

## Proposed change to annual maintenance shutdowns

### Burdekin Haughton Water Supply Scheme

29 January 2021

#### Summary

- Sunwater has conducted a review of annual maintenance shutdowns in the scheme and would like to seek customer feedback on a proposed change whereby individual channel systems are shut down for maintenance in a coordinated rolling program in addition to the general two-week shutdown
- In December 2020 Sunwater proposed for the individual system shutdowns to commence between February and May 2021
- Based on customer feedback received since December 2020, Sunwater will not proceed with the original dates and, instead, proposes to commence individual system shutdowns between May and September 2021.

#### Background

In December, Sunwater proposed changes to the annual maintenance shutdowns in the Burdekin Haughton Water Supply Scheme. The original proposal fact sheet is available on our website [here](#).

Based on customer feedback, Sunwater will not proceed with the original individual system shut down dates.

#### Proposed additions to shutdown schedule

As advised in December, Sunwater proposes to shut down individual systems for maintenance in a coordinated rolling program originally planned to occur between February and May. Based on customer feedback, we have outlined the revised shutdown periods per system below.

Channel system	Revised commencement date	Duration
Clare (A & B)	9 May 2021	7 days
Millaroo	15 August 2021	7 days
Elliott	1 August 2021	7 days
Dalbeg	5 September 2021	7 days

Sunwater will also undertake the general two-week shut down in June of each year. This will be for all operational systems (Haughton, Barratta, Clare (A&B), Elliott, Millaroo and Dalbeg). The scope of work in this shutdown will be prioritised and will mainly focus on the Haughton

and Barratta assets and any additional works in other systems where required. Acrolein shutdowns will also continue as per the standard yearly schedule.

We acknowledge this change will result in an additional shutdown for each channel system, however, this will allow Sunwater to undertake scheduled preventative, corrective and capital works to ensure reliability and availability of Sunwater assets. We note, even with these proposed changes, we will still adhere to the current [scheme rules and targets](#) of up to 10 shutdowns per channel system.

### **Submitting feedback**

We encourage customers to provide their feedback on the above proposal via one of the following methods by Monday 15 February 2021:

- your local irrigation or cane grower representative
- phone customer support on 13 15 89, Monday-Friday 8:30-4:30pm
- emailing [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au) with your customer account number, full name and best contact number.

### **Next steps**

Pending the review of customer feedback, we will communicate a final decision regarding the Burdekin Haughton Water Supply Scheme shutdowns in February 2021.

To further discuss any information in this fact sheet or for general enquiries, please contact customer support on 13 15 89 Monday-Friday 8:30am-4:30pm.