

### MARANOA RIVER 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 customers 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 Maranoa River Water Supply Scheme operates as an on-demand water supply with customers pumping directly from the Neil Turner Weir storage. In the event the weir storage becomes close to reaching a critical level (dead storage), SunWater may introduce an ordering system to ensure equitable distribution of water.

Customers requiring water during times of critical water levels should contact the duty Water Officer on 13 15 89 or mobile 0428 542 091 to obtain information regarding water delivery.

##### Access to Storage

Storages are currently operated in the following nominal operating range:

Neil Turner Weir - 3 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 will be informed if such a change occurs.

Customers should note that they are responsible for locating and maintaining pumps to take water.

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

### **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 on going 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 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 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, 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](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 customers, this document contains service targets that have been set for the Maranoa River 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.*

## Water Supply Arrangements and Service Targets

*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 customer groups or individuals

### 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 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	<p>Scheme Target 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, 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 5 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>1</sup> and does not include interruptions to supply caused by errors in estimating water demand and releases, or people taking water without authorisation.*

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

## Water Supply Arrangements and Service Targets

### 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 customers.</li> </ul> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. SunWater will publish in the local newspaper, on local ABC radio and SMS messaging, these events from time to time.</p>

### Unplanned Shutdown - Notice

Delivery Service Type	Scheme Target
River	<p>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.</p>

### Unplanned Shutdown – Meter Repairs

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

### Total frequency of interruption to supply

#### Frequency of interruptions to supply

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

### 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.