

### PROSERPINE 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 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.

The Proserpine River Water Supply Scheme is designed to act principally as an aquifer replenishment system and SunWater is not obliged to provide surface water supplies. Customers are required to ensure that sufficient supplies are obtainable at their pump site to meet their requirements.

#### River Supplies

##### Taking Water from the Scheme

In the Proserpine River Water Supply Scheme, customers must place water orders using the telephone ordering system. Orders must be placed before taking water so as to allow SunWater to make timely releases from Peter Faust Dam, and to minimise losses. Advanced water orders prior to taking water are required as follows:

- Bowen Crossing 1 day
- Spruces Crossing 2 days
- Reads Rd Crossing 3 days
- Whitsunday Shire's pumps 4 days
- Bruce Highway 5 days
- Myrtle Ck 6 days

**To place an order, phone 13 15 89**

Water orders must be taken in accordance with the order, and must not exceed the ordered volume. Water must be taken on a 24 hr 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 take water only during off-peak electricity periods may reduce SunWater's ability to supply customers who have ordered according to the above requirements. Customers taking water without ordering or not abiding the water ordering timetable shall be directed to closedown until the prescribed period for their geographical location has elapsed.

- 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 storage supervisor at Peter Faust Dam to obtain information regarding water delivery.

### **Rain Shutdown**

Customers must notify the storage supervisor as soon as possible of any rain event that substantially lessens their water requirements. To conserve water, the storage supervisor may shutdown the system, without notice, when there is widespread general rain.

### **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.

Applications forms are available from the SunWater Customer Support.

### **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;
- when collective customer water use reduces the available water level in the aquifer threatening Urban and Industrial supplies through the premature commencement of irrigation cycles or exceeding ordered volumes; 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.

#### 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: 131589.

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.

Water operations enquiries can be made between the hours of 7.00am and 3.30pm Monday to Friday at the Peter Faust Dam – Phone: 4947 2592

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)

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 Proserpine 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.*

**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 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>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 7 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>

\* affected customers are those with a valid water order

### Unplanned Shutdowns

*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 dealt with as soon as possible so that at least partial supply can be resumed to those customers requiring water:</p> <p>Customers are advised that the following schedule indicates the approximate travel time for water in the Proserpine River System. The periods below are from the recommencement of releases from Peter Faust Dam.</p> <ul style="list-style-type: none"> <li>• Bowen Crossing - 1 day</li> <li>• Spruces Crossing – 2 days</li> <li>• Reads Crossing – 3 days</li> <li>• Whitsunday Shire's pumps – 4 days</li> <li>• Bruce Hwy – 5 days</li> <li>• Myrtle Creek – 6 days</li> </ul> <ul style="list-style-type: none"> <li>• Resumption of Supply to the Kelsey Creek Diversion Channel is almost immediate once repairs are completed.</li> <li>• Preference may be given to Urban and Industrial Customers</li> <li>• The definition of peak demand periods are to be set in consultation with Irrigator's Committee.</li> </ul> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. SunWater will publish and SMS messages 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 verbally or SMS Messages or by telephone, or 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>

\* affected customers are those with a valid water order

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

### Unplanned Shutdown - Notice

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

### 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

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.