



# Final Service and Performance Plan

## 2021/22

Lower Fitzroy Bulk Water Service Contract

30 August 2021

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## At a glance

### Our performance in 2019/20



**Operating costs:**  
\$0.38 million (26.1% more than forecast)


Key drivers of cost variance:

- higher than forecast non-direct costs
- increased operational activities due to low storage levels at Eden Bann Weir.




**Annuity-funded costs:**  
\$0.00 million

There were no annuity-funded projects undertaken in 2019/20.



**Total water deliveries:**  
17,734 ML

Water delivered to irrigators: 737 ML



**Service targets: Met**

No exceptions


### Outlook for 2021/22



**Forecast operating costs:**  
\$0.46 million

Significant areas of expenditure:

- operations (\$0.30 million)
- preventative maintenance (\$0.06 million).



**Forecast annuity-funded costs:**  
\$0.02 million

In 2021/22, Sunwater plans to undertake a comprehensive inspection of Eden Bann Weir.

# 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 compares Sunwater’s actual costs for 2019/20 with our previous forecasts for this scheme.

The purpose of this year’s S&PP for the Lower Fitzroy Bulk Water Service Contract is to:

- present to customers Sunwater’s projected costs<sup>1</sup> for the upcoming five-year period, i.e. 2021/22 to 2025/26
- consult with our customers on forecast operating and annuity-funded costs for 2021/22 and the forward program of works
- examine Sunwater’s performance in 2019/20 against previous forecasts and service targets.

Our focus during 2021/22 will be on ensuring that refurbishment and corrective work identified through our annual and five yearly comprehensive inspections at Eden Bann Weir are implemented safely, timely and efficiently.

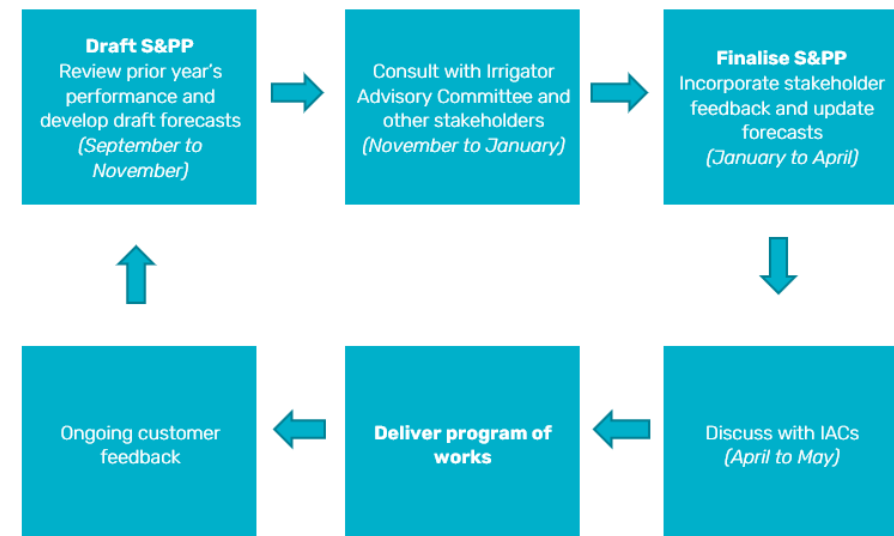
In addition to this S&PP, Sunwater has published an information sheet which explains the types of costs we incur in delivering water to our customers and how those costs are allocated to service contracts. The information sheet is available at:

[www.sunwater.com.au/customer/products-and-services/service-and-performance-plans/](http://www.sunwater.com.au/customer/products-and-services/service-and-performance-plans/)

<sup>1</sup> 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](mailto: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 main purpose of the service contract is to store water from the Fitzroy River for use as cooling water by the Stanwell Power Station. The scheme also supplies agricultural and riparian allocation holders along the Fitzroy River and stock, domestic and industrial users along the Stanwell Pipeline.

The water allocations for each customer segment are included in Table 1, together with water deliveries in 2019/20. Historical total water usage is available in **Appendix 1**.

Table 1: Water allocations and usage data<sup>1</sup>

Customer segment	Total water allocations (ML)	High priority water allocations (ML)	Medium priority water allocations (ML)	Total water deliveries 2019/20 (ML)
Irrigation	3101	0	3101	737
Industrial	24,054	24,054	0	16,995
Urban	0	0	0	0
Sunwater (excl. distribution losses)	191	191	0	0
Sunwater distribution losses	1275	1275	0	2
<b>Total</b>	<b>28,621</b>	<b>25,520</b>	<b>3101</b>	<b>17,734</b>

1. Includes Stanwell Pipeline.

## Irrigation charges

The 2021/22 charges and cost per megalitre are shown in Table 2.

Table 2: Irrigation charges for 2021/22

Tariff group	Product	2021/22 (\$/ML) <sup>1</sup>	QCA cost-reflective (\$/ML) <sup>2</sup>
Lower Fitzroy River	Allocation Charge – Part A	11.52	12.37
	Allocation Water – Part B	0.84	1.01

1. Includes the Queensland Government's 15 per cent discount for irrigation customers. Refer to [www.rdmw.qld.gov.au](http://www.rdmw.qld.gov.au) for more information.
2. 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/](http://www.sunwater.com.au/customer/fees-and-charges/)

## Service targets

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

Table 3: Scheme service targets and performance

Service target		Target	Number of exceptions		
			2017/18	2018/19	2019/20
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	48 hours	0	0	0
Maximum number of interruptions	Planned or unplanned interruptions per water year	6	0	0	0

In addition, Sunwater has company-wide customer interactions service targets. Our performance in 2019/20 against these service targets is shown in Table 4.

Table 4: Customer interactions service targets and performance

Service target	Target	2019/20
Telephone answering <sup>1</sup>	80.00%	94.87%
Requests actioned within Service Level Agreement (SLA) timeframes <sup>2</sup>	> 95.00%	95.46%

1. This target measures the percentage of 13 15 89 calls that are answered within 60 seconds. The 2019/20 result reflects the average monthly performance over the November 2019 to June 2020 period.
2. This target measures the percentage of email or workflow requests (such as property transfers and temporary transfers) to the Customer Support email address that are completed within the agreed SLAs. The SLA timeframes range between two and 10 business days, depending on the request. The 2019/20 result covers the October 2019 to June 2020 period.

## Key infrastructure

Eden Bann Weir is the key infrastructure used to deliver bulk water services to our customers in Lower Fitzroy. It is a mass concrete retaining structure with a hydraulically actuated fish lock. The total storage capacity is 35,900 ML.

## Financial summary—Revenue and expenditure

A high-level summary of the budgeted financial performance of the Lower Fitzroy Bulk Water Service Contract is presented in Table 5.

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.

Sunwater anticipates no material change in revenue for the Lower Fitzroy Bulk Water Service Contract in 2021/22.

In 2021/22, Sunwater expects to spend \$473 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 Lower Fitzroy Bulk Water Service Contract. Detail on the planned spend for this scheme is outlined on subsequent pages of this S&PP.

Figure 2: Total Sunwater cost pools and allocation to scheme—2021/22 forecast (\$M)

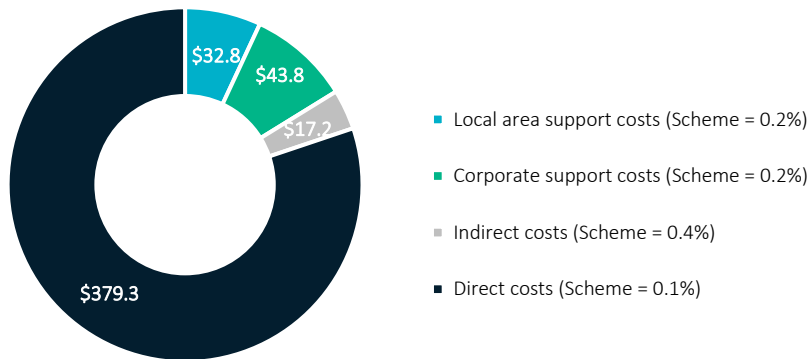


Table 5: Service contract financial summary

Lower Fitzroy Bulk Water Service Contract	2017/18 Actual \$'000	2018/19 Actual \$'000	2019/20 Actual \$'000	2020/21 Forecast \$'000	2021/22 Forecast \$'000
Revenue					
Irrigation	40.5	42.0	42.9	44.2	44.2
Community Service Obligation	-	-	-	-	-
Industrial <sup>1</sup>	0.5	0.8	1.3	-	-
Urban <sup>1</sup>	-	-	-	-	-
Revenue transfers <sup>2</sup>	256.7	440.0	363.2	475.1	479.1
Drainage	-	-	-	-	-
Other	-	-	-	-	-
<b>Revenue total</b>	<b>297.7</b>	<b>482.7</b>	<b>407.4</b>	<b>519.3</b>	<b>523.3</b>
Less – Operating expenditure	205.1	271.9	383.3	393.8	458.0
Less					
Annuity-funded	54.3	169.9	-	81.4	21.1
Non-annuity funded	-	-	-	-	-
<b>Surplus (deficit)</b>	<b>38.4</b>	<b>41.0</b>	<b>24.1</b>	<b>44.2</b>	<b>44.2</b>

- 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 Stanwell Pipeline. The revenue accrues to the pipeline system before it is transferred to the Bulk Water Service Contract as a contribution to the cost of the bulk water service.

## 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 6 sets out actual and forecast operating expenditure for the Lower Fitzroy Bulk Water Service Contract. For a more detailed breakdown by cost category, refer to **Appendix 2**.

### Our performance in 2019/20

In 2019/20, operating costs were higher than our previous forecast<sup>2</sup> due to increased non-direct costs and increased operational activities due to very low weir levels.

Table 6: Operating expenditure<sup>1</sup>

Lower Fitzroy Bulk Water Service Contract	2017/18	2018/19	2019/20		2020/21		2021/22		2022/23	2023/24	2024/25	2025/26	
	Sunwater Actual \$'000	Sunwater Actual \$'000	Sunwater Forecast \$'000	Sunwater Actual \$'000	Variance \$'000	Sunwater Forecast \$'000	QCA Target \$'000 <sup>2</sup>	Sunwater Forecast \$'000	QCA Target \$'000 <sup>2</sup>	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000
Operations	171.5	238.1	202.5	299.7	97.2	299.0	187.7	345.9	191.7	287.4	294.8	303.1	308.9
Electricity	1.6	2.2	1.8	2.3	0.5	1.7	1.9	1.8	1.9	1.8	1.8	1.9	1.9
Insurance	21.0	22.4	24.8	25.6	0.7	34.5	28.3	45.2	28.8	46.1	47.1	48.0	49.0
Operations	148.9	213.4	175.9	271.8	95.9	262.8	157.5	298.9	160.9	239.5	245.9	253.3	258.1
Preventative maintenance	22.0	32.7	44.0	45.4	1.4	44.0	35.5	59.8	36.3	59.8	61.7	63.3	64.7
Corrective maintenance	11.6	1.1	57.4	38.3	(19.1)	50.7	11.2	52.3	11.4	52.7	54.1	55.4	56.6
<b>Operating costs total</b>	<b>205.1</b>	<b>271.9</b>	<b>303.9</b>	<b>383.3</b>	<b>79.4</b>	<b>393.8</b>	<b>234.4</b>	<b>458.0</b>	<b>239.4</b>	<b>399.9</b>	<b>410.6</b>	<b>421.8</b>	<b>430.3</b>
Recreational facility costs <sup>3</sup>						-		-		-	-	-	-
<b>Operating costs total (incl. recreational facility costs)</b>	<b>205.1</b>	<b>271.9</b>	<b>303.9</b>	<b>383.3</b>	<b>79.4</b>	<b>393.8</b>		<b>458.0</b>		<b>399.9</b>	<b>410.6</b>	<b>421.8</b>	<b>430.3</b>

1. Sunwater's 2022/23 to 2025/26 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. 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.

<sup>2</sup> See the 2019/20 Network Service Plan at [www.sunwater.com.au/schemes/Lower-Fitzroy/](http://www.sunwater.com.au/schemes/Lower-Fitzroy/)

## Outlook for 2021/22

### Operations

Lower Fitzroy Bulk Water Service Contract's total operations budget in 2021/22 is 80.4 per cent above the QCA's recommended cost target. This variance is largely driven by higher non-direct costs and increased operational activities.

### 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.

In 2020/21, Sunwater experienced a significant price increase in insurance premiums. Our insurance broker has indicated this is the beginning of an upward trend in premiums due to, among other factors, the number and size of natural disasters that have occurred in Australia over the past 12 months. Insurance premiums in 2021/22 are therefore expected to be higher than the QCA's recommended allowance and historical costs.

### Preventative maintenance

The forecast preventative maintenance costs for the Lower Fitzroy Bulk Water Service Contract are 64.8 per cent above the QCA's recommended cost target due to preventative maintenance works being aligned to our asset maintenance strategy. The forecast expenditure is broadly in line with historical performance.

### Corrective maintenance

In 2021/22, Sunwater anticipates spending \$52.3k on corrective maintenance in the Lower Fitzroy Bulk Water Service Contract. This is 357.3 per cent above the QCA's recommended cost target but is in line with our expected corrective maintenance requirements.



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

Annuity expenditure include funds for preventative and corrective maintenance, as well as large, one-off operations activities. The preventative maintenance activities monitor the asset condition and inform the corrective maintenance program when an asset needs to be refurbished or replaced. Non-annuity funded expenditure largely relates to Sunwater’s Dam Improvement Program and recreational facility costs.

Table 7 outlines our annuity and non-annuity funded expenditure. The major annuity-funded projects planned for the 2020/21 to 2025/26 period are set out in **Appendix 3**.

Table 7: Annuity and non-annuity funded expenditure<sup>1,2</sup>

Lower Fitzroy Bulk Water Service Contract	2017/18	2018/19	2019/20		Variance \$'000	2020/21		2021/22		2022/23	2023/24	2024/25	2025/26
	Sunwater Actual \$'000 <sup>3</sup>	Sunwater Actual \$'000 <sup>3</sup>	Sunwater Forecast \$'000	Sunwater Actual \$'000		Sunwater Forecast \$'000	QCA Target \$'000 <sup>4</sup>	Sunwater Forecast \$'000	QCA Target \$'000 <sup>4</sup>	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000
<b>Annuity-funded</b>													
Operations	1.9	-	-	-	-	-	-	-	-	-	-	-	-
Preventative maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-
Planned corrective maintenance	(0.1)	-	-	-	-	81.4	4.4	21.1	61.2	-	-	74.5	717.1
Unplanned corrective maintenance	52.5	169.9	-	-	-	-	-	-	-	-	-	-	-
<b>Annuity-funded total</b>	<b>54.3</b>	<b>169.9</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>81.4</b>	<b>4.4</b>	<b>21.1</b>	<b>61.2</b>	<b>-</b>	<b>-</b>	<b>74.5</b>	<b>717.1</b>
<b>Non-annuity funded</b>													
Dam Improvement Program	-	-	-	-	-	-	-	-	-	-	-	-	-
Recreational facility projects						-		-		-	-	-	-
Metered offtakes and dividend reinvestment	-	-	-	-	-	-		-		-	-	-	-
<b>Non-annuity total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>		<b>-</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

1. Sunwater’s 2022/23 to 2025/26 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 2017/18 and 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.

## 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.<sup>3</sup>

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 2021/22 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 asset data will provide a greater insight to asset performance, condition, and refurbishment and replacement planning.

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<sup>3</sup> See pages 58 to 60, [www.qca.org.au/wp-content/uploads/2020/02/irrigation-price-review-part-b-sunwater-final-report.pdf](http://www.qca.org.au/wp-content/uploads/2020/02/irrigation-price-review-part-b-sunwater-final-report.pdf)

## 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.

Sunwater has also recently undertaken an asset valuation exercise to estimate the value of fully replacing high value assets including dams and pipelines using a bottom-up assessment of material line items. This data will inform the replacement values underpinning forecast annuity-funded costs.

### Options analyses

Sunwater is implementing 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 follows Sunwater’s project, program and portfolio management framework (P3MF) and is subject to an options analysis.

Options analyses under P3MF 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 8 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 8: Annuity balance

Lower Fitzroy Bulk Water Service Contract	2017/18 Actual \$'000	2018/19 Actual \$'000	2019/20 Actual \$'000	2020/21 Forecast \$'000	2021/22 Forecast \$'000	2022/23 Forecast \$'000	2023/24 Forecast \$'000	2024/25 Forecast \$'000	2025/26 Forecast \$'000
Opening balance <sup>1</sup>	(318.0)	(382.5)	(559.4)	(587.1)	(552.8)	(456.8)	(334.1)	(196.5)	(115.1)
Spend <sup>2</sup>	(54.3)	(169.9)	-	(81.4)	(21.1)	-	-	(74.5)	(717.1)
Insurance proceeds receipts (if applicable)									
Prior year	-	-	-	-	-	-	-	-	-
Current year	-	7.7	-	-	-	-	-	-	-
Annuity contribution <sup>3</sup>	13.6	13.9	14.3	141.3	141.2	142.7	152.2	164.5	223.2
Interest/financing costs	(23.8)	(28.6)	(41.9)	(25.7)	(24.2)	(20.0)	(14.6)	(8.6)	(5.0)
<b>Sunwater – Closing balance</b>	<b>(382.5)</b>	<b>(559.4)</b>	<b>(587.1)</b>	<b>(552.8)</b>	<b>(456.8)</b>	<b>(334.1)</b>	<b>(196.5)</b>	<b>(115.1)</b>	<b>(614.1)</b>
<b>QCA – Closing balance</b>	<b>(382.5)</b>	<b>(559.4)</b>	<b>(578.7)</b>	<b>(467.1)</b>	<b>(407.4)</b>	<b>(282.5)</b>	<b>(142.7)</b>		
Difference	-	-	(8.4)	(85.7)	(49.4)	(51.5)	(53.8)		

1. The opening balances for 2017/18, 2018/19 and 2019/20 reflect the QCA's 2020–2024 irrigation price investigation final recommendations.
2. The spend for 2017/18 and 2018/19 reflects the QCA's 2020–2024 irrigation price investigation final recommendations, which included adjustments to Sunwater's actual costs. The 2019/20 spend reflects Sunwater's actual costs. Thereafter, the spend is based on Sunwater's forecasts.
3. The annuity contribution is included in the prices paid by customers. It was set by the QCA from 2012/13 to 2016/17 and was rolled forward with the Consumer Price Index (CPI) for 2017/18, 2018/19 and 2019/20. From 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.

# Appendix 1—Historical water usage

The below table contains the scheme’s recent water use, together with the 18-year average for the 2002/03 to 2019/20 period.

Year	Usage (ML)
2010/11	13,505
2011/12	18,595
2012/13	18,493
2013/14	20,900
2014/15	18,104
2015/16	19,879
2016/17	19,058
2017/18	19,741
2018/19	18,929
2019/20	17,734
<b>18-year historical average</b>	<b>18,807</b>

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

Lower Fitzroy Bulk Water Service Contract	2017/18 Sunwater Actual \$'000	2018/19 Sunwater Actual \$'000	Sunwater Forecast \$'000	2019/20 Sunwater Actual \$'000	Variance \$'000	2020/21 Sunwater Forecast \$'000	QCA Target \$'000	2021/22 Sunwater Forecast \$'000	QCA Target \$'000	2022/23 Sunwater Forecast \$'000	2023/24 Sunwater Forecast \$'000	2024/25 Sunwater Forecast \$'000	2025/26 Sunwater Forecast \$'000
<b>Operating costs</b>													
Operations	171.5	238.1	202.5	299.7	97.2	299.0	187.7	345.9	191.7	287.4	294.8	303.1	308.9
Labour	48.4	51.4	48.2	76.6	28.4	73.6	44.2	72.8	45.2	63.2	65.1	67.1	69.1
Contractors	1.4	2.0	10.0	2.3	(7.7)	10.0	3.6	34.0	3.7	13.8	14.0	14.3	14.6
Materials	-	0.0	-	1.4	1.4	2.0	0.5	2.0	0.5	2.0	2.1	2.1	2.2
Electricity	1.6	2.2	1.8	2.3	0.5	1.7	1.9	1.8	1.9	1.8	1.8	1.9	1.9
Insurance	21.0	22.4	24.8	25.6	0.7	34.5	28.3	45.2	28.8	46.1	47.1	48.0	49.0
Other	4.5	37.7	23.0	41.2	18.2	22.7	22.2	23.7	22.6	23.1	22.6	24.0	23.5
Local area support costs	37.7	42.9	25.3	40.3	15.0	42.4	21.3	47.9	21.8	41.1	42.3	43.6	44.9
Corporate support costs	20.2	49.6	36.0	58.0	22.0	55.2	34.1	69.1	34.9	60.1	61.9	63.7	65.6
Indirect costs	36.6	29.8	33.5	51.9	18.4	56.8	31.5	49.4	32.2	36.2	37.8	38.4	38.2
Preventative maintenance	22.0	32.7	44.0	45.4	1.4	44.0	35.5	59.8	36.3	59.8	61.7	63.3	64.7
Labour	6.3	9.4	11.6	13.0	1.4	11.3	10.5	15.5	10.7	16.0	16.4	16.9	17.4
Contractors	2.9	1.1	5.0	2.3	(2.7)	5.0	0.6	5.0	0.6	5.1	5.2	5.3	5.4
Materials	-	0.2	1.0	0.2	(0.8)	1.0	0.8	1.0	0.8	1.0	1.0	1.1	1.1
Other	0.6	0.7	3.0	3.2	0.2	3.0	2.9	3.0	2.9	3.1	3.1	3.2	3.2
Local area support costs	4.9	8.9	6.6	7.9	1.3	6.6	5.1	10.1	5.2	10.4	10.7	11.0	11.3
Corporate support costs	2.6	7.9	8.7	9.7	1.0	8.5	8.1	14.7	8.3	15.2	15.6	16.1	16.6
Indirect costs	4.7	4.5	8.1	9.0	0.9	8.7	7.5	10.5	7.7	9.1	9.6	9.7	9.6
Corrective maintenance	11.6	1.1	57.4	38.3	(19.1)	50.7	11.2	52.3	11.4	52.7	54.1	55.4	56.6
Labour	0.7	-	9.6	3.6	(6.0)	8.9	1.5	8.9	1.5	9.2	9.5	9.8	10.1
Contractors	7.9	1.1	15.0	19.6	4.6	10.0	3.8	10.0	3.9	10.2	10.4	10.6	10.8
Materials	0.0	0.0	10.0	0.7	(9.3)	5.0	0.7	5.0	0.7	5.1	5.2	5.3	5.4
Other	1.0	0.0	4.0	7.2	3.2	8.0	2.4	8.0	2.4	8.2	8.3	8.5	8.7
Local area support costs	0.6	-	4.9	2.0	(2.9)	5.2	0.7	5.8	0.7	6.0	6.2	6.4	6.5
Corporate support costs	0.7	-	7.2	2.8	(4.4)	6.7	1.1	8.5	1.2	8.8	9.0	9.3	9.6
Indirect costs	0.6	-	6.7	2.4	(4.3)	6.9	1.0	6.1	1.1	5.3	5.5	5.6	5.6
<b>Operating costs total</b>	<b>205.1</b>	<b>271.9</b>	<b>303.9</b>	<b>383.3</b>	<b>79.4</b>	<b>393.8</b>	<b>234.4</b>	<b>458.0</b>	<b>239.4</b>	<b>399.9</b>	<b>410.6</b>	<b>421.8</b>	<b>430.3</b>
<b>Annuity-funded costs</b>													
Labour			-	-	-	8.3	0.4	3.2	9.4	-	-	14.4	120.4
Contractors			-	-	-	29.3	1.6	10.5	30.5	-	-	22.3	148.3
Materials			-	-	-	27.5	1.5	-	-	-	-	2.6	124.6
Other			-	-	-	-	-	-	-	-	-	3.7	64.4
Local area support costs			-	-	-	3.8	0.2	2.1	6.1	-	-	9.5	78.4
Corporate support costs			-	-	-	6.2	0.3	3.1	8.9	-	-	13.7	114.4
Indirect costs			-	-	-	6.4	0.3	2.2	6.4	-	-	8.2	66.6
<b>Annuity-funded total<sup>1</sup></b>	<b>54.3</b>	<b>169.9</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>81.4</b>	<b>4.4</b>	<b>21.1</b>	<b>61.2</b>	<b>-</b>	<b>-</b>	<b>74.5</b>	<b>717.1</b>
<b>Total costs<sup>2</sup></b>	<b>259.3</b>	<b>441.8</b>	<b>303.9</b>	<b>383.3</b>	<b>79.4</b>	<b>475.1</b>	<b>238.8</b>	<b>479.1</b>	<b>300.6</b>	<b>399.9</b>	<b>410.6</b>	<b>496.3</b>	<b>1147.4</b>

1. The 2017/18 and 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—Annuity-funded projects for 2020/21 to 2025/26

The below table sets out Sunwater’s currently planned annuity-funded projects for the 2020/21 to 2025/26 period for this scheme. 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
2020/21 <sup>4</sup>	Eden Bann Weir	Replace – damaged outlet works (inlet) vertical lift gate to reinstate river release function.	60
	Scheme	Study – audit and review of all scheme switchboards and distribution boards to reassess arc flash rating in accordance with Australian Standards.	13
	Multiple	There was one other annuity-funded project planned for 2020/21 related to an asset revaluation, plus a contingency amount for unplanned capital replacement works.	8
	<b>2020/21 Total</b>		<b>81</b>
2021/22	Eden Bann Weir	Study – comprehensive inspection to meet regulatory compliance.	21
	<b>2021/22 Total</b>		<b>21</b>
2022/23	There are no annuity-funded projects planned for 2022/23.		0
	<b>2022/23 Total</b>		<b>0</b>
2023/24	There are no annuity-funded projects planned for 2023/24.		0
	<b>2023/24 Total</b>		<b>0</b>
2024/25	Eden Bann Weir	Replace – outlet works inlet trash racks based on known asset condition and age.	37
	Eden Bann Weir	Replace – fishway exit channel trash screen based on known asset condition and age.	19
	Eden Bann Weir	Replace – supervisory control and data acquisition (SCADA) computer and software based on known asset condition and age.	19
	<b>2024/25 Total</b>		<b>75</b>
2025/26	Eden Bann Weir	Refurbish – facility access roads based on known asset condition and age.	395
	Eden Bann Weir	Refurbish – left and right abutment protection works based on known asset condition and age.	184
	Eden Bann Weir	Refurbish – main access road culverts based on known asset condition and age.	49

<sup>4</sup> Based on the program of works underpinning the 2020/21 annuity-funded budget figures presented in this S&PP. This data was extracted from Sunwater’s systems in mid-2020 and has been provided to facilitate future reporting of our performance against forecast costs. Changes to the 2020/21 program of works since the date of extraction are not incorporated here.

Year	Facility	Activity description	Forecast \$'000
	Eden Bann Weir	Refurbish – fishway holding chamber handrails based on known asset condition and age.	26
	Eden Bann Weir	Refurbish – outlet works collapsible handrails based on known asset condition and age.	26
	Multiple	There are six other annuity-funded projects planned for 2025/26 related to access crossing culvert refurbishments; a gauging station recorder building refurbishment; gauging equipment replacement; an asset revaluation; and a fishway intake screen refurbishment on the Lower Fitzroy River.	37
	<b>2025/26 Total</b>		<b>717</b>

## Contact us

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

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This Service and Performance Plan has been prepared by Sunwater to provide indicative information to our customers for the purpose of consultation. It contains estimates and forecasts which are based upon a number of assumptions. The actual financial performance of the service contract to which this plan relates, and the operations and activities actually undertaken by Sunwater during the relevant periods, may vary materially from the information contained in this plan. This plan should not be relied upon beyond its purpose as a tool for consultation and you should not rely on the information contained in this plan in making decisions about your circumstances. Sunwater will not be responsible or liable for any loss (including consequential loss), claim or damage (including in tort) that is in any way connected with the use of this plan or the information contained within it.