



Final Service and Performance Plan 2023

Upper Burnett Bulk Water Service Contract

8 December 2023

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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.

At a glance

Our customers

The majority of the 148 customers in this scheme are irrigators of citrus, small crops, pastures, and fodder crops. Water is also supplied to the towns of Eidsvold, Mundubbera, and Gayndah.

Our irrigation charges

Table 1 Irrigation charges for 2023-24¹

Charges by tariff group 2023-24							
Upper Burnett		Irrigation charge ²		Cost-reflective charge ³		Δ to cost reflective	
Regulated section of Nogo/Burnett River	Part A	\$34.12	\$/ML	\$46.27	\$/ML	-\$12.15	\$/ML
	Part B	\$3.71	\$/ML	\$4.90	\$/ML	-\$1.19	\$/ML
John Goleby Weir	Part A	\$32.65	\$/ML	\$46.27	\$/ML	-\$13.62	\$/ML
	Part B	\$3.71	\$/ML	\$4.90	\$/ML	-\$1.19	\$/ML

1. Excludes BWPL charges (Kirar Weir).
2. Includes the Queensland Government's 15 per cent discount for irrigation customers. Refer to www.rdmw.qld.gov.au for more information.
3. 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.

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

Our performance

Operations and maintenance costs				
		QCA \$'000	Sunwater \$'000	Δ to QCA
Actual	2022-23	\$1,041.5	\$1,199.9	15.2% ▲
Forecast	2023-24	\$1,066.5	\$1,319.4	23.7% ▲

Expenditure funded by the annuity				
		QCA \$'000	Sunwater \$'000	Δ to QCA
Actual	2022-23	\$156.4	\$442.3	182.9% ▲
Forecast	2023-24	\$274.7	\$416.6	51.6% ▲
Actual + Forecast	Σ Price path	\$1,796.6	\$2,353.9	31.0% ▲

▲	△	◄	▽	▼
10% above the QCA target	5% above the QCA target	In line with the QCA target	5% below the QCA target	10% below the QCA target

Water delivered	Total		To irrigators		YoY change by group
2021-22	15,294	ML	14,324	ML	
2022-23	14,787	ML	13,969	ML	
	-3.3%	◄	-2.5%	◄	

▲	◄	▼
5%	0%	-5%

Service targets	Exceedances	Notes
2021-22	0	Unplanned shutdowns (duration) and maximum number of interruptions were not met.
2022-23	0	Unplanned shutdowns (duration) and maximum number of interruptions were not met.

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 2022-23.

The purpose of this year's S&PP for Upper Burnett is to:

- examine Sunwater's performance in 2022-23 against cost and service targets
- present to customers Sunwater's projected costs¹ for 2023-24 and 2024-25
- consult with our customers on forecast operating and annuity-funded costs for 2023-24 and the forward program of works.

In addition to this S&PP, Sunwater submitted its irrigation pricing proposal to the Queensland Competition Authority (QCA) on 30 November 2023 which explains the types of costs we incur in delivering water to our customers and how those costs are allocated to service contracts. The pricing proposal and associated customer material is available at: www.sunwater.com.au/projects/price-path/.

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.

Sunwater engages with its customers both formally and informally throughout the year and customer feedback is a valuable part of our planning process.

The publication of an annual S&PP is an important part of the formal feedback process, providing a snapshot of Sunwater's performance over the most recently completed financial year, as well as an outline of the areas of focus for the current year.

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

Email: sppfeedback@sunwater.com.au

Post: S&PP Feedback

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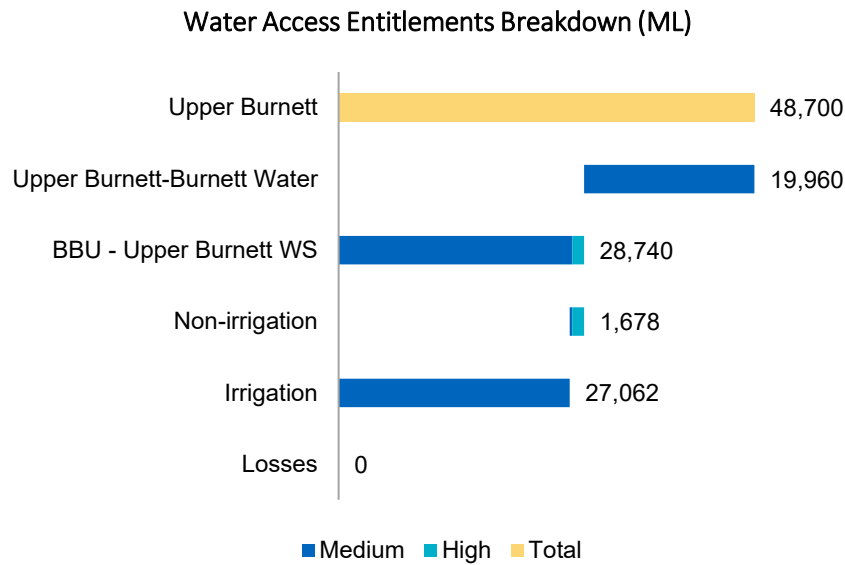
¹ All financial figures reported in this document are in nominal dollars, i.e. dollars of the day. Figures may not sum due to rounding.

Delivering services to our customers

Entitlements

The water allocations for each customer segment are shown below.

Figure 1 Water access entitlements (as of 30 June 2023)¹

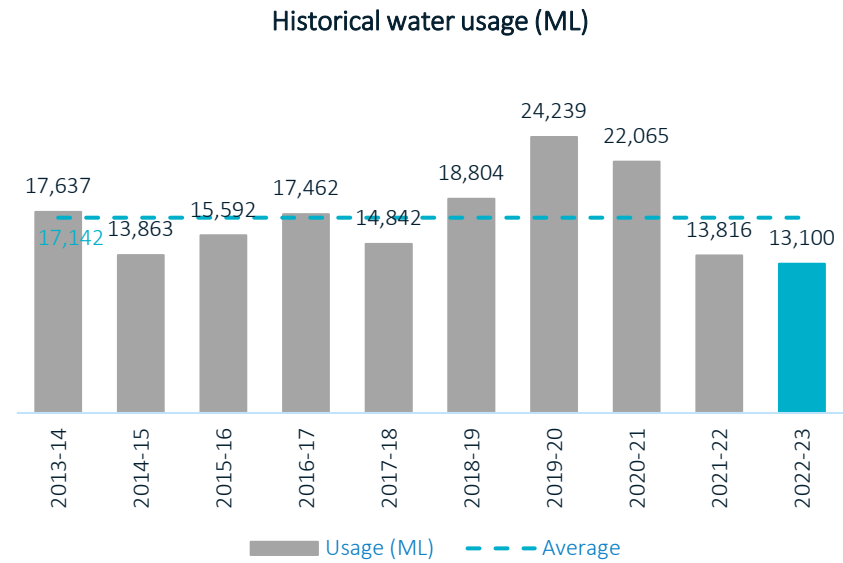


1. Excludes Burnett Water Pty Ltd (BWPL) (Kirar Weir).

Historical water usage

The chart below shows annual water usage for the past 10-years.

Figure 2 Historical water usage for the past 10-years excluding BWPL



- Usage in 2022-23 was below the level of the 10-year average of 17,142 ML but broadly in line with water usage in 2021-22.
- Part B prices for the current period were set using a 20-year average of 16,641 ML.

Service targets

Sunwater and customers have agreed Water Supply Arrangements and Service Targets for Upper Burnett. Table 2 sets out our recent performance against selected service targets for this scheme.

Table 2: Scheme service targets and performance

Service target		Target	Number of exceptions		
			2020-21	2021-22	2022-23
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 2021-22 against these service targets is shown in Table 3.

Table 3: Customer interactions service targets and performance

Service target	Target	2022-23
Telephone answering ¹	80.00%	92.50%
Requests actioned within Service Level Agreement (SLA) timeframes ²	> 95.00%	99.47%

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 4 lists the key infrastructure used to deliver bulk water services to our customers in the Upper Burnett Bulk Water Service Contract. It excludes infrastructure owned and operated by BWPL, such as Kirar Weir.

Table 4: Key infrastructure

Asset	Description	Total storage capacity (ML)
Wuruma Dam	Mass concrete gravity wall with central spillway. Includes a saddle dam. Classified as a referable dam under the <i>Water Supply (Safety and Reliability) Act 2008</i> .	165,400
Claude Wharton Weir	Mass concrete structure fitted with a fish lock.	12,800
Jones Weir	Mass concrete with an ogee crest.	3720
John Goleby Weir	Steel sheet piling cascade.	1690

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 5 sets out actual and forecast operating expenditure for the Upper Burnett Bulk Water Service Contract.

Our performance in 2022-23

In 2022-23, operating costs were higher than the QCA's recommended cost target. Further information is provided in the pricing submission proposal and associated scheme summaries.

Outlook for 2023-24

Upper Burnett Bulk Water Service Contract's total operations budget in 2023-24 is 23.7 per cent above the QCA's recommended cost target. 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. The escalation of insurance premiums has directly contributed to the rise in Sunwater's operating expenditure.

Sunwater's focus in 2023-24 is on performing operation and maintenance activities to a standard that ensures the scheme's reliability and functionality for delivering water to customers within the agreed service standards, while also meeting current asset maintenance standards and compliance obligations.

Table 5: Operating expenditure¹

	2022-23 actuals \$'000			2023-24 forecast \$'000		
	QCA ²	Sunwater ³	Δ to QCA	QCA ²	Sunwater ³	Δ to QCA
Insurance	\$139.8	\$158.3	13.2% ▲	\$143.1	\$190.8	33.3% ▲
Electricity	\$5.9	\$9.6	63.0% ▲	\$6.0	\$12.1	103.5% ▲
Operations & maintenance	\$388.3	\$468.5	20.7% ▲	\$397.7	\$533.0	34.0% ▲
Support costs	\$507.5	\$563.5	11.0% ▲	\$519.8	\$583.5	12.3% ▲
Total opex²	\$1,041.5	\$1,199.9	15.2% ▲	\$1,066.5	\$1,319.4	23.7% ▲

▲	△	◀▶	▽	▼
10% above the QCA target	5% above the QCA target	In line with the QCA target <5%	5% below the QCA target	10% below the QCA target

1. Reflects the QCA's 2020–2024 irrigation price investigation final recommendations. Excludes recreational facility costs.
2. From 1 July 2020, irrigation customers no longer contribute towards the cost of operating and maintaining recreational facilities. These costs have been excluded from the total operating expenditure.
3. Sunwater's 2022-23 actual expenditure figures presented in this table are pre-adjustment and will differ from our Irrigation Pricing Proposal and its engagement materials. Sunwater's 2023-24 figures align with our pricing submission, these figures may differ from the budget.

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

Renewals discussion

Sunwater recovers expenditure required to renew (maintain the current level of service an asset provides) its assets via a renewals annuity. The annuity treats all renewals related expenditure as an expense (i.e., not capital) and amortises a multi-year expenditure forecast (30-years) such that the amount customers pay is smoothed, relative to the actual expenditure profile. Negative opening balances reflect expenditure incurred by Sunwater which has not yet been recovered via the annuity contribution amount, while positive opening balances reflect expenditure which has been pre-recovered via the annuity contribution amount. Forecast annuity balances, and the impacts of budgeted spend, are shown in Table 6 below.

The QCA and Sunwater closing balances differ due to differences in the expenditure profile allowed by the QCA in its 2020-24 final recommendations and actual expenditure incurred by Sunwater in 2022-23 and what we expect to spend in 2023-24.

Annuity-funded expenditure includes funds for planned corrective maintenance (PCM), as well as large, one-off operations activities. Activities include monitoring of the asset condition to inform when an asset needs to be refurbished or replaced under the PCM program.

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

Our performance in 2022-23

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.

Further explanation of our performance is provided in the pricing submission and scheme summaries.

Project level cost variances

Table 7 provides a comparison of the annuity-funded projects planned for 2022-23 and the actual projects undertaken, together with justification for the variances.

Outlook

Details of the major annuity-funded projects planned for 2023-24 and 2024-25 period are set out in Table 8.

Table 6: Annuity and non-annuity funded expenditure and roll forward ¹

Annuity funded expenditure (and roll forward)											
	2022-23 actuals \$'000					2023-24 forecast \$'000					
		QCA ²		Sunwater ⁴	Δ to QCA		QCA ²		Sunwater ⁴	Δ to QCA	
Opening balance	<i>O</i>	\$(3,700.8)	➔	\$(3,650.3)	-1.4%	◄►	\$(3,223.6)	➔	\$(3,456.8)	7.2%	△
Annuity funded expenditure	<i>E</i>	\$(156.4)	➔	\$(442.3)	182.9%	▲	\$(274.7)	➔	\$(416.6)	51.6%	▲
Annuity revenue ³	<i>R</i>	\$795.4	➔	\$795.4	-	-	\$802.3	➔	\$802.3	-	-
Interest	<i>I</i>	\$(161.8)	➔	\$(159.6)	-	-	\$(140.9)	➔	\$(151.1)	-	-
Closing balance	<i>C</i>	\$(3,223.6)	➔	\$(3,456.8)	7.2%	△	\$(2,836.9)	➔	\$(3,222.2)	13.6%	▲
C = (O + E + R + I)											
Other expenditure (not part of prices) \$'000											
Dam improvement program		-		\$0.0	-		-		\$0.0	-	
Recreational facility projects ¹		-		\$11.1	-		-		\$0.0	-	
Metered offtakes and dividend reinvestment		-		\$10.0	-		-		\$30.5	-	

▲	△	◄►	▽	▼
10% above the QCA target	5% above the QCA target	In line with the QCA target <5%	5% below the QCA target	10% below the QCA target

1. Forecast annuity-funded costs from 2020-21 exclude recreational facility projects.
2. Reflects the QCA's 2020–2024 irrigation price investigation final recommendations.
3. The annuity contribution is included in the prices paid by bulk water and distribution customers. From 2020-21 to 2023-24, the annuity contribution is based on the QCA's irrigation price investigation 2020–2024 final recommendations.
4. Sunwater's 2022-23 actual expenditure figures presented in this table are pre-adjustment and will differ from our Irrigation Pricing Proposal and its engagement materials. Sunwater's 2023-24 figures align with our pricing submission, these figures may differ from the budget.

Comparison of forecast and actual annuity-funded projects for 2022-23

The below table sets out the major annuity-funded projects planned for Upper Burnett in 2022-23² and the actual projects undertaken.

Table 7 Comparison of forecast and actual annuity-funded projects for 2022-23

Facility	Activity description	Forecast \$'000	Actual \$'000	Commentary
John Goleby Weir	Refurbish – reline conduit lining based on known asset condition and age.	102	0	This project was deferred to 2023-24. This project will be reviewed during the next comprehensive inspection to confirm whether it is still required.
Scheme	Replace – customer meters based on known asset condition and age.	136	94	Fewer meters required replacement than planned.
Claude Wharton Weir	Study – comprehensive inspection based on asset management standards and to better understand asset condition and risk.	45	0	This project was deferred to 2023-24.
Claude Wharton Weir	Refurbish – outlet works bulkhead gate based on known asset condition and age.	67	25	There was a reduction in the scope of work required to complete the refurbishment.
Wuruma Dam	Refurbish – guard valves 1 and 2 based on known condition and risk.	190	117	Upon further assessment guard valve 1 required replacing. Work to refurbish guard valve 2 was deferred to 2023-24.
Multiple	Various projects.	251	80	The cost variance was primarily driven by: <ul style="list-style-type: none"> • deferral of several projects to 2023-24 due to dam water levels (\$135k) • efficiencies gained by completing several projects in conjunction with other projects resulting in savings of \$26k • new bulkhead storage rack was removed from the program (\$12k) • works to replace old electrical cables was completed broadly in line with the budget (\$2k more).
Multiple	Non-scheduled works	0	126	This expenditure mostly relates to carryover projects from 2021-22 including: <ul style="list-style-type: none"> • the 20-year dam safety review (\$23k), • guard valve refurbishment at Wuruma Dam (\$57k) • valve platform replacement (\$23k) • ongoing assessment of Sunwater’s arc flash risk (\$46k). A \$23k credit for the comprehensive risk assessment at Wuruma Dam resulted from an invoice variance.
2022-23 Total		790	442	

² Based on information extracted from Sunwater’s systems in mid-2023. See the 2023 S&PP at www.sunwater.com.au/schemes/Upper-Burnett/

Annuity-funded projects for 2023-24 and 2024-25

The below table sets out Sunwater’s currently planned annuity-funded projects for 2023-24 and 2024-25³ 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. Please note that the data in Table 8 is presented at a granular level and may not align with the overarching program names in our pricing submission.

Table 8 Forecast annuity-funded projects planned for 2023-24 and 2024-25

Year	Facility	Activity description	Forecast \$'000
2023-24	Wuruma Dam	Refurbish – pipe No.2 main outlet based on known asset condition and age.	17
	Wuruma Dam	Refurbish – regulating valve based on known condition and age.	46
	Wuruma Dam	Refurbish – repaint the internal corroded pipe penetrations in conduit No.2.	23
	Scheme	Replace – customer meters based on known asset condition and age.	131
	Jones Weir	Refurbish – access road based on known condition and age.	11
	Claude Wharton weir	Refurbish – vertical lift gate based on known asset condition and age.	91
	Wuruma Dam	Study – options analysis for replacing electrical cabling.	24
	Jones Weir	Study – 5-year comprehensive weir inspection based on asset management standards and to better understand asset condition and risk.	29
	Claude Wharton Weir	Study – 5-year comprehensive weir inspection based on asset management standards and to better understand asset condition and risk.	44
	2023-24 Total		417
2024-25	Scheme	Study – arc flash risk assessment to identify arc flash hazards.	83
	John Goleby Weir	Refurbish – clean pressure relief drain based on known asset condition and age.	29
	Scheme	Replace – customer meters based on known asset condition and age.	135
	Wuruma Dam	Study – as low as reasonably practical (ALARP) investigation to determine work needed to improve public safety at the dam.	137
	2024-25 Total		384

³ The project forecasts provided in this table align with our pricing submission. It is important to acknowledge that these projects are inherently dynamic and susceptible to changes influenced by various factors.