Sunwater Forecast \$'000	2025/26 Sunwater Forecast \$'000	2025/26 Sunwater Forecast \$'000	2026/27 Sunwater Forecast \$'000
Annuity-funded																
Operations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Preventative maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Planned corrective maintenance	1826.2	2357.4	1912.9	3149.8	1236.8	2702.1	1357.1	7086.6	2208.3	5906.1	4362.8	3386.3	2767.7			
Unplanned corrective maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less costs transferred to Bundaberg bulk for Gin Gin main channel and Monduran pump station ⁵			(10.5)	(25.0)	(14.5)	(13.6)	(6.8)	(13.6)	(5.7)	(11.7)	(12.2)	(10.0)	(2.6)			
Annuity-funded total	1826.2	2357.4	1902.4	3124.7	1222.3	2688.4	1350.3	7072.9	2202.7	5894.4	4350.7	3376.3	2765.2			
Non-annuity funded																
Dam Improvement Program	-	-		-		-		-		-	-	-	-	-	-	-
Recreational facility projects				41.7												
Metered offtakes and dividend reinvestment	67.3	126.0		200.3												
Non-annuity total	67.3	126.0		241.9												

1. Sunwater’s 2022/23 to 2026/27 budget figures are draft as at the time of consultation. These figures will not be locked down until late in the financial year prior.
2. Forecast annuity-funded costs from 2020/21 exclude recreational facility projects.
3. The annuity-funded spend for 2018/19 reflects the QCA’s 2020–2024 irrigation price investigation final recommendations, which included adjustments to Sunwater’s actual costs.
4. Reflects the QCA’s 2020–2024 irrigation price investigation final recommendations.
5. In its 2020–2024 irrigation price investigation final recommendations, the QCA transferred a share of the Gin Gin main channel and Monduran pump station costs from the Bundaberg Distribution Service Contract to the Bundaberg Bulk Water Service Contract. Refer to section 6.4.1 of the QCA’s final Part B report at: www.qca.org.au/project/rural-water/irrigation-price-investigations/

Our performance in 2020/21

Performance against the QCA target

Sunwater updates our program of works based on our whole-of-life replacement and maintenance strategy, which looks at the risk and condition of each asset and uses this information to estimate the future work required to ensure the asset will continue to provide the required level of service into the future. Other factors such as changes in project delivery timing (e.g. due to weather) may also affect the program of works.

These factors mean the actual program of works delivered in any given year will differ to the program assessed by the QCA. At a project level, cost variances may also occur due to changes in the scope of work and cost inputs.

In 2020/21, total annuity-funded costs were higher than the QCA's recommended cost target. This was primarily driven by reprioritisation of the program of works. Of note, Sunwater replaced end-of-life switchgear and electrical equipment at Woongarra pump station to ensure the ongoing, reliable operation of the pump station. This project was originally planned for 2020/21 in our June 2019 submission but was deferred to 2022/23 by the QCA. Costs were also higher than the QCA's allowance due to the market value of the works, following a competitive tender process.

Project level cost variances

Appendix 3 provides a comparison of the annuity-funded projects planned for 2020/21 and the actual projects undertaken, together with justification for the variances for all assets other than Gin Gin main channel and Monduran pump station. **Appendix 4** contains the same information for Gin Gin main channel and Monduran pump station assets.

³ See pages 58 to 60, www.qca.org.au/wp-content/uploads/2020/02/irrigation-price-review-part-b-sunwater-final-report.pdf

Outlook

Details of the major annuity-funded projects planned for the 2022/23 to 2026/27 period are set out in **Appendix 5** and **Appendix 6**. In 2022/23, Sunwater plans to undertake various switchboard and meter replacements.

Asset management and planning improvements

In its final report for the 2020–2024 irrigation price investigation, the QCA identified several potential improvements to Sunwater's asset management and planning framework. It suggested Sunwater should:

- improve our predictive maintenance and asset condition reporting arrangements to better inform the timing of asset replacement
- review our cost estimation approach and ensure that asset values are based on modern equivalent replacement values where appropriate
- develop transparent guidelines for options analyses.³

Sunwater acknowledges there is room for improvement in our asset management system and is working on several initiatives to address these potential improvements, as outlined below.

Predictive maintenance and asset condition reporting

A focus during 2022/23 and beyond is to better leverage data to make more informed decisions and to ensure operations and maintenance activities are implemented safely, timely and efficiently.

To achieve this, Sunwater has invested in a new Enterprise Asset Management system (SAP). The new system and other IT infrastructure changes, such as a mobility solution that enables near real-time data to be loaded into the system and data automation initiatives, have presented a significant opportunity to transition to a data driven decision-making business.

In addition, Sunwater is improving predictive maintenance capability by monitoring asset performance data of critical assets. For example, the preventative maintenance program for pump stations is transitioning to usage-based intervals and energy and condition data is being analysed via remote dashboards. The SAP Analytic Cloud should also allow asset condition data to be trended over time. This will present asset condition decay curves which can be used to predict when an asset should be scheduled for maintenance. The asset data will provide a greater insight to asset performance, condition, and refurbishment and replacement planning.

Cost estimation approach

A change to Sunwater's asset planning cycle in 2019 has improved the near-term cost estimation of annuity funded work. The change targets two years of fully cost-estimated work and has increased the visibility of the forward program.

Options analyses

Sunwater has implemented improvements to our asset management system with a fit-for-purpose alignment to the ISO55001 asset management standard. Key to the alignment is the simplification of how maintenance work is identified and delivered.

Low value, low complexity work follows a standard work management methodology and is managed at a service contract level. High value, high complexity work is managed at an individual level and is subject to an options analysis. High value, high complexity work will also be assessed against the relevant criteria to determine if it meets Sunwater's project, program, and portfolio management framework (P3MF) for project management guidelines.

Options analyses examine a range of options and assess the shortlisted options against selected criteria, including financial, regulatory, social, and environmental factors.

Annuity balance

Annuities are managed by Sunwater on behalf of each service contract. They allow for customer charges to reflect a constant amount necessary to recoup the costs of refurbishment/replacement of the assets over a pre-determined period of time. The forecast annuity balances, and the impacts of budgeted spend, are shown in Table 10 below.

The QCA and Sunwater closing balances differ due to differences in the expenditure profile allowed by the QCA in its 2020–2024 final recommendations and actual expenditure incurred by Sunwater in 2019/20 and what we expect to spend thereafter.

Table 10: Annuity balance

Bundaberg Distribution Service Contract	2018/19 QCA Actual \$'000	2019/20 Actual \$'000	2020/21 Actual \$'000	2021/22 Forecast \$'000	2022/23 Forecast \$'000	2023/24 Forecast \$'000	2024/25 Forecast \$'000	2025/26 Forecast \$'000	2026/27 Forecast \$'000
Opening balance ¹	7939.2	8783.2	9086.6	7920.8	7221.4	2151.6	(1886.6)	(1575.4)	(174.5)
Spend ²	(1826.2)	(2357.4)	(3149.8)	(2702.1)	(7086.6)	(5906.1)	(4362.8)	(3386.3)	(2767.7)
Insurance proceeds receipts (if applicable)									
Prior year	-	-	-	-	-	-	-	-	-
Current year	121.5	-	-	-	-	-	-	-	-
Annuity contribution ³	1954.1	2002.9	1586.7	1656.3	1701.1	1773.8	4756.5	4856.1	4959.5
Interest/financing costs	594.6	657.9	397.3	346.3	315.7	94.1	(82.5)	(68.9)	(7.6)
Sunwater – Closing balance	8783.2	9086.6	7920.8	7221.4	2151.6	(1886.6)	(1575.4)	(174.5)	2009.6
QCA – Closing balance	8783.2	9034.9	9103.7	9800.9	9722.1	10,323.0			
Difference	-	51.7	(1182.8)	(2579.5)	(7570.5)	(12,209.6)			
Less annuity contribution transferred to Bundaberg bulk for Gin Gin main channel and Monduran pump station ⁴			(13.6)	(13.6)	(14.4)	(14.5)	(21.5)	(21.8)	(21.9)

- The opening balances for 2018/19 and 2019/20 reflect the QCA's 2020–2024 irrigation price investigation final recommendations.
- The spend for 2018/19 reflects the QCA's 2020–2024 irrigation price investigation final recommendations, which included adjustments to Sunwater's actual costs. The 2019/20 and 2020/21 spend reflects Sunwater's actual costs. Thereafter, the spend is based on Sunwater's forecasts. Figures presented are prior to cost transfers to the Bundaberg Bulk Water Service Contract.
- The annuity contribution is included in the prices paid by customers. For 2020/21 to 2023/24, the annuity contribution is based on the QCA's 2020–2024 irrigation price investigation final recommendations. Thereafter, it is based on Sunwater's projections.
- In its 2020–2024 irrigation price investigation final recommendations, the QCA recovered part of the Bundaberg Distribution Service Contract annuity contribution from the River bulk water tariff group as the Gin Gin main channel and Monduran pump station also perform a bulk water function.

Appendix 1—Historical water usage

The below table contains the scheme’s recent water use, together with the 19-year average for the 2002/03 to 2020/21 period. It includes water deliveries to BWPL.

Year	Usage (ML)
2010/11	33,923
2011/12	78,341
2012/13	87,436
2013/14	166,545
2014/15	101,563
2015/16	118,628
2016/17	134,817
2017/18	95,428
2018/19	161,167
2019/20	147,806
2020/21	155,829
19-year historical average	100,747

Appendix 2—Operating and annuity-funded costs by expense type

Bundaberg Distribution Service Contract	2018/19 Sunwater / QCA Actual \$'000	2019/20 Sunwater Actual \$'000	QCA Target \$'000	2020/21 Sunwater Actual \$'000	Variance \$'000	2021/22 Sunwater Forecast \$'000	QCA Target \$'000	2022/23 Sunwater Forecast \$'000	QCA Target \$'000	2023/24 Sunwater Forecast \$'000	2024/25 Sunwater Forecast \$'000	2025/26 Sunwater Forecast \$'000	2026/27 Sunwater Forecast \$'000
Operating costs													
Operations	10,141.5	11,624.7	8102.5	10,231.1	2128.6	10,519.8	9508.2	10,903.7	9677.6	11,299.3	11,679.5	12,055.2	12,487.5
Labour	682.7	719.6	726.1	906.4	180.3	808.2	742.8	982.3	761.7	1011.8	1042.1	1073.4	1105.6
Contractors	15.1	1.7	25.4	54.0	28.7	25.0	25.9	25.0	26.5	25.7	26.4	27.1	27.9
Materials	28.3	27.8	12.2	118.8	106.6	15.0	12.4	15.0	12.7	15.4	15.8	16.3	16.7
Electricity	6751.9	8282.0	4572.9	5626.0	1053.1	5893.0	5903.8	5979.0	5986.6	6143.4	6312.4	6486.0	6664.3
Insurance	755.7	870.7	951.8	1157.1	205.3	1540.5	970.8	1385.3	993.2	1494.6	1612.5	1739.7	1876.9
Other	503.0	482.7	440.1	483.0	42.9	546.3	448.9	541.6	459.2	561.6	568.4	565.9	578.3
Local area support costs	398.1	347.0	307.3	493.5	186.2	490.1	313.9	594.4	321.5	612.2	630.6	649.5	669.0
Corporate support costs	659.9	549.3	561.2	894.8	333.7	767.8	573.2	933.2	587.1	961.2	990.0	1019.7	1050.3
Indirect costs	346.8	343.9	505.7	497.5	(8.1)	433.9	516.5	447.9	529.1	473.3	481.2	477.6	498.5
Preventative maintenance	2244.4	2205.7	2025.5	1903.7	(121.8)	2248.9	2068.9	1986.3	2119.0	2048.4	2106.7	2159.8	2225.9
Labour	593.6	589.7	516.2	449.7	(66.4)	533.2	528.0	454.5	541.5	468.1	482.2	496.6	511.5
Contractors	122.8	91.7	116.7	61.1	(55.7)	95.0	119.1	95.0	121.9	97.6	100.3	103.1	105.9
Materials	381.8	430.7	461.1	381.8	(79.3)	500.0	470.4	500.0	481.2	513.8	527.9	542.4	557.3
Other	45.1	84.4	46.9	79.3	32.4	60.0	47.8	60.0	48.9	61.7	63.3	65.1	66.9
Local area support costs	343.0	282.1	218.4	247.9	29.5	320.8	223.1	272.7	228.5	280.9	289.3	298.0	306.9
Corporate support costs	520.5	449.1	398.9	433.9	35.0	506.6	407.5	431.8	417.4	444.7	458.1	471.8	486.0
Indirect costs	237.6	278.0	267.2	250.0	(17.2)	233.3	272.9	172.3	279.6	181.7	185.6	182.9	191.4
Corrective maintenance	1233.5	1336.0	1349.6	1299.5	(50.1)	1398.7	1378.4	1214.3	1411.7	1252.8	1288.5	1320.7	1361.5
Labour	334.9	379.3	330.8	302.9	(28.0)	361.7	338.5	306.0	347.1	315.2	324.6	334.4	344.4
Contractors	31.3	59.3	20.3	73.4	53.1	18.0	20.7	18.0	21.2	18.5	19.0	19.5	20.1
Materials	116.8	117.5	152.0	154.5	2.5	135.0	155.1	135.0	158.6	138.7	142.5	146.4	150.5
Other	147.2	133.8	279.4	133.4	(146.0)	165.0	285.0	165.0	291.6	169.5	174.2	179.0	183.9
Local area support costs	221.0	176.9	140.0	166.6	26.6	217.2	143.0	183.6	146.5	189.1	194.8	200.6	206.6
Corporate support costs	239.0	288.6	255.7	299.4	43.7	343.6	261.2	290.7	267.5	299.4	308.4	317.7	327.2
Indirect costs	143.4	180.5	171.3	169.2	(2.0)	158.3	174.9	116.0	179.2	122.3	125.0	123.1	128.8
Less cost transfer to Bundaberg bulk			(34.4)	(33.9)	0.5	(42.5)	(38.9)	(42.3)	(39.6)	(43.8)	(45.2)	(46.6)	(48.2)
Operating costs total	13,619.4	15,166.4	11,443.1	13,400.4	1957.3	14,124.9	12,916.7	14,062.0	13,168.7	14,556.7	15,029.5	15,489.1	16,026.7
Annuity-funded costs													
Labour		380.7	187.7	309.1	121.4	314.2	157.8	1236.9	385.5	1030.5	762.5	594.3	485.8
Contractors		1034.2	1003.8	1652.8	649.0	890.2	447.1	1360.6	424.0	1130.8	834.7	649.0	529.2
Materials		251.4	227.7	374.9	147.2	832.2	418.0	1360.6	424.0	1130.8	834.7	649.0	529.2
Other		58.1	120.5	198.4	77.9	36.6	18.4	742.2	231.3	616.8	455.3	354.0	288.7
Local area support costs		167.1	91.9	151.4	59.4	192.8	96.8	742.2	231.3	618.3	457.5	356.6	291.5
Corporate support costs		290.8	180.1	296.6	116.4	298.5	149.9	1175.1	366.2	979.0	724.4	564.6	461.5
Indirect costs		175.2	101.2	166.7	65.4	137.5	69.1	469.0	146.2	399.9	293.6	218.8	181.7
Less cost transfer to Bundaberg bulk			(10.5)	(25.0)	(14.5)	(13.6)	(6.8)	(13.6)	(5.7)	(11.7)	(12.2)	(10.0)	(2.6)
Annuity-funded total¹	1826.2	2357.4	1902.4	3124.7	1222.3	2688.4	1350.3	7072.9	2202.7	5894.4	4350.7	3376.3	2765.2
Total costs²	15,445.5	17,523.8	13,345.5	16,525.1	3179.6	16,813.3	14,267.0	21,134.9	15,371.3	20,451.1	19,380.2	18,865.4	18,791.8

1. The 2018/19 costs reflect the QCA's 2020–24 irrigation price investigation final recommendations, which included adjustments to Sunwater's actual costs. Sunwater has provided cost information at the lowest level of granularity available.
2. Excludes recreational facility costs from 2020/21.

Appendix 3—Comparison of forecast and actual annuity-funded projects for 2020/21

The below table sets out the major annuity-funded projects planned for the Bundaberg Distribution Service Contract in 2020/21⁴ and the actual projects undertaken.

Facility	Activity description	Forecast \$'000	Actual \$'000	Commentary
Woongarra, Bucca, Tirroan, Bullyard, Dinner Hill, North Gregory, and McIlwraith pump stations	Replace – flow meters.	417	184	An alternative flow meter type was utilised at each site, which was significantly cheaper than the type budgeted for. Additionally, the Dinner Hill flow meter was determined to be serviceable and was not replaced, and installation costs for the replacement flow meters at Woongarra pump station were carried over into 2021/22.
McIlwraith pump station	Refurbish – pump unit No. 2 motor and discharge, suction, and non-return valves.	75	15	Sunwater determined that it would be more efficient to replace the discharge, suction, and non-return valves. The new valves were ordered in 2020/21, with installation to occur at a later date. The cost of refurbishing pump unit No. 2 motor was \$9k less than anticipated.
Bullyard pump station	Refurbish – selected pumps, motors, valves, and actuators across all four pumps, and options and design of cable and low voltage (LV) switchboard replacement.	219	161	The cost variance was primarily driven by: <ul style="list-style-type: none"> the cost of repairing the discharge and reflux valves being \$10k less than anticipated due to a decreased scope of work the pump refurbishment being undertaken in 2019/20, with costs incurred in 2020/21 related to installation only (\$27k less) combining projects for efficiency.
Woongarra Balancing Storage	Study – comprehensive risk assessment (CRA).	180	0	The CRA was deferred to 2021/22.
Scheme	Replace – customer meters.	349	447	Additional meters required replacement in the Gooburrum and Isis systems due to failure.
Woongarra pump station	Replace – electrical cables and switchboards.	1297	1100	This project was delivered within budget.
Woongarra Balancing Storage	Study – updated geotechnical, hydrological, stability and failure consequence assessments to be conducted to inform the CRA.	188	129	These input studies were completed to scope for less than planned.
North Gregory pump station	Refurbish – pump unit No. 1 pump.	20	25	More repair work was required than originally anticipated.
Don Beattie pump station	Study – a deformation survey to determine if the rising main and break pressure structure are moving or not.	16	1	This study was largely completed under the operating program.

⁴ Based on information extracted from Sunwater's systems in mid-2020. See the 2021/22 S&PP at www.sunwater.com.au/schemes/Bundaberg/

Facility	Activity description	Forecast \$'000	Actual \$'000	Commentary
Quart Pot Creek pump station	Refurbish – pump unit No. 4 pump, motor, discharge valve and actuator.	177	76	Completion of the works was carried over to 2021/22.
Isis Balancing Storage	Study – updated seismic, stability and geotechnical studies to be conducted to inform the CRA.	184	116	The seismic investigation was completed in 2019/20, while the remaining studies were undertaken within budget.
Multiple	Various projects.	552	215	<p>The cost variance related to the following:</p> <ul style="list-style-type: none"> works to refurbish regulating gates in the Woongarra system were deferred as the gates were in better condition than anticipated (\$77k less). Funds were re-allocated to the refurbishment of a different regulating gate (see below). less work was required to repair a regulating gate in the Isis main channel (\$15k less) and to refurbish fencing, gates, and grids along the Woongarra main channel (\$6k less) completion of the arc flash study was carried over to 2021/22 (\$61k less) the installation of one bulkhead gate guide in the Gooburrum system was deferred to 2021/22 (\$17k less) the service contract's contingency budget of \$182k was not required. <p>A project to refurbish inlet screens at Gooburrum pump station cost \$23k more as the screens could not be refurbished. Screens were redesigned to eliminate safety issues and new screens manufactured.</p>
Multiple	Various projects.	0	179	<p>The following unplanned works were undertaken in 2020/21:</p> <ul style="list-style-type: none"> replacement of a failed weed screen (\$8k) and bulkhead gate guides (\$14k) replacement of the Isis pump station remote telemetry unit (\$9k) refurbishment of a regulating gate (\$27k), which was brought forward from 2021/22 due to its condition refurbishment of pump unit No. 3 at Bullyard pump station (\$115k). This project was brought forward from 2021/22 as an opportunity to undertake this work during an existing shutdown arose.
2020/21 Total		3674	2649	

Appendix 4—Comparison of Gin Gin main channel and Monduran pump station forecast and actual annuity-funded projects for 2020/21

The below table sets out the major annuity-funded projects planned for Gin Gin main channel and Monduran pump station in 2020/21⁵ and the actual projects undertaken. Customers in the Bundaberg Distribution Service Contract contributed towards 95 per cent of these costs.

Facility	Activity description	Total forecast project costs \$'000	Distribution share of forecast project costs \$'000	Total actual project costs \$'000	Distribution share of actual project costs \$'000	Commentary
Monduran pump station	Refurbish – pump unit 1.	245	233	92	88	Works commenced but were carried over to 2021/22.
Monduran pump station	Replace – access stairs.	100	95	108	103	This project was completed within budget.
Monduran pump station	Study – options study to assess the cost effectiveness of installing variable speed drives.	21	20	0	0	Sunwater decided that this project is no longer required.
Monduran pump station	Study – identify options to address minor safety hazards associated with the high voltage (HV) switchboard.	14	13	0	0	This project was deferred to align with a major inspection planned for 2021/22.
Gin Gin main channel	Repair – minor bank slips.	38	36	174	165	Repairs were significantly more extensive than planned. The damage had to be addressed as a matter of safety and significant earthworks were undertaken to stabilise the bank and channel.
Gin Gin main channel	Replace – sections of fencing along the main channel.	27	26	37	35	More repairs were required than planned.
Monduran pump station	Replace – cooling system and modify switchboard/control system.	0	0	90	85	Expenditure relates to a project carried over from 2019/20.
2020/21 Total		445	423	501	476	

⁵ Based on information extracted from Sunwater's systems in mid-2020. See the 2021/22 S&PP at www.sunwater.com.au/schemes/Bundaberg/

Appendix 5—Annuity-funded projects for 2022/23 to 2026/27

The below table sets out Sunwater’s currently planned annuity-funded projects for the 2022/23 to 2026/27 period for this scheme (excluding Gin Gin main channel and Monduran pump station projects, refer to **Appendix 6**). While the immediate program is well defined, estimates become more uncertain further into the planning timeline. Forecasts are likely to change in future S&PPs, reflecting changes in project delivery timing; asset condition and risk updates; outcomes from scheduled asset inspections; and customer feedback.

Year	Facility	Activity description	Forecast \$'000
2022/23	Don Beattie pump station	Study – options analysis on LV switchboard replacement, and HV inspection and testing for compliance with workplace health and safety (WHS) legislation.	85
	Quart Pot Creek pump station	Replace – HV switchboard, cabling and control system based on known asset condition and age (design and procurement phase), HV inspection and testing for compliance with WHS legislation and flow meter compliance testing.	764
	Woongarra pump station	Refurbish – rising main based on the outcomes of the options study, as well as HV inspection and testing for compliance with WHS legislation.	580
	Bullyard pump station	Refurbish – discharge and reflux valves at pump units No. 1 and No. 4, as well as the pump, motor and actuator on pump unit No. 4 based on known asset condition and age. Options and design to replace delivery line manifold that is cracked.	301
	Gooburrum pump station	Refurbish – pump unit No. 2 pump, motor, discharge, and reflux valves based on known asset condition and age.	316
	Isis system	Replace – customer meters based on known asset condition and age.	113
	Woongarra system	Replace – customer meters based on known asset condition and age.	107
	Abbotsford pump station	Replace – switchboard, controls and cables based on known asset condition and age. Covers installation and commissioning.	1043
	Bingera system	Replace – customer meters based on known asset condition and age.	77
	Bullyard pump station	Replace – LV switchboard and cabling based on known condition and risk.	665
	Tirroan pump station	Replace – LV switchboard and cables based on known asset condition and age (design and procurement phase) and an options study on control system replacement.	332
	Gooburrum system	Replace – customer meters based on known asset condition and age.	71
	Bingera main channel	Refurbish – concrete lining based on known asset condition and age.	86
	Walker Street pump station	Refurbish – pump unit No. 3 suction and discharge valves, pump, and motor.	81
	Gooburrum pump station	Replace – switchboard and cabling based on known condition and risk. Covers design and procurement.	290
Isis main channel	Refurbish – regulating gate based on known asset condition and age.	62	

Year	Facility	Activity description	Forecast \$'000
	Gin Gin system	Replace – customer meters based on known asset condition and age.	59
	Dinner Hill pump station	Refurbish – pump unit 1 discharge and suction valves, and pump.	76
	Bucca pump station	Replace – control system, cables and switchboard based on known condition, and refurbish switchboard shelter to provide improved thermal regulation.	1421
	Multiple	There are nine other annuity-funded projects planned for 2022/23. These include, for example, valve refurbishments on break pressure structures on Isis, Bingera and St Agnes Main channels; bulkhead guide replacements; and fencing, trash screen and regulator gate refurbishments in the Woongarra system.	287
	2022/23 Total		6814
2023/24	Abbotsford pump station	Study – options study for the replacement of the LV switchboard and cabling based on condition and age.	69
	Don Beattie pump station	Replace – control system battery charger and supervisory control and data acquisition (SCADA) computer based on age and condition and install a new HV switchboard (design and procurement phase). Refurbish – pump unit No. 2 pump, motor, and discharge valve, as well as the cooling water flow meter based on known asset condition and age.	1139
	Walker Street pump station	Refurbish – pump unit No. 1 discharge, suction and non-return valves based on known asset condition and age.	55
	Gooburrum pump station	Replace – switchboard and electrical cabling based on known asset condition and age. Covers installation and commissioning.	721
	Isis system	Replace – customer meters based on known asset condition and age.	116
	Woongarra system	Replace – customer meters based on known asset condition and age.	110
	Bulkyard pump station	Replace – delivery line manifold based on known asset condition and age; and refurbish valves and actuators on pump units 1, 2 and 4.	531
	Tirroan pump station	Replace – LV switchboard, cabling, common controls, and remote telemetry units based on known asset condition and age. Covers installation and commissioning.	1327
	Bingera system	Refurbish – concrete lining based on known asset condition and age.	96
	Woongarra pump station	Refurbish – pump unit No. 1 pump and motor based on known asset condition and age.	222
	Bingera system	Replace – customer meters based on known asset condition and age.	79
	Gooburrum system	Replace – customer meters based on known asset condition and age.	73
	Quart Pot Creek pump station	Replace – HV switchboard, cables, cableways, and control system based on known asset condition and age. Covers procurement and construction.	417
	Bingera main channel	Refurbish – concrete lining based on known asset condition and age.	59
	Bucca pump station	Replace – control system, switchboard shelter to provide improved thermal insulation, and LV switchboard.	206

Year	Facility	Activity description	Forecast \$'000
		Refurbish or replace – pump unit No.2 reflux, suction and discharge valves and pump based on known condition and age.	
	Multiple	There are 16 other annuity-funded projects planned for 2023/24. These projects include, for example, replacing bulkhead gate guides and submerged disk valves in the Bingera system; refurbishing the outlet screen from Bullyard balancing storage; refurbishing inlet and outlet gates from Mcllwraith storage; replacing meters in the Gin Gin system; refurbishing regulator gates in the Isis and Woongarra systems; refurbishing fences, gates, and grids in the Woongarra system and concrete lining replacements in the Bingera main channel.	449
	2023/24 Total		5671
2024/25	Quart Pot Creek pump station	Replace – HV switchboard, cables and controls based on known asset condition and age and LV switchboard (procurement and construction). Refurbish – pump station building (gutters, doors, painting).	1287
	Walker Street pump station	Replace or refurbish – pump unit No. 4 motor, suction and discharge valves based on known asset condition and age, SCADA computer based on age, and general building refurbishments.	92
	Woongarra pump station	Replace – three cooling water systems and refurbish pump unit No. 3 pump and motor based on known condition and age.	313
	Isis system	Replace – customer meters based on known asset condition and age.	120
	Woongarra system	Replace – customer meters based on known asset condition and age.	113
	Woongarra system	Refurbish – fencing based on known asset condition and age and replace or refurbish bulkhead gate slides, a slide gate and regulator gate.	160
	Tirroan pump station	Replace – cables based on known asset condition and age and refurbish the pump station building.	129
	Don Beattie pump station	Replace – HV and LV switchboards based on known asset condition and age, fire alarm system and flow meter pit. Refurbish – building and inlet bulkhead gate.	803
	Bingera system	Refurbish – surge tank and fencing.	141
	Bingera system	Replace – customer meters based on known asset condition and age.	81
	Gooburru system	Replace – customer meters based on known asset condition and age.	75
	Bingera main channel	Refurbish – concrete lining based on known asset condition and age.	61
	Gin Gin system	Replace – customer meters based on known asset condition and age.	63
	Isis Balancing Storage	Study – 20-year dam safety review to comply with the dam safety condition schedule.	388
	Woongarra Balancing Storage	Refurbish – outlet slide gate based on known condition.	19
	Multiple	There are 14 other annuity-funded projects planned for 2024/25. These projects include, for example, surge tank pipework on Abbotsford main channel; refurbish an inlet gate in the Berrembea system; replace a screen in the St Agnes system; refurbishing bulkhead gate guides, a bulkhead, and a regulator structure in the Booyan system; refurbishing the inlet gate to Gooburru balancing storage and a submerged disk	274

Year	Facility	Activity description	Forecast \$'000
		valve on Gooburrum main channel; cable design and procure at North Gregory pump station; and cable testing on Mcllwraith pump station.	
	2024/25 Total		4120
2025/26	Don Beattie pump station	Replace – common control system (stage 1), air conditioner in the LV switch room, inlet screen and refurbish sump pump. Test – pump station flow meter and replace if needed, air receiver pressure vessel and compliance electrical testing on HV and LV installations.	596
	Walker Street pump station	Replace or refurbish – pump unit No. 4 non-return valve and pump unit No. 2 discharge and non-return valves based on known condition.	55
	Quart Pot Creek pump station	Replace – HV switchboard, cables, cableways, and control system. Covers installation and commissioning.	388
	Isis Balancing Storage	Study – 20-year dam safety review based on regulatory requirements and to better understand asset condition and risk.	467
	Abbotsford system	Refurbish – fencing and roads based on known asset condition and age.	25
	Gin Gin system	Replace – customer meters based on known asset condition and age.	64
	Isis system	Refurbish – fencing and roads based on known asset condition and age.	156
	Isis system	Replace – customer meters based on known asset condition and age.	123
	Woongarra system	Replace – customer meters based on known asset condition and age. Refurbish – fencing and roads based on condition.	178
	Mcllwraith pump station	Replace – electrical cabling based on known asset condition and age. Covers design, installation, and commissioning.	87
	Woongarra pump station	Refurbish – pump unit No. 2 pump and motor based on known asset condition and age, and compliance testing of HV installations.	248
	Bingera system	Replace – customer meters based on known asset condition and age. Refurbish – fencing and roads based on condition, safety screens and guides.	164
	North Gregory pump station	Replace – LV switchboard and electrical cabling based on known asset condition and age. Covers installation and commissioning.	118
	Gooburrum system	Replace – customer meters based on known asset condition and age. Refurbish – fencing and roads based on condition.	120
	Multiple	There are 15 other annuity-funded projects planned for 2025/26. These projects include, for example, HV inspection and testing at Gooburrum pump station; refurbishing a break pressure structure on Bingera main channel; concrete refurbishments on Bingera main channel; fencing, surge tank and regulator gate refurbishments in the Woongarra system; new seals on flap gate 5 at Woongarra Balancing Storage; screen and slide gate replacements at Fairnsfield and North Gregory storages; inlet screen replacements on Isis channel; outlet gate refurbishments at Bullyard Balancing Storage; a gate refurbishment on Gooburrum main channel and building refurbishment at Bullyard pump station.	397

Year	Facility	Activity description	Forecast \$'000
	2025/26 Total		3186
2026/27	Bingera system	Replace – customer meters based on known asset condition and age. Refurbish – overflow protection works based on known condition.	99
	Woongarra Balancing Storage	Study – 20-year dam safety review and five-year comprehensive inspection to comply with the dam safety condition schedules and understand the condition of the storage. Refurbish – outlet gate 2 based on known condition.	525
	Isis Balancing Storage	Study – 20-year dam safety review based on regulatory requirements and to better understand asset condition and risk.	154
	Gin Gin system	Replace – customer meters based on known asset condition and age.	66
	Gooburrum system	Replace or refurbish – customer meters based on known asset condition and age, concrete lining based on known condition, screens, weed deflectors, regulating gates and structures, bulkhead gates and guides.	253
	Woongarra pump station	Refurbish – pump unit No. 4 pump, motor, and cooling water system. Replace – pump station intruder alarm.	169
	Woongarra system	Refurbish – fencing, gates, grids, and road surfaces based on known condition.	55
	Isis system	Replace – customer meters based on known asset condition and age, and four inlet/outlet screens based on known condition.	193
	Dinner Hill pump station	Replace – cables and LV switchboard based on known condition. Refurbish – pump station building and pump unit No. 1 motor.	330
	North Gregory Reservoir	Replace – three inlet/outlet screens based on known condition.	50
	Woongarra system	Replace – customer meters based on known asset condition and age.	119
	Don Beattie pump station	Replace – common controls and intruder detection system. Refurbish – pump unit No. 3 motor.	532
	Isis Balancing Storage	Study – comprehensive inspection to comply with dam safety condition schedules and better understand asset conditions.	42
	Multiple	There are five other annuity-funded projects planned for 2026/27. These projects include a flow meter replacement at Walker Street pump station; recoating exposed asbestos pipelines; replacing the intruder detection system at Quart Pot Creek pump station; a failure impact assessment of Isis Balancing Storage; and a weed screen replacement on Booyan main channel.	127
	2026/27 Total		2716

Appendix 6—Gin Gin main channel and Monduran pump station annuity-funded projects for 2022/23 to 2026/27

The below table sets out Sunwater’s currently planned Gin Gin main channel and Monduran pump station annuity-funded projects for the 2022/23 to 2026/27 period. Customers in the Bundaberg Distribution Service Contract contribute towards 95 per cent of these costs. While the immediate program is well defined, estimates become more uncertain further into the planning timeline. Forecasts are likely to change in future S&PPs, reflecting changes in project delivery timing; asset condition and risk updates; outcomes from scheduled asset inspections; and customer feedback.

Year	Facility	Activity description	Total forecast project costs \$'000	Distribution share of forecast project costs \$'000
2022/23	Monduran pump station	Refurbish – pump unit 4 suction valve based on known asset condition and age.	22	21
	Monduran pump station	Refurbish – pump unit 4 discharge valve based on known asset condition and age.	27	25
	Monduran pump station	Study – electrical meter compliance tests based on regulatory requirements.	8	8
	Monduran pump station	Inspect and test – HV equipment in accordance with Asset Management Standard AM26.	27	26
	Monduran pump station	Study – calculate new pump impeller diameter to improve pump efficiency.	29	27
	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 2).	115	109
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 2).	46	44
		2022/23 Total		273
2023/24	Monduran pump station	Refurbish – control system based on known asset condition and age.	128	122
	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 3).	59	56
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 3).	47	45
		2023/24 Total	234	223
2024/25	Monduran pump station	Replace – SCADA computer based on known asset condition and age.	16	15
	Monduran pump station	Replace – 415v station services based on known asset condition and age.	97	92
	Monduran pump station	Refurbish – town water pump unit 2 and electric motor based on known asset condition and age.	21	20
	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 4).	61	58

Year	Facility	Activity description	Total forecast project costs \$'000	Distribution share of forecast project costs \$'000
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 4).	49	47
	2024/25 Total		243	232
2025/26	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 5).	62	59
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 5).	50	48
	Monduran pump station	Replace – uninterruptible power supply based on known asset condition and age.	22	21
	Gin Gin main channel	Replace – weed deflector based on known asset condition and age.	19	18
	Gin Gin main channel	Refurbish – siphon 4 fencing based on known asset condition and age.	20	19
	Monduran pump station	Inspect and test – HV equipment in accordance with Asset Management Standard AM26.	15	14
	Gin Gin main channel	Replace – water level sensor and stilling well based on known asset condition and age.	12	11
	2025/26 Total		201	190
2026/27	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 6).	51	48
	2026/27 Total		51	48

Contact us

To have your say and shape future Service and Performance Plans, please contact us via email or post:

Email: sppfeedback@sunwater.com.au

Post: S&PP Feedback
PO Box 15536
City East Qld 4002

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