

BURDEKIN HAUGHTON WATER SUPPLY SCHEME

Water Supply Arrangements

This is referred to as SunWater Distribution Rules in the Channel/Pipeline contract; and SunWater Rules in the River/Groundwater contract

To manage the water delivery to our customers, arrangements for the taking of water in the 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.

Channel Supplies

Taking Water from the Scheme

In the Burdekin Haughton Water Supply Scheme (Channel), customers must place water orders using the SunWaterOnline water ordering system at least 48 hours prior to taking water. This allows SunWater to divert sufficient water into the channel system, and to minimise distribution losses.

To place an order log onto SunWaterOnline or call 13 15 89 and follow the prompts.

The water ordering system assists SunWater to deliver water to customers in an efficient and timely way and enables customers to plan and manage their water use. Customers who take water without ordering are likely to reduce SunWater's ability to supply customers who have ordered according to the above requirements.

Furthermore, customers who order water and fail to take it increase the channel system's distribution losses, which could result in SunWater having to limit supplies to all customers later in the water year.

Orders may not be available:

- during interruptions to supply (both scheduled and unscheduled)
- during periods of low demand for water, when water losses or operational circumstances make it impractical to supply (eg during times when there is minimal irrigation demand)

Customers requiring water during these times should contact the Operations Officer to obtain information regarding water availability to their reticulation area.

Design Supply Rate

The Design Supply Rate is determined by the original flow rate methodology used in the design of the irrigation area, and forms the basis of the Working Supply Rate.

Old Irrigation Area – Clare, Millaroo and Dalbeg

The Clare, Millaroo and Dalbeg Irrigation Areas were originally designed to supply 3ML/d per 10ha of effective irrigable farm area with a minimum of 4.9ML/d per farm supplied under a 3 phase roster system (where effective irrigable area is 90% of total irrigable area). Each 3 consecutive farms formed a group requiring a minimum supply equal to the largest single demand in that group. Channel capacity was designed to meet the sum of minimum downstream group demands and the largest of any farm within the immediate group. Any channel capacity was limited to the capacity of the pump station supplying it.

SunWater currently operates these areas to supply customers up to the channel design capacity (except where total system demands exceed pump station capacity). Available flow rates are calculated by proportioning customer's irrigable areas over the total area for that channel or section in which orders have been lodged on that day. Maximum customer diversions are limited to the nominal design capacity of the outlet and the prevailing delivery conditions.

New Irrigation Area

The main channels and pump stations was designed to provide a 75mm irrigation applied continuously over 12 days to 80% of the suitable (Class 1, 2 or 3) soils of each farm at 90% efficiency. The Barratta Main Channel was upgraded as the result of a partial contribution by growers, and was designed to provide 100mm irrigation applied continuously over 12 days to 90% of the suitable soil area of each farm.

The flow rate does not apply to areas of soils classified as unsuitable for irrigation. Purchase of allocation in excess of 8ML/ha of suitable soils does not entitle that farm to increases in flow rates.

Access Conditions (Old & New Irrigation Areas)

This is referred to as Access Conditions in the Channel/Pipeline contract

Access conditions restrict the time and rate of taking water in the channel system during periods where demand for water exceeds the system's capacity to deliver. These access conditions are based on and are in proportion to the design flow rate for farms used in the design of the irrigation area.

Channel capacities were designed to serve suitable soils at the design flow rate and whenever demand exceeds channel capacity (including during times of maintenance), water is rationed on the basis of suitable (Class 1, 2 or 3) soils, in proportion to the design flow rate.

To achieve this, working supply rates have been established to distribute the available flow rate capacity during periods of peak demand in proportion to the design flow rate for each farm. To obtain details on the method used for proportioning flow rate capacity contact the SunWater Clare Depot.

The Nominal Outlet Capacity is 1.42 litres/second/ha however, during off peak periods customers may draw water at a rate of up to 1.5 litres/second/ha calculated on the gross farm area.

Supply Rate Control

Gravity Offtakes

Diversions to farms shall be controlled only through the adjustment of the gate-valve opening of the approved offtake structure. Customers are only permitted to operate the gate-valve with the permission of the area Operations Officer.

Customers must operate their on-farm irrigation equipment within the operating flow range of the meter. Where the meter is a dethridge wheel, on-farm infrastructure must be operated so that the headwater and tailwater depth is always within the designed metering range. It should be noted that operating conditions are different for the standard dethridge wheel and the 'Long' dethridge wheel. Information on these measurement devices is available from the SunWater Clare Depot.

Pump Offtakes

The supply rate must be able to be varied to meet the system daily supply rates. This is best achieved by fitting a return or dump valve upstream of the meter. Where a customer cannot vary supply rates to meet a nominated flow, water will not be supplied during peak demand periods.

In order to maintain flows to all users, customers are required to gain the consent of their Operations Officer before adjusting any structure in the distribution system, including their gate-valve.

Customers must operate their on-farm irrigation equipment within the operating flow range of the meter.

Additional Water made available by SunWater

SunWater may offer additional water, such as channel harvesting, to customers in the channel systems from time to time. Such water is additional to the customer's announced allocation (maximum distribution volume).

SunWater will send an SMS and/or Email when additional water is available, including:

- The time from which it is available;
- When the additional water will cease to be available;
- Where it is available; and
- The price for the water taken.

Customers wishing to take additional water must:

- Provide correct start meter readings to SunWater by telephone, email or facsimile, before taking the additional water; and
- Provide the correct end meter reading when the additional water is no longer required; or when SunWater announces that the additional water is no longer available

Please note that customers have the choice not to take this additional water. If customers do not want to take the additional water, no action is required.

River Supplies

Taking Water from the Scheme

In the Burdekin Houghton Water Supply Scheme (River), customers must place water orders using the SunWaterOnline water ordering system at least 48 hours prior to taking water. This allows SunWater to make timely releases from Burdekin Falls Dam, and to minimise losses.

To place an order, phone 13 15 89

The water ordering system assists SunWater to deliver water to customers in an efficient and timely way, and enables customers to plan and manage their water use. Customers who take without ordering may reduce SunWater's ability to supply customers who have ordered according to the above requirements. Furthermore, customers who order water and fail to take it increase the systems distribution losses, which could result in SunWater having to limit supplies to all customers later in the water year.

Orders may not be available:

- during interruptions to supply (both scheduled and unscheduled)
- during periods of low demand for water, when water losses or operational circumstances make it impractical to supply (eg during times when there is little irrigation demand)

Customers requiring water during these times should contact the Operations Officer to obtain information regarding water availability.

Access to Storage

Storages are currently operated in the following nominal operating range:

Clare Weir	1 metre below Full Supply Level (FSL EL 20.54m AHD)
Val Bird Weir	0.5 of a metre below the fixed crest (Fixed Crest EL 6.7m AHD)
Giru Weir	0.65 of a metre below the fixed crest (Fixed Crest – EL 3.85m AHD)

However, this range 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 should note that they are responsible for locating and maintaining pumps and pump chases to take water.

Waterharvesting

Waterharvesting is announced and charged for by the Department of Natural Resources and Mines. Some customer's waterharvest through a pump metered by SunWater. To account for the water taken as waterharvesting, customers must advise the Department of Natural Resources and Mines of their start and stop meter readings within the time frames specified in the announcements. The Department of Natural Resources and Mines then informs SunWater of these readings so that SunWater can record this use as waterharvesting.

If no or incorrect meter reads are received by the Department of Natural Resources and Mines 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 size/capacity of the pump.

Channel & River Supplies

Changes to the volume or location for taking water

Channel

Customers wishing to:

- nominate a different location for taking water in the channel system (including a temporary transfer or combining two or more delivery points); or
- transfer water outside the channel system to another location on the river

River

Customers wishing to:

- have multiple delivery points; or
- transfer water to another customer

Must first obtain SunWater's approval. For their own benefit, customers should obtain SunWater's approval before finalising any dealings with another party (eg. a temporary transfer).

SunWater may require operational and other issues to be resolved before granting its approval. These will be discussed with customers during the application and approval process.

Application forms are available from SunWater Customer Support on 131589 and www.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.

Customers who require water all year round should make arrangements for on-farm water storage to provide their on going water requirements during interruptions.

Rain Shutdown

Customers must notify the Operations Officer as soon as possible of any rain event that substantially lessens their water requirement. To conserve water, the Operations Officer may shutdown the system, without notice, when there is widespread general rain.



MAKING WATER WORK

Surface Drainage

The Burdekin Haughton drainage network has been provided to remove storm runoff from certain storm events. Customers are required to discharge water from their farm blocks through the drainage inlet provided.

New drainage inlets are funded by the customer but become the property of SunWater for ongoing maintenance.

Additional Services

Drainage Diversion

In addition to the core use of drains (removing rainfall runoff from land) there are other ancillary services such as enabling customers to take water from drains, or use drains to provide tail water storage. SunWater has a standard contract for diversion from drains and permitted structures, a copy of the contract or further information about drainage diversion can be obtained from the SunWater Customer Support on 13 15 89.

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 Services 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 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 to customers, however, you can receive a Detailed Invoice via email. Contact 13 15 89 to arrange to take advantage of this option.

Where Drainage services are invoiced together with other services (eg water supply), payments of those invoices are directed towards Drainage services first, and the residual to other services. Drainage rates are also prescribed by Regulation under the *Act* and interest applies for late payments in accordance with the *Water Act 2000*.

Notices

Correspondence should be sent to the SunWater Customer Support as detailed below.

SunWater Limited
PO BOX 15536
CITY EAST QLD 4002
Facsimile: 3120 0249
Email: CustomerSupport@sunwater.com.au



MAKING WATER WORK

Communication – Contact Arrangements

SunWater Customer Support has staff available for enquiries and business transactions (billing, temporary transfers, etc.) between the hours of 8.30am and 4.30pm. Monday to Friday – Phone: 13 15 89.

SunWaterOnline is available to all Account Holders and gives customers the access to enter meter reads, view and print Invoices, update account details, submit temporary transfer and carryover applications. Call 13 15 89 to set up access or for help in using our online portal.

It is of great assistance if customers can provide an offtake number when reporting supply problems. Offtake numbers are recorded on quarterly water statements and on metal tags physically attached to meter installations.

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: www.sunwater.com.au

Water operations enquiries can be made to:

Clare Depot - between the hours of 7.30am and 3.30pm Monday to Friday

Phone: 4790 7336

Facsimile: 4790 8912.

Emergency water supply problems can be directed to the Operations Officer. These mobile numbers are:

Barratta – 0407 597907

Haughton – 0407 124625

Clare – 0427 151759

Millaroo Operations Complex – between the hours of 7.30am and 3.30pm Monday to Friday The office may, at times, be unattended and during these hours a message service is available.

Phone: 4784 9164

Emergency water supply problems can be directed to the Operations Officer. These mobile numbers are:

Millaroo – 0427 125591

Dalbeg – 0427 652901

SERVICE TARGETS

As described under clause 3 of the standard contract

We are committed to publishing service targets and to reporting to customers on our performance against the targets. Following discussion and consultation with the Irrigation Advisory Committee, this document contains service targets that have been set for the Burdekin Haughton Water Supply Scheme (Channel & 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 a customer’s supply is interrupted or restricted due to the performance of work that is planned in advance.

Planned Shutdowns – Timing

Delivery Service Type	Scheme Target
Channel & 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) or customer groups or individuals (for shutdowns effecting small areas).

Please note: The BHWSS has a major planned shutdown for 2 weeks to coincide generally with the start of the Invicta Mill crushing. Limited supplies may be available by prior arrangement during this period.

Planned Shutdowns – Duration

Delivery Service Type	Scheme Target
Channel & 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
Channel & River	<p>For shutdowns planned to exceed 2 weeks, at least 8 weeks written notice by email, SMS, announcement on SunWaterOnline or Postcard will be provided to each customer affected by the annual shutdown.</p> <p>For shutdowns planned to exceed 3 days, at least 2 weeks written notice by email, SMS, announcement on SunWaterOnline or Postcard will be provided to each customer affected by the shutdown.</p> <p>For shutdowns planned to be less than 3 days, at least 5 days notice will be provided by email, SMS, announcement on SunWaterOnline or Postcard to each customer affected.</p> <p>Each notice will state the start date, and anticipated shutdown duration.</p> <p>For Acrolein shutdowns a reminder will be placed in the local newspaper one week before the planned annual shutdowns.</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)¹ 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
Channel & River	<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"> • 48 hours of SunWater being notified of the event, during a peak demand period; or • 5 working days of SunWater being notified of the event, outside peak demand period • Peak demand periods are to be defined in consultation with Customer Representatives. <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. SunWater will publish in the Burdekin Advocate and SMS messaging, these events from time to time.</p>

Unplanned Shutdown - Notice

Delivery Service Type	Scheme Target
Channel & River	SunWater will notify all affected customers the start time, and anticipated shutdown duration by email, SMS, announcement on SunWaterOnline or verbal 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 Shutdown – Meter Repairs

Delivery Service Type	Scheme Target
Channel & River	Faults causing restrictions to supply will be repaired within two working days of SunWater being notified. Where the facility exists to individually isolate the meter.

Total frequency of interruption to supply

Frequency of interruptions to supply

Delivery Service Type	Scheme Target
Channel & River	No customer will experience more than 10 planned or unplanned interruptions per water year (as defined above).

¹ This includes other events described as Events of Force Majeure in your contract.



MAKING WATER WORK

Complaints & Enquiries

SunWater will provide an initial response to all complaints within five working days of receiving a complaint by the customer:

- 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 4 of the Standard Contract.

Warning to Customers

In particular Customers should note that a customer must not take more than the Customer's Maximum Delivery Volume as allowed by the Customer's Standard Contract without first obtaining SunWater's approval. If a Customer exceeds the Customer's Maximum Delivery Volume, the Customer may also be in contravention 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.