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### CHINCHILLA WEIR WATER SUPPLY SCHEME

#### 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 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

In the Chinchilla Weir Water Supply Scheme, customers must place water orders using the IVR (Interactive Voice Response) or SunWaterOnline ordering system. Orders must be placed before taking water so as to allow SunWater to release sufficient water from Chinchilla Weir, and to minimise losses. Advanced water orders prior to taking water are required as follows:

- at least 8 days before taking water for those customers downstream of the weir; or
- 24 hours for all customers on the weir pool

##### To place an order customer can utilise the following ordering systems:

- SunWaterOnline – [www.sunwater.com.au](http://www.sunwater.com.au)
- Phone Water Ordering System (Interactive Voice Response – IVR); Telephone 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.

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 no irrigation demand)

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

#### Timing

Orders are processed on a daily basis at 7:00am. Orders received after this time cannot be processed until the following day.

### **Cancellations**

Cancellations may be carried out either online or through the Phone Water Ordering System if water order is outside of the notice period. Water Orders within the notice period can only be cancelled by notification to the Operations Officer.

### **Rain/Weather Shutdown**

Customers must notify the Operations Officer as soon as possible of any major rain event that substantially lessens their water requirements.

To conserve water, the Operations Officer may shutdown the system when there is widespread general rain. Customers are also asked to cancel orders if they no longer require ordered water.

### **Access to Storage**

Storages are currently operated in the following range:

Chinchilla Weir - 8 metres below Full Supply Level (Dead Storage)

This range may change in the future if required, for example under SunWater's Resource Operations Licence (ROL) and for other licence changes.

Customers should note that they are responsible for locating and maintaining pumps 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 48 hours. The Department of Natural Resources and Mines then informs SunWater of these readings so that SunWater can record this use as waterharvesting.

If no meter reads are received by the Department of Natural Resources and Mines then all water taken will be treated as Announced Allocation.

### **Changes to the volume or location for taking water**

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 the [www.sunwater.com.au](http://www.sunwater.com.au) or SunWater Customer Support on 131589.

### **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.

### **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 requirements during interruptions.

### **Stream Flow**

Stream Flow enables customers to take streamflows that are below waterharvesting thresholds, but would otherwise not contribute to storage in the scheme. SunWater is able to provide this product to its customers in lieu of announced allocation under certain circumstances.

SunWater will notify water allocation holders for their zone of the start and end of a stream flow period via phone or fax. Customers wishing to take advantage of a stream flow period must telephone, email or fax to SunWater Customer Support their start meter readings so the water taken can be recorded as stream flow.

At the end of the Stream Flow event, SunWater will announce via phone or fax that Stream Flow has ended. Customers must telephone, email or fax their end meter readings within two business days of this announcement.

### **Water charges**

Water taken as stream flow attracts the normal consumption charge. There are no other charges associated with stream flow.

Customers are responsible for monitoring their water use under both stream flow and allocation water against their water allocation amount.

Customers can obtain specific information on the use of stream flow by contacting 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 Account 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 must be paid within 30 days. Payments are allocated to the customer's oldest debt first, unless an invoice is in dispute.

#### Notices

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

**SunWater Customer Support**  
**PO Box 15536**  
**CITY EAST QLD 4002**  
**Facsimile: 3120 0249**  
**Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)**

#### 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 and submit temporary transfer 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.

Water operations enquiries can be made between the hours of 7.30am and 4.00pm Monday to Friday to the:

- Pittsworth Office – Phone: 46 936 600(Mobile: 0427 683 322); or 0417 551 872

**For all Emergencies please call 13 15 89.**

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Further information about SunWater can be obtained from our website: [www.sunwater.com.au](http://www.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 to reporting to customers on our performance against the targets. Following discussion and consultation with the Irrigator Advisory Committee, this document contains service targets that have been set for the Chinchilla Weir 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 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
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).

#### Planned Shutdowns – Duration

Delivery Service Type	Scheme Target
River	SunWater will complete all planned shutdowns within the period notified to customers (unless later varied by agreement with the groups 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 2 weeks, at least 8 weeks written notice by letter 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 letter, email, telephone, SMS, or verbal advice 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 or verbally to each customer affected.</p> <p>Each notice will state the start date, and anticipated shutdown duration.</p> <p>Reminder SMS and/or emails will be sent 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>1</sup> 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 within:</p> <ul style="list-style-type: none"> <li>• 48 hours of SunWater being notified of the event, during a peak demand period; or</li> <li>• 5 working days of SunWater being notified of the event, outside peak demand period.</li> <li>• Peak demand periods are to be set in consultation with Irrigator Advisory Committee.</li> </ul> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. SunWater will notify all affected customers by SMS messaging and/or email, or telephone.</p>

### Unplanned Shutdown - Notice

Delivery Service Type	Scheme Target
River	<p>SunWater will notify all affected customers via SMS messaging and/or email, , verbally or by telephone, 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>

<sup>1</sup> This includes other events described as Events of Force Majeure in your contract.

### Unplanned Shutdown – Meter Repairs

Delivery Service Type	Scheme Target
River	Faults causing restrictions to supply will be repaired within one working day of SunWater being notified.

### Total frequency of interruption to supply

#### Frequency of interruptions to supply

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

### Complaints

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.