

MAREEBA DIMBULAH 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 Mareeba Dimbulah Water Supply Scheme (Channel), customers must place water orders using the IVR (telephone) or SunWaterOnline ordering system. Orders must be placed before taking water so as to allow SunWater to divert sufficient water into the channel system, and to minimise distribution losses. Advanced water orders are required as follows:

- Walsh Bluff and South Walsh Channel systems 48 hours
- All other areas 24 hours

To place an order customers can utilise the following ordering systems:

- **SunWaterOnline – www.sunwater.com.au; or**
- **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.

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 Water 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

The capacity of the channel system was based originally upon the principle of supplying 75mm of irrigation water to 50% of the tobacco suitable soils in 12 days. A 1 in 3 roster system was assumed during design and implemented in the irrigation scheme.

Working supply flow rates have been determined for each farm. All customers are required to adhere to Working Supply Flow Rates to share the channel capacity during periods where demand for water exceeds the system's capacity to deliver. If you do not have a record of your Working Supply Flow Rate please contact the SunWater Depot in Mareeba.

During peak irrigation periods, failure to adhere to a Working Supply Flow Rate and roster impacts on other customers and is in breach of your contract.

During off peak periods, customers may take advantage of all available flow, up to the maximum flow capacity of their offtake. This flow may vary during the off peak period.

In order to minimise period of rationing, water must 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 control gate/valve installed upstream of the meter. Customers are only permitted to operate this control gate/valve with the Water Officer's permission.

Rain Shutdown

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

Additional Water made available by SunWater

SunWater may offer additional water to customers from time to time. Such water is additional to the customer's announced allocation (maximum distribution volume).

SunWater will announce via 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 Mareeba Dimbulah Water Supply Scheme, customers must place water orders using the IVR (telephone) or SunWaterOnline ordering system, at least 48 hours before taking water. On certain streams it may be possible to relax the period of advance ordering when releases to the Barron Falls Power Station are being made along those streams. However, acceptable arrangements must still be made with your Water Officer. This allows SunWater to make timely releases from Tinaroo Falls Dam and channels, and to minimise losses.

To place an order customers can utilise the following ordering systems:

- **SunWaterOnline – www.sunwater.com.au; or**
- **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 Water Officer to obtain information regarding water delivery.

Releases to Barron Falls Power Station

SunWater will provide 24 hours notice by SMS and/or Email to all customers along the Barron River prior to commencement of releases to the Barron Falls Power Station so as to allow customers to make any necessary adjustments to their pumping arrangements. Flow changes will be made gradually, with changes no greater than 250ML/day in any 24-hour period.

Where an increase or reduction to the release is greater than 100ML – SunWater will notify river customers by SMS.

Access to Supply

It is the customer's responsibility to maintain access to water supplies at all times. It may be necessary for customers to carry out work to divert water to their pump. These works are owned by the customer and undertaken at their cost.

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 the 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 ongoing water requirements during interruptions.

SunWater will notify river customers by SMS when the release is reduced to below 30ML.

Rain Shutdown

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

To conserve water, the duty Water Officer may shutdown the system when there is widespread general rain.

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 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, 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 a customer number, 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: 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 Mareeba Dimbulah 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	<p>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).</p> <p>Planned shutdown exceeding 2 weeks will be planned for the wet season months whenever possible in order to minimise customer impacts.</p>

Planned Shutdowns – Duration

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

Planned Shutdowns - Notice

Delivery Service Type	Scheme Target
Channel & River	<p>For shutdowns planned to exceed 2 weeks, at least 6 months 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 4 weeks written notice by letter, fax, telephone, or verbal advice will be provided to each customer affected by the shutdown.</p> <p>A reminder will be placed in the local newspaper one week before the planned shutdowns commence.</p> <p>For shutdowns planned to be less than 4 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>

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"> • 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 • Peak demand periods are to be set in consultation with Irrigator 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, on local ABC radio and SMS messaging these events from time to time.</p>

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

Unplanned Shutdown - Notice

Delivery Service Type	Scheme Target
Channel & River	<p>SunWater will notify all affected customers requiring water SMS messaging, verbally, 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> <p>Where the number of customers affected is too great for personal contact, radio announcements will be used to advise likely duration of shutdown.</p>

Unplanned Shutdown – Meter Repairs

Delivery Service Type	Scheme Target
Channel & 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
Channel & River	No customer will experience more than 10 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.