

# Proserpine River Water Supply Scheme

## Scheme Rules and Targets

### Water supply arrangements

Water Supply Arrangements are referred to as Water Distribution Services in the Water Supply Services in the River Supply contract.

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

The Proserpine River Water Supply Scheme is designed to act principally as an aquifer replenishment system and Sunwater is not obliged to provide surface water supplies. Customers are required to ensure that sufficient supplies are obtainable at their pump site to meet their requirements.

### Taking Water from the Scheme

#### Water orders

In the Proserpine River Water Supply Scheme, orders must be placed in accordance with the below travel times to allow Sunwater to make timely releases to minimise losses.

Bowen Crossing	1 day
Spruces Crossing	2 days
Reads Rd Crossing	3 days
Whitsunday Shire's pumps	4 days
Bruce Highway	5 days
Myrtle Ck	7 days

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

Scheme Map: [https://www.sunwater.com.au/wp-content/uploads/Home/Schemes/Proserpine-River/Proserpine\\_River\\_Schematic\\_Plan.pdf](https://www.sunwater.com.au/wp-content/uploads/Home/Schemes/Proserpine-River/Proserpine_River_Schematic_Plan.pdf)

To place an order customers can utilise the following ordering systems:

- Sunwater Online – [sunwater.com.au](https://www.sunwater.com.au)
- The Sunwater Customer App
- Phone customer support on 13 15 89 Monday – Friday 8:30am-4:30pm
- Phone Water Ordering System (Interactive Voice Response – IVR) by calling 13 15 89

- Calling the Depot on (07) 4947 2592 Monday – Friday 7:30am – 2:30pm
- Calling the storage supervisor on 0447 957 394

*Note: Any changes to existing orders MUST be completed prior to 2:00pm the day before the demanded supply, to allow time for operational changes to occur.*

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

Orders may not be available during:

- interruptions to supply (both planned and unplanned)
- periods of low demand for water, when water losses or operational circumstances make it impractical to supply (e.g., during times when there is little irrigation demand)
- periods of peak demand resulting in restrictions to the rate at which water can be taken.

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

### **Cancellations**

Cancellations may be completed prior to 2:00pm the day before the demanded supply via the Sunwater ordering system. Cancellation outside of the 2:00pm cut-off can only be cancelled by notification to the duty officer on 0429 510 841.

### **River supplies**

#### **Access to storage operating levels**

Storage	Minimum operating level (m AHD)
Peter Faust Dam	53.10

The above minimum operating level may change in the future if required for example, under Sunwater’s Resource Operations Licence (ROL). Customers will be informed if such a change occurs.

Customers are responsible for locating and maintaining pumps to take water. Any works undertaken on river offtakes require approval by the Department of Regional Development, Manufacturing and Water (DRDMW).

### **Water harvesting**

Water harvesting is announced and charged for by the DRDMW. Some customers’ water is harvested through a pump metered by Sunwater. To account for the water taken as water harvesting, customers must advise the DRDMW of their start and stop meter readings within the time frames specified in the announcements. The DRDMW then informs Sunwater of these readings so that Sunwater can record this use as water harvesting.

If there are no or incorrect meter reads received by the DRDMW then all water taken will be treated as announced allocation.

### **Changes to customers’ pumping arrangements**

Customers must obtain approval from Sunwater before proceeding with any changes to their pumps, including changing the size/capacity of the pump. Regardless to changes in pump capacity, Sunwater approval is required to ensure compliance standards are met.

## Change to the volume or location for taking water

Customers wishing to:

- have multiple delivery points
- transfer water to another customer.

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

## Carryover

Carryover enables customers to carry over unused available water at the end of a water year to become available in the next water year within the limits and subject to the conditions and rules below. Any riparian allowance is deemed to be the first water used through offtakes, prior to any carryover water used.

## Cancellation of carryover

The carryover arrangements for the water year cease:

1. On 31 December; or
  2. An overflow of 1ML over Peter Faust Dam
- customers must provide current meter readings to Sunwater for all outlets within 48 hours of the spill commencing.
  - any volume of water used by the customer will be offset against the carryover volume.
  - if the carryover volume is less than the volume of water used by the customer, the difference will be deducted from the customers available water account balance.
  - all unused carryover water must be cancelled.

Carryover rules and information are on the application forms, available from [sunwater.com.au](http://sunwater.com.au) or by contacting customer support.

## Stopping or restricting supply

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

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

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

## Rain shutdown

Customers must notify the duty officer on 0429 510 841 as soon as possible of any rain event that substantially lessens their water requirement.

To conserve water, the duty officer may shut down the system, without notice, when there is widespread general rain.

## **Overuse of water**

### **Warning to customers**

Customers must not exceed their allocation or take more than the maximum delivery volume, as allowed by the customer's standard contract, without first obtaining Sunwater approval. If a customer exceeds the maximum delivery volume, the customer may also be in breach of the Water Act 2000. Sunwater may direct the customer not to take any water. A customer may not be permitted to remedy the breach by reducing the following years water entitlements, if any, by the overuse volume, and is therefore not entitled to take water until Sunwater is satisfied that the breach has been remedied.

If a customer is unable to remedy a breach with a temporary transfer prior to the end of the current water year, the Department of Regional Development, Manufacturing and Water (DRDMW) require Sunwater to report the overuse at the conclusion of that water year.

### **General customer support**

Sunwater will provide an initial response to customer enquiries, feedback and complaints within five business days of receiving them through the following channels:

- by emailing [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au); or
- by calling Customer Support on 13 15 89; or
- by filling out the Information Request and Feedback Form on [sunwater.com.au](http://sunwater.com.au).

Sunwater customer support is available between the hours of 8:30am - 4:30pm, Monday to Friday, on 13 15 89, or via live chat on [sunwater.com.au](http://sunwater.com.au). Customer support can assist with the following account enquiries and transactions:

- billing and invoices
- temporary transfer and carryover applications
- meter reads
- updating account details
- water orders
- property transfers
- Sunwater Online support

When calling Customer Support, for security reasons, please have two account identifiers, e.g., account name, customer number, water account/offtake number, water allocation number, contract holder names, and email/postal address for invoices.

Sunwater aims to resolve customer enquiries, feedback and complaints quickly and effectively. Customers can choose to initiate a formal dispute resolution process by writing to the Customer Interactions Team Leader. Where a customer has a concern that is not able to be resolved, Sunwater will provide a written response providing reasons why the complaint has not or cannot be resolved within 21 days of receiving the complaint.

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

*In the event of an emergency, please call 13 15 89 and press 1 (24 hours a day, 7 days a week).*

Further information about Sunwater can be obtained from [www.sunwater.com.au](http://www.sunwater.com.au)

## Customer obligations

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

## Billing Arrangements

Invoices are sent quarterly, and all invoices must be paid within 30 days. Payments are allocated to the customer's oldest debt first unless an invoice is in dispute. For issues relating to your invoice, or to change your invoice delivery method, please contact Customer Support on 13 15 89.

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

Sunwater Limited  
PO Box 15536  
CITY EAST QLD 4002

Facsimile: (07) 3120 0249

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

## Use of Sunwater Land by Third Parties

Sunwater land, including easements around our drains, channels, pipelines, and other assets, must be kept clear and safe for Sunwater staff, and so that Sunwater can promptly address any operational issues without complication.

Access to, or works on, Sunwater Land is not permitted without first obtaining written authority, with exception to public recreation areas. Customers and community seeking to access Sunwater land or infrastructure are required to complete an [Application for Access to Sunwater Land or Infrastructure and Events](#) form, available on the Sunwater website.

Please help us keep our workplace safe.

## Water operations guideline

*Please note: General enquiries, customer account and transactional enquiries, and emergencies should all be directed to customer support.*

Water operations enquiries can be made between the hours of 7:30am and 2:30pm Monday to Friday by calling (07) 4947 2592.

Emergency water supply issues can be directed to the duty officer on (07) 4947 2592 or 0429 510 841.

## Service targets

As described under clause 3 of the standard contract:

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

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

## Planned shutdowns

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

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

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

### Planned shutdowns - timing

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

### Planned shutdowns - duration

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

### Planned shutdowns - notice

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

### Planned shutdowns – meter repairs

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

## Unplanned shutdown

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

*Definition: an unplanned shutdown is an unforeseen or not planned mechanical or operational failure of Sunwater's water delivery infrastructure that stops or restricts the supply of water to a customer for more than two hours (including emergency repairs). It does not include events that are beyond Sunwater's control*

*(e.g., power failure or storm) and does not include interruptions to supply caused by errors in estimating water demand and releases, or people taking water without authorisation.*

### Unplanned shutdown – duration

Delivery service type	Scheme target
River	<p>Unplanned Shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water: Customers are advised that the following schedule indicates the approximate travel time for water in the Proserpine River System. The periods below are from the recommencement of releases from Peter Faust Dam.</p> <ul style="list-style-type: none"> <li>• Bowen Crossing - 1 day</li> <li>• Spruces Crossing – 2 days</li> <li>• Reads Crossing – 3 days</li> <li>• Whitsunday Shire's pumps – 4 days</li> <li>• Bruce Hwy – 5 days</li> <li>• Myrtle Creek –7 days</li> </ul> <p>• Resumption of Supply to the Kelsey Creek Diversion Channel is almost immediate once repairs are completed.</p> <p>• Preference may be given to Urban and Industrial Customers</p> <p>• The definition of peak demand periods is to be set in consultation with the Irrigator's Committee.</p> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. Sunwater will publish SMS messages about these events from time to time.</p>

### Unplanned shutdown – notice

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

### Frequency of interruptions to supply

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