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### NOGOA MACKENZIE 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 Nogoa Mackenzie Water Supply Scheme (Channel), customers must place water orders using the telephone ordering system. In order to best manage water demand, customers are required to order in advance and to draw water on a continuous 24 hour basis.

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

*Note: Water orders must be recorded before 1.00pm, any orders/changes after 1.00pm will be recorded for the following day*

- SunWaterOnline – [www.sunwater.com.au](http://www.sunwater.com.au)
- Phone Water Ordering System (Interactive Voice Response – IVR); Telephone **4982 4311 or 13 15 89**

After a shutdown which has involved the total drainage of a channel, 3 days notice is required when recommencing irrigation. To ensure the safety of the channels increases to reach the maximum capacity achievable will be phased in over a 3 day period.

Placing water orders by 1.00pm enables SunWater to divert sufficient water into the channel system, to allow for water changes to be made at customer offtakes in the morning (generally between 7 am and 9:30 am). Customers must not adjust outlets earlier than these times and without the consent of the duty Water Officer as this impacts on other customers' water orders.

Water orders must be taken in accordance with the order and must not exceed the ordered volume. 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 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).
- During periods of peak demand resulting in restrictions.

Customers requiring water during these times should contact the duty 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*

Access conditions determine the time and rate of taking water in the channel system during periods where demand for water exceeds the system's capacity to deliver. When demand is greater than the system capacity restrictions will apply the duty Water Officer will advise you if a reduction to your order is required due to restrictions.

Failure to adhere to the restriction procedures impacts on other customers and is in breach of your contract. Further information about individual farm peak supply flow rate can be obtained from the Emerald Depot.

During restrictions, no water will be available to customers with off-peak allocations. In order to minimise periods of rationing, water is supplied on a continuous 24 hour basis.

### **Supply Rate Control**

On-farm flow rate is controlled through the use of the SunWater gate/valve installed upstream of the meter. Customers are only permitted to operate the gate/valve with the verbal permission of the duty Water Officer.

In order to maintain flows to all users, customers must have the permission of the duty Water Officer before adjusting any structure in the distribution system, including their gate/valve.

In most cases, water is supplied at a level no less than the minimum operating level (MOL), where meter outlets are connected directly to channels. The design MOL varies depending on the location of the individual meter. A small number of outlets do not receive this MOL because of adverse geographic location.

### **Rain Shutdowns**

Customers must notify the duty Water Officer as soon as possible of any rain event that substantially lessens their water requirements. To conserve water and minimise losses, customers are required to do the following in rain shutdowns:

- Customers should contact their group representative as soon as possible during/after a rain event if they wish to shutdown. The final decision is at the duty Water Officer's discretion.
- Customers are not permitted to shutdown without arranging this with the duty Water Officer.
- The benchmark for shutting down has been 25 mm or 1 inch of rainfall over the irrigation area.
- Customers shutting down are required to re-order using the telephone ordering system (for example if you shutdown on a Tuesday night you will be required to re-order the following day, resulting in the

- earliest possible re-start being the Thursday morning – this needs to be considered when making the decision to shutdown). There have been instances where wheels have been re-started the following morning after shutdown; in most cases this affects the customers that elected to keep their water running especially those at the end of the channel.

### Additional Water made available by SunWater

SunWater may offer additional water to customers from time to time (eg. to assist in drawing down channels before shutdown). Such water is additional to the customer's announced allocation (maximum distribution volume).

SunWater may advise when additional water is available, indicating:

- 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 additional water taken

Unless otherwise notified customers wishing to take additional water must:

- Provide their meter readings to SunWater in writing, before taking the additional water; and
- Provide the 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 Nogoia Mackenzie Water Supply Scheme (River), customers who divert greater than 5ML/ day must place water orders using the telephone ordering system. Orders must be placed before taking water to allow SunWater to make timely releases from Fairbairn Dam, and to minimise losses. Advanced water orders prior to taking water are required as follows:

|                    |                                   |        |
|--------------------|-----------------------------------|--------|
| NOGOA              | Fairbairn Dam to Emerald          | 2 days |
| RIVER              | Emerald to Bridge Flats           | 3 days |
|                    | Bridge Flats to Comet Junction    | 4 days |
| MACKENZIE<br>RIVER | Comet Junction to Bedford Weir    | 4 days |
|                    | Bedford Weir to Bingeang Weir     | 3 days |
|                    | Bingeang Weir to Tartrus Weir     | 3 days |
|                    | Tartrus Weir to 10 Mile Waterhole | 3 days |
|                    | 10 Mile to Springton Ck Junction  | 5 days |

To place an order, phone **4982 4311** or **13 15 89**  
Or alternatively, you can place an order using SunWaterOnline – [www.sunwater.com.au](http://www.sunwater.com.au)

*Note: Water orders must be recorded before 1.00pm, any orders/changes after 1.00pm will be recorded for the following day.*

Water must be taken in accordance with the order and must not exceed the ordered volume. 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 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).
- During periods of peak demand resulting in restrictions to the rate at which water can be taken.

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

### **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.

### **Rain Shutdown**

Customers are required to ring the telephone water ordering number on 4982 4311 if they wish to shutdown because of rain. These messages should be placed on the machine as soon as possible to allow the duty Water Officer to make adjustments to flows. Customers must endeavour to continue diverting water until all water released into the system for them has been diverted.

## **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

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### 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.

Applications forms are available from the SunWater Customer Support on 13 15 89.

### 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.

There is currently a maximum of around 1000ML/day<sup>1</sup> that can be released from Fairbairn Dam to the river. River restriction arrangements are discussed with the Irrigator Advisory Committee and river customers from time to time. When demand for water is such that more than 1000ML/day is required to be released SunWater may impose restrictions on the rate at which water is taken. Customers must not take water at a rate greater than that specified in the restriction arrangements. Customers not complying with the restriction arrangements will be in breach of the contract with SunWater and may be directed to cease pumping.

Customers will be advised in writing on the way in which restrictions will be managed. For the current rules and practices agreed to by customers for river release restrictions, please contact Customer Support on 13 15 89. It should be noted that due to continuing increased river demand, these practices will be an ongoing arrangement in future years.

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<sup>1</sup> It should be noted that it may not be possible to achieve 1000 ML/day once the water level in Fairbairn Dam drops below a certain storage volume resulting in a reduced head pressure.

### Surface Drainage

The Nogoia Mackenzie 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 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 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](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, enter water orders, 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](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 Nogoia Mackenzie 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**

| <b>Delivery Service Type</b> | <b>Scheme Target</b>  |
|------------------------------|---|
| 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). |

**Planned Shutdowns – Duration**

| <b>Delivery Service Type</b> | <b>Scheme Target</b>   |
|------------------------------|--|
| Channel & 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   |
|-----------------------|---|
| Channel & River       | <p>For shutdowns planned to exceed 2 weeks, at least 4 weeks written notice will be provided to each customer affected by any shutdown.</p> <p>For shutdowns planned to exceed 3 days, at least 2 weeks notice by letter, sms messaging, email 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 letter, sms messaging, email or verbal advice to each customer affected.</p> <p>Each notice will state the start date, and anticipated shutdown duration.</p> <p>A reminder sms messaging and email will be sent 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>2</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  |
|-----------------------|--|
| 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"> <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 effected customers by SMS Messaging, email or verbal advice.</p> |

<sup>2</sup> This includes other events described as Events of Force Majeure in your contract.

| Delivery Service Type | Scheme Target – Opportunity Shutdown  |
|-----------------------|---|
| Channel & River       | Unplanned Shutdowns for maintenance purposes, in periods of no demands, e.g. significant rainfall event, and with agreement of the majority of customers, SunWater may elect to shutdown and drain the channel system, in full or in part, by providing 48 hours verbal/SMS messaging. Should any subsequent water order occur the channel shutdown will cease. |

### Unplanned Shutdown - Notice

| Delivery Service Type | Scheme Target  |
|-----------------------|--|
| Channel & River       | SunWater will notify all affected customers requiring water by SMS Messaging, 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. |

### 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 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

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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.