

ETON WATER SUPPLY SCHEME

Water Supply Arrangements

This is referred to as SunWater Distribution Rules in the Channel/Pipeline 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 Eton Water Supply Scheme, customers must place water orders using the telephone ordering system at least 24 hours before taking water. This allows SunWater to divert sufficient water into the channel system, and to minimise distribution losses.

To place an order, phone: 4964 3043

Water orders should be taken in accordance with the order, should not exceed the ordered volume and if possible be taken on a 24 hour basis. 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 or pumping water only during off-peak electricity periods 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 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 no irrigation demand).

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

Access Conditions (Roster/Working Supply Rate)

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

Access conditions (Roster/Working Supply rate) share channel capacity during periods where demand for water exceeds the system's capacity to deliver. The original design philosophy of the channel system was to provide water to customers on a 24-hour basis on a 1 in 3 roster, to 80% of the total area under production in 1987, in a 5-day period. However, these access conditions are based on the current management strategy of a proportional reduction in the flow rate to all customers with peak flow rates during times of restrictions and/or when total orders exceed channel capacity.

Details on Peak Flow Rates for individual outlets are available at the Eton Depot.

In order to appropriately share channel capacity, customers must comply with these access conditions. Failure to do so will adversely affect supplies to other customers and is in breach of your Water Supply Contract with SunWater.

In order to minimise the period of rationing, water should be taken on a continuous 24 hour basis.

Supply Rate Control

On-farm flow rate must not be regulated through the use of the SunWater's gate-valve installed upstream of the meter. Customers are only permitted to operate this gate-valve following the placement of a water order. For on farm flow regulation, customers must install an approved valve downstream of the meter. Customers should consult with the Operations Supervisor at Eton to determine the most suitable valve for their needs.

Rain Shutdown

Customers must notify the Operator as soon as possible of any rain event that substantially lessens their water requirements. To conserve water, the Operator may shutdown the system when there is widespread general rain.

Changes to the volume or location for taking water

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

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.

Applications forms are available by contacting SunWater Customer Support on 13 15 89 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 ongoing water requirements during interruptions.

General

New Applications for Rural Residential (S&D) Offtakes

SunWater will not take applications for the installation of new Rural Residential (S&D) offtake or small bore meters. Customers can continue to use and sell allocation to existing installations but no new meter outlets will be installed within the Eton Irrigation Area. Consideration will be given to modifications of existing and/or historical arrangements.

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.

Notices

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

SunWater Limited
PO Box 15536
CITY EAST QLD 4002
Facsimile: 3120 0249
Email: 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.

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

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 Eton 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
Channel	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
Channel	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
Channel	<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 5 days, at least 3 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 3 days, at least 2 days notice will be provided at least verbally to each customer affected who have a valid water order placed.</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 any planned shutdowns, of 2 weeks or greater, 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)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	<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"> • 72 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 • The definition of peak demand periods are to be set in consultation with Irrigation Advisory Committee.. <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. SunWater will publish in the local newspaper, local ABC radio and SMS Messaging these events from time to time.</p>

Unplanned Shutdown - Notice

Delivery Service Type	Scheme Target
Channel	SunWater will notify all affected customers requiring water SMS Messaging, verbally or by telephone, radio announcement 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 Shutdown – Meter Repairs

Delivery Service Type	Scheme Target
Channel	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
Channel	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.

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.