

## Upper Burnett Water Supply Scheme

### Water Supply Arrangements and Service Targets

#### Water supply arrangements

This is referred to as Sunwater Rules in the River/Groundwater contract

To manage the water delivery to our customers, arrangements for the taking of water in the Upper Burnett Scheme have been discussed with the Irrigator Advisory Committee 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.

#### River Supplies

##### Taking water from the scheme

The Upper Burnett Water Supply Scheme operates as an on-demand water supply with no water ordering system in place.

##### Access to Storage

Storages are currently operated in the following nominal operating range. <sup>1</sup>

Wuruma Dam	27.5 metres below Full Supply Level (FSL)
Jones Weir	1.5 metres below FSL

It may be necessary in times of limited supply to operate at levels lower than those quoted above.

#### John Goleby Weir

##### Access to storage

The storage is currently operated in the following nominal operating range:

John Goleby Weir	4.8 metres below FSL
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The range above may change in the future if required; for example, under Sunwater's Resource Operations Licence (ROL) and for other licence changes. Customers will be informed if such a change occurs. Customers should note that they are responsible for locating and maintaining pumps to take water

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<sup>1</sup> However, in periods of un-seasonal conditions eg drought, the nominal operating range no longer applies and storages may be operated to dead storage

## Waterharvesting

Waterharvesting is announced and charged for by the Department of Regional Development, Manufacturing and Water (DRDMW). Any enquiries with regard waterharvesting should be directed to your local office of the DRDMW. The DRDMW will inform Sunwater of readings so that Sunwater can record this use as waterharvesting.

If no meter readings are received from the DRDMW then all water taken will be treated as announced allocation.

## Changes to the volume or location for taking water

Sunwater approval must be sought prior to river customers:

- obtaining multiple delivery points
- transferring water to another customer
- transferring water outside of the river system to a channel 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 operational and other issues to be resolved before approving. These will be discussed with customers during the application and approval process. Application forms can be obtained by calling Customer Support on 13 15 89 and from [sunwater.com.au](http://sunwater.com.au).

## 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 which 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.

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.

## General

### Complaints and dispute resolution

Sunwater's aim is to resolve problems and complaints quickly and effectively. Where a customer has a concern that is not able to be resolved, customers can choose to initiate a formal dispute resolution process by writing to the customer accounts manager.

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.

### 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. Sunwater only posts summary invoices, however,

Phone: 13 15 89

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

Visit: [sunwater.com.au](http://sunwater.com.au)

you can receive a detailed invoice via email. Contact Customer Support on 13 15 89 to receive invoices via email.

## Notices

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)

## Communication – contact arrangements

Sunwater Customer Support is available for enquiries and business transactions (billing, temporary transfers, etc.) between the hours of 8.30am and 4.30pm Monday to Friday on 13 15 89. Sunwater Online is also available to all account holders and gives customers the ability to enter meter reads, view and print Invoices, update account details, enter water orders, submit temporary transfer and carryover applications. Call 13 15 89 to set up access or visit the managing your account page at [sunwater.com.au](http://sunwater.com.au) for help with Sunwater Online.

When calling Customer Support, please have your customer number and water allocation/offtake number when reporting supply problems.

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 our website: [sunwater.com.au](http://sunwater.com.au)

## 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 Barker Barambah Water Supply Scheme (river).

## 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.*

Phone: 13 15 89

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

Visit: [sunwater.com.au](http://sunwater.com.au)

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## Planned shutdowns - timing

Delivery service type	Scheme target
River & John Goleby Weir	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 & John Goleby Weir	Sunwater will complete all planned shutdowns within the period notified to customers (unless later 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 & John Goleby Weir	<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 annual shutdown.</p> <p>For shutdowns planned to exceed three days, at least two weeks written notice by letter, fax, telephone, 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 five days' notice will be provided at least verbally to each customer affected.</p> <p>Each notice will state the start date, and anticipated shutdown duration.</p> <p>A reminder will be placed in the local newspaper one week before the planned shutdowns commence</p>

## Unplanned Shutdown

Unplanned shutdowns have been included as a target and Sunwater recognises that the information provided to you about an interruption and the period of time taken to resume supply are 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 2 hours (including emergency repairs). It does not include events that are beyond Sunwater's control (eg. power failure or storm)<sup>2</sup> and does not include interruptions to supply caused by errors in estimating water demand and releases, or people taking water without authorisation.*

## Unplanned shutdowns - duration

Delivery service type	Scheme target
River & John Goleby Weir	<p>Unplanned Shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water within:</p> <ul style="list-style-type: none"><li>• 48 hours of Sunwater being notified of the event</li></ul>

<sup>2</sup> This includes other events described as Events of Force Majeure in your contract

Delivery service type	Scheme target
	Some events may interrupt supply greater than the above standard and are excluded from these targets. Sunwater will publish in the local newspaper and SMS Messages, these events from time to time.

### Unplanned shutdowns - notice

Delivery service type	Scheme target
River & John Goleby Weir	Sunwater will notify all affected customers requiring water verbally or by telephone, radio announcement. SMS Messages or fax 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.

### Unplanned shutdowns – meter repairs

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

### Total frequency of interruption to supply

Delivery service type	Scheme target
River & John Goleby Weir	No customer will experience more than six planned or unplanned interruptions per water year (as defined above).

### Complaints and enquiries

Sunwater will provide an initial response to customer complaints within five business days of receiving the complaint through the following channels:

- in writing; or
- by telephoning Customer Support on 13 15 89.
- Sunwater will either resolve a customer’s complaint or provide a written response providing reasons why the complaint has not or cannot be resolved within 21 days of receiving the complaint.

### Customer obligations

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

### Warning to customers

In particular, customers must not take more than the customer maximum delivery volume as allowed by the customer 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. Depending on the circumstances of the breach, the customer is not automatically entitled to forward draw on the following year's water entitlements, if any, and is therefore not entitled to take water until Sunwater is satisfied that the breach has been remedied.