

THREE MOON CREEK 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.

Taking Water from the Scheme

Releases

SunWater makes releases from Cania Dam in accordance with the scheme's Interim Resource Operations Licence (IROL). These releases usually occur only two times each year.

Surface Water

Surface water (water flowing or ponded in Three Moon Creek) is available from time to time. Surface water customers can take their allocation when water is available in the creek.

To assist downstream water replenishment, customers are required to comply with requests from the Water Officer to restrict surface water pumping in the early stages of the release.

Groundwater

The releases made from Cania Dam recharge the aquifers and customers can take water when available at their bore. The availability of supply is dependant on localised aquifer characteristics and constraints; therefore the ability to extract groundwater varies from bore to bore.

Waterharvesting

Waterharvesting is announced and charged for by the Department of Environment and Resource Management. Any enquiries with regard to waterharvesting should be directed to your local office of the Department of Environment and Resource Management. The Department of Environment and Resource Management will inform SunWater of readings so that SunWater can record this use as waterharvesting.

If no meter readings are received from the Department of Environment and Resource Management then all water taken will be treated as Announced Allocation.

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.

Changes to Customers' Pumping Arrangements

Customers must obtain approval from both SunWater and the Department of Environment and Resource Management or any other approvals necessary, before proceeding with any changes to their surface water pumps including changing size/capacity. Customers are advised to contact SunWater to clarify any requirements before lodging applications to the Department of Environment and Resource Management to alter pumps or replace bores. Customers must notify SunWater before using replacement bores to arrange for metering.

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 Area Operations Manager – Central.

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 with the exception of minimum charge invoices, which are sent annually 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.

On-farm Water Storage

Customers who require water all year round should make arrangements for on-farm water storage to provide their on going water requirements outside release times.

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



Water Supply Arrangements and Service Targets

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.

Emergency water supply problems outside office hours can be directed to the Operations Officer's home or mobile phone. A full up to date listing of all SunWater mobile and after hours numbers can be obtained from the White Pages directory listed under SunWater.

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 Three Moon Creek Water Supply Scheme.

Meter Repairs

Delivery Service Type	Scheme Target
River & Groundwater	Faults causing restrictions to supply will be repaired within one working day of SunWater being notified.

Releases - Notice

Delivery Service Type	Scheme Target
River & Groundwater	<p>SunWater will notify customers in writing two weeks before the scheduled release. The notice will include anticipated start and end dates.</p> <p>When the timing of the release varies from the notice, SunWater will notify Irrigator Advisory Committee members within two working days.</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.