

2017/18 ANNUAL NETWORK SERVICE PLAN

UPPER CONDAMINE BULK WATER

30 JUNE 2017



MAKING WATER WORK

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We're focused on reliability, efficiency and safety, ensuring the Upper Condamine Water Supply Scheme continues to meet the needs and expectations of our diverse customer base.

In this Network Service Plan (NSP) we outline a range of proposed immediate and longer-term improvement projects, and provide a detailed breakdown of anticipated revenue and costs for review.

Our focus for 2017/18 is maintaining a reliable water supply and continuing safe dam operations. No major works are planned, but we will be delivering an extensive program of investigations and repairs, looking specifically at systems, metering and outlet works. This is part of our commitment to maintaining high standards and delivering ongoing value.

It is important to us that our customers are involved in making important decisions. We welcome and encourage your feedback on this NSP, and look forward to working with you to deliver the programs of work.

Karen Quartermaine
Service Manager

INTRODUCTION

At SunWater, we are committed to working collaboratively with our customers to deliver value and fit-for-purpose water solutions.

For our 5,000-plus customers, this means building and sustaining positive relationships while operating an efficient, sustainable business. We are committed to keeping our customers and partners informed, and working closely with them to identify and work towards solutions that deliver shared value.

This annual Network Service Plan (NSP) is designed to keep Upper Condamine Bulk Water's 92 customers up-to-date regarding routine expenditure (opex) and non-routine expenditure throughout the coming financial year — so they can provide input to our processes and be part of business decisions. In particular, the NSP covers:

- past performance for opex and non-routine expenditure
- forecast opex and non-routine expenditure for the approaching year
- the long-term outlook for material non-routine spend.

In the past, NSPs compared SunWater's costs with the Queensland Competition Authority (QCA) targets set in the 2012 price review. The 2017/18 NSP is the first to fall outside the QCA price path, which expires 30 June 2017. While the price path has been extended for two years, new targets will not be formally set.

In order to provide our customers with routine expenditure information of the greatest value possible (i.e. as close as possible to anticipated targets), we have adjusted the 2017 QCA targets in line with the QCA inflation assumption of 2.5% and adopted that as the target spend.

While adopting targets for routine spend is relatively simple, adopting targets for non-routine expenditure is more complicated. Due to the absence of confirmed information from the QCA and to provide our customers with as much information as possible, we have presented non-routine expenditure budgets for both 2018 and 2019. SunWater will work to maintain total expenditure during the next two years within the two-year budget limits.

The prior year figures included in this NSP are provided for information only. The focus of consultation is the draft budget figures for 2018. These figures are subject to change until after consultation when the 2018 budget is finalised.

Customer input to and feedback on the NSP is greatly valued. We consider and respond to all submissions, publishing all responses on our website.

To have your say, please contact us via email or post:

Email: nspfeedback@sunwater.com.au

Post: NSP Feedback
PO Box 15536 City East
Brisbane Qld 4002

FINANCIAL SUMMARY

In 2017/18 SunWater plans to increase routine and non-routine expenditure for Upper Condamine Bulk Water, with a focus on projects that improve efficiency and performance, and allow us to deliver the best possible service to our customers.

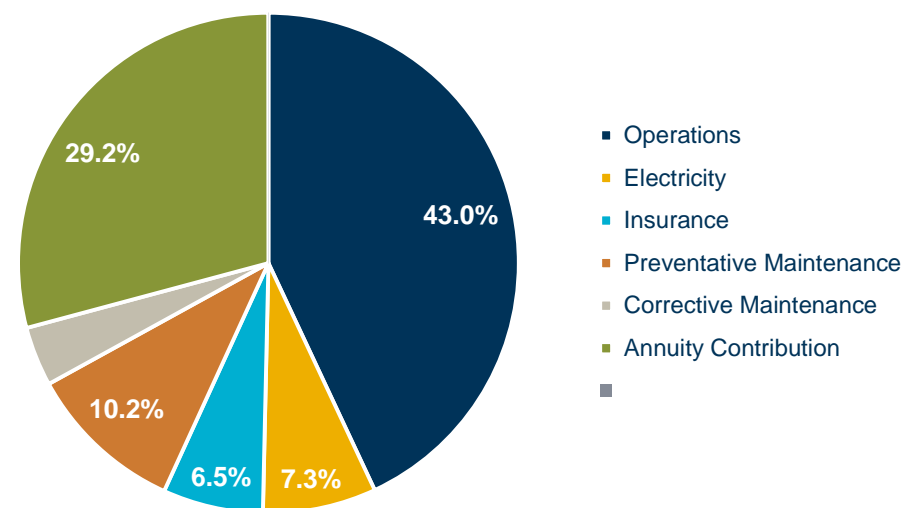
A high-level summary of the budgeted financial performance of the Upper Condamine Bulk Water service contract is presented in Table 1 below. Further detail on the planned spend, together with estimated revenue, is outlined on subsequent pages of this plan.

TABLE 1: OPERATING REVENUE LESS SPEND

Upper Condamine WS	Table reference	2014 Actual \$000	2015 Actual \$000	2016 Actual \$000	2017 Forecast \$000	2018 Budget \$000
Revenue	Table 1	2,094	2,165	2,416	2,596	2,661
Less – Routine Expenditure	Table 4 & Table 7	1,020	976	1,155	1,111	1,453
Less – Non-Routine Expenditure						
• Annuity Funded	Table 5, Table 6 & Table 7	212	218	621	803	893
• Non Annuity Funded	Table 5	-	-	-	-	449
Surplus (Deficit)		862	971	640	682	(134)

As part of our commitment to transparency, Figure 1 below shows a high-level breakdown of total scheme costs assessed by the QCA. These costs are divided up according to the QCA's methodology, which was outlined in its 2012 review of irrigation charges. The item 'Annuity Contribution' refers to the annualised renewals annuity component of the scheme's total costs.

FIGURE 1: BREAKDOWN OF TOTAL SCHEME COSTS – 2018 BUDGET



WATER DATA

Upper Condamine Bulk Water's customer base includes irrigation and urban customers, as well as SunWater. The water entitlements of each segment are shown in Table 2 below. SunWater's allocation relates to channel system distribution losses.

TABLE 2: WATER DATA

Scheme	Customer Segment	No. of Customers	Water Entitlements (ML)	High Water Priority (ML)	High-A Water Priority (ML)	High-B Water Priority (ML)	Medium Water Priority (ML)	Risk-A Water Priority (ML)	Risk-B Water Priority (ML)
Upper Condamine	Irrigation		30,363	0	0	0	22,165	7,320	878
	Urban		3,332	0	3,207	125	0	0	0
	Other		4	0	4	0	0	0	0
	SunWater		261	0	51	0	163	0	47
	Total	92	33,960	0	3,262	125	22,328	7,320	925

When it comes to apportioning costs, customers fall into three categories: High Priority, Medium Priority and Other Priority. High Priority customers pay a higher proportion of costs to secure priority access to water. These customers are typically urban and industrial.

For the Upper Condamine Bulk Water scheme, the QCA's Headworks Utilisation Factor (HUF) — which determines how fixed costs are allocated — is 86% for High Priority, 11% for Medium Priority and 3% for Other Priority. This means High Priority customers pay a greater portion of costs on the basis that they use more of the water supply infrastructure located within the scheme.

Further detail on the HUF and how it is applied to breakdown scheme costs can be found in chapters five and six of the QCA's final report from the 2012 pricing review. HUFs for each bulk water scheme are published on page 193. The QCA final report can be downloaded from www.qca.org.au/Water/Rural/SunWater-s-Irrigation-Prices.

*QCA assumed water use is 54.1%. The 2018 budget is compiled taking into account the QCA water use assumption.

REVENUE

SunWater's anticipated revenue for Upper Condamine Bulk Water in 2017/18 is provided in Table 3.

TABLE 3: REVENUE

Upper Condamine WS	2014 Actual \$000	2015 Actual \$000	2016 Actual \$000	2017 Forecast \$000	2018 Budget \$000
Irrigation	1,076	951	1,040	1,054	1,081
Industrial	33	10	-	-	-
Urban	975	1,128	1,322	1,536	1,574
Irrigation CSO	2	-	-	-	-
Revenue Transfers	-	-	-	-	-
Drainage	-	-	-	-	-
Other	7	0	2	6	6
Insurance Proceeds – Flood	-	76	53	-	-
Revenue Total	2,094	2,165	2,416	2,596	2,661

ROUTINE EXPENDITURE

SunWater has budgeted an increase in Upper Condamine Bulk Water routine operating expenditure in 2018 (refer to Table 4). This budget includes funds for operations activities (operations, electricity and insurance), preventive maintenance and corrective maintenance.

TABLE 4: ROUTINE OPERATING EXPENDITURE

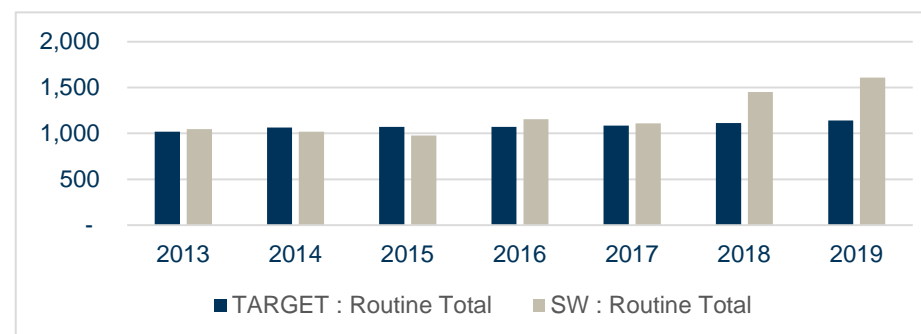
Upper Condamine WS	2014			2015			2016			2017			2018			
	SW Actual \$000	QCA Target \$000	Variance \$000	SW Actual \$000	QCA Target \$000	Variance \$000	SW Actual \$000	QCA Target \$000	Variance \$000	SW Forecast \$000	QCA Target \$000	Variance \$000	SW Budget \$000	QCA Forecast \$000	Variance \$000	% of target
Operations	466	667	201	490	667	177	691	662	(29)	652	668	15	882	685	(198)	129
Electricity	80	69	(12)	79	73	(5)	81	79	(2)	79	85	6	151	87	(64)	173
Insurance	234	70	(163)	166	72	(94)	149	73	(77)	133	74	(59)	133	76	(57)	175
Operations Total	780	806	26	734	812	77	922	815	(107)	864	827	(37)	1,166	847	(318)	138
Preventative Maintenance	228	184	(44)	211	184	(27)	184	182	(2)	173	183	10	209	187	(21)	111
Corrective Maintenance	11	76	64	30	76	46	49	76	28	74	77	3	79	79	0	100
Routine Total	1,020	1,066	46	976	1,072	96	1,155	1,073	(82)	1,111	1,087	(24)	1,453	1,114	(339)	130

One of the key challenges for SunWater in managing routine expenditure is reigning in the cost of insurance premiums, which are significantly higher than the QCA forecast due to unforeseen flood events in recent years.

The anticipated cost of Upper Condamine Bulk Water's preventive maintenance for 2018 is also significantly higher than the QCA forecast due, for the most part, to the need for additional contractors. SunWater is committed to undertaking ongoing reviews of this work to minimise costs wherever possible.

These projected variances and SunWater's past performance against QCA targets are presented in Figure 2.

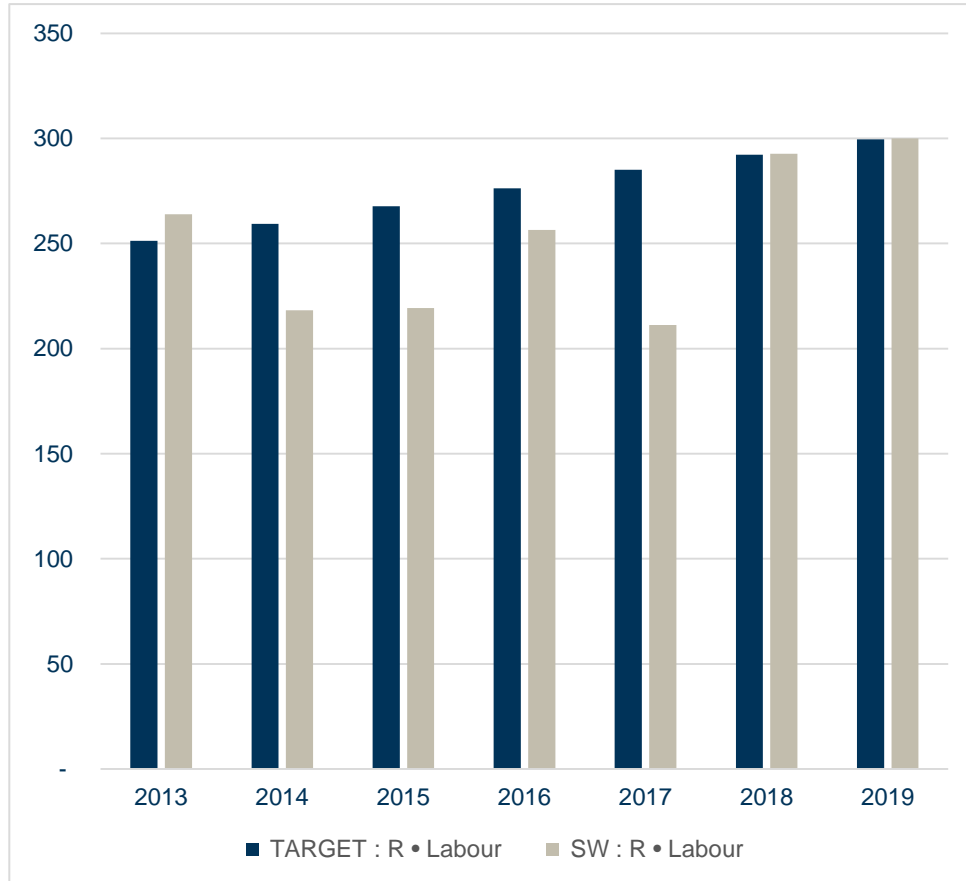
FIGURE 2: ROUTINE EXPENDITURE COMPARED TO QCA TARGET/FORECAST (\$'000)



Operations

Upper Condamine Bulk Water's total operations budget in 2018 is above the QCA forecast due to increases in insurance costs being higher than allowed for by the QCA.

FIGURE 3: ROUTINE OPERATIONS EXPENDITURE COMPARED TO QCA TARGET/FORECAST (\$'000)



Operations expenditure includes day-to-day costs associated with management of the scheme, water delivery and meeting compliance obligations. Specific activities include the direct and non-direct cost of¹:

- scheduling and delivering water, including processing water orders, releasing water, operating pump stations, regulating and monitoring channel flows, and monitoring customer deliveries
- emergency responses for channel overflows and other emergency events
- meter reading
- administration of water accounts, billing and receipting payments
- customer management, including enquiries, complaints and maintaining the customer service help desk
- scheme management, including licences and permits, rates, land management, planning and reporting
- insurance
- monitoring the security of infrastructure and unauthorised access and trespass
- managing public relations associated with the scheme
- managing enquiries from adjoining landholders and developers that require input from and negotiations with SunWater's property and legal sections.

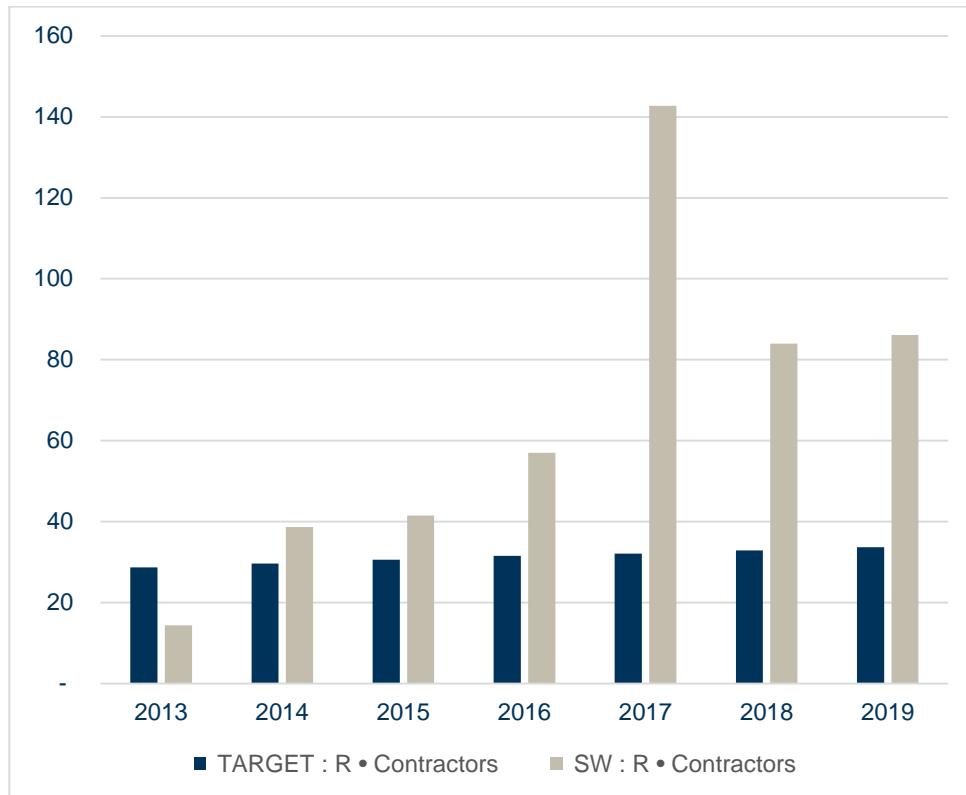
¹ Activities listed will not apply to all service contracts.

Preventive maintenance

Preventive maintenance is an important activity and expense, as it ensures the ongoing operational performance and service capacity of Upper Condamine Bulk Water's physical assets. These activities are based on updated work instructions for operating the scheme and include an estimate of the resources required to implement the required scope of work. The work instructions are maintained and kept current by SunWater's maintenance staff.

As outlined above, SunWater's need for additional contractors to deliver the required schedule of preventive maintenance work has had a significant impact on the 2018 budget. Every effort will be made to minimise these additional costs.

FIGURE 4: ROUTINE PREVENTIVE MAINTENANCE EXPENDITURE COMPARED TO QCA TARGET/FORECAST (\$'000)



Preventive maintenance is cyclical in nature with a typical interval of 12 months or less.

Preventive maintenance for Upper Condamine Bulk Water includes²:

- Condition monitoring — the inspection, testing or measurement of physical assets to report and record condition and performance to determine maintenance requirements. Condition monitoring is carried out on electrical, mechanical and civil assets, including pump stations (pumps, electrical motors, valves, switchboards and associated equipment), channels (regulator gates, civil works, signs, structures, etc.), drains (civil works, structures etc.), pipelines (valves, air valves, scours easements etc.), and other infrastructure.
- Servicing — planned maintenance activities normally expected to be carried out routinely on physical assets including valves, cranes, sump pumps and associated equipment.
- Weed control — management of weeds, including:
 - slashing channels and drains
 - Acrolein treatment of channels
 - Copper Sulphate treatment
 - spraying and other activities to control operational and noxious weeds within dams, channel and drainage reserves, and balancing storages and other land managed by SunWater.

² Activities listed will not apply to all service contracts.

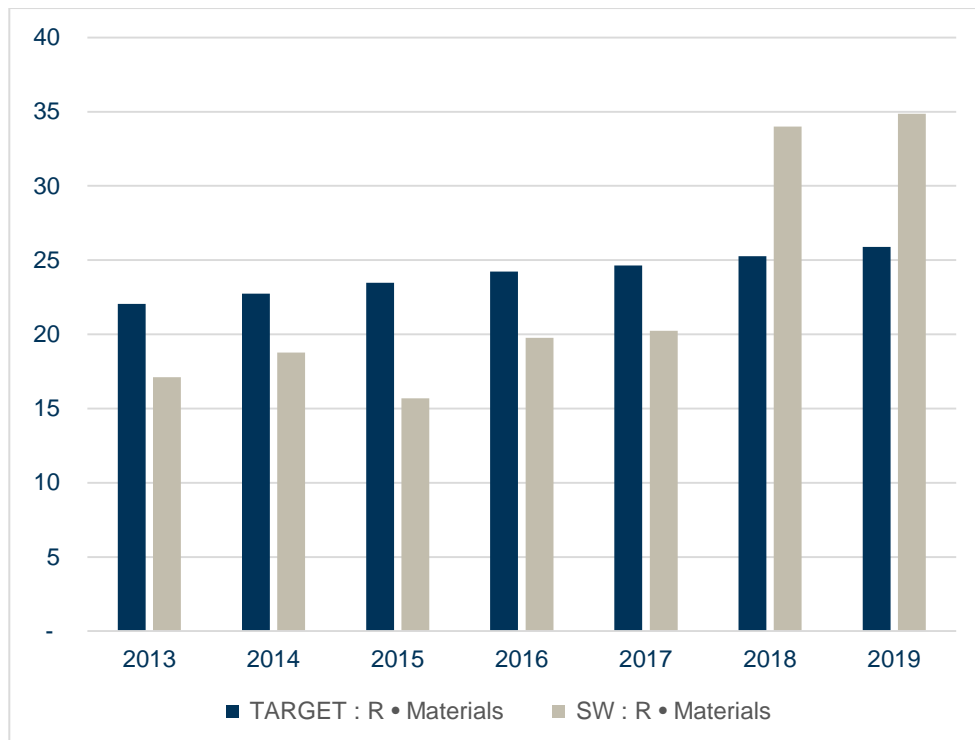
Corrective maintenance

Corrective maintenance includes activities to correct unexpected failures or to return an asset to an acceptable level of performance or condition. While these are difficult to forecast with accuracy, history has shown that such events can be expected and need to be factored into expenditure forecasts. SunWater conducts two types of corrective maintenance: scheduled and emergency.

Corrective maintenance expenditure forecasts include provision for labour, materials and plant hire, but do not include costs of damage arising from major unexpected events, such as floods. These costs are categorised as non-routine corrective maintenance, which is discussed in the following section.

Upper Condamine Bulk Water corrective maintenance for 2018 is budgeted below the QCA forecast.

FIGURE 5: ROUTINE CORRECTIVE MAINTENANCE EXPENDITURE COMPARED TO QCA TARGET/FORECAST (\$'000)



Scheduled corrective maintenance

Scheduled corrective maintenance is maintenance that can be planned and scheduled. For Upper Condamine Bulk Water it typically includes³:

- Channels:
 - de-silting channels and catch drains
 - erosion control and repairing rock protection works
 - repairing fencing
 - repairing concrete structures
 - repairing regulator gates, control valves, etc.
- Drains:
 - de-silting drains
 - erosion control and repairing rock protection works
 - repairing fencing
 - repairing concrete structures.
- Pipelines:
 - repairing pipe breaks
 - repairing air valves, scour valves, etc.
 - erosion control and repairing rock protection works
 - repairing concrete structures.
 - Scheme roads:
 - repairing pot holes
 - grading roads
 - repairing, replacing, and painting guide posts and signs.

³ Activities listed will not apply to all service contracts.

- Pump stations:
 - repairing pumps and motors
 - de-silting intake structures
 - repairing concrete structures
 - repairing control buildings.
 - Storages (balancing storages and reservoirs):
 - repairing control gates and valves
 - repairing walls, embankments and spillways
 - repairing concrete structures.
- Meters:
 - repairing bulk water meters
 - repairing customer meters.

Emergency corrective maintenance

Emergency corrective maintenance is maintenance that has to be carried out immediately to restore normal operation or supply to customers or to meet regulatory obligations (e.g. rectify a safety hazard). It typically includes⁴:

- repair or correction of pump station faults
- repair or correction of channel faults
- repair or correction of pipeline faults
- response to theft or vandalism associated with scheme assets.

⁴ Activities listed will not apply to all service contracts.

NON-ROUTINE EXPENDITURE

SunWater's approach to managing non-routine expenditure is underpinned by the concept of 'optimised life cycle cost', which seeks to optimise capital outlays and ongoing maintenance spend.

Our whole-of-life asset replacement and maintenance strategy looks at the risk and condition of each asset and uses this information to estimate the future work required to ensure it will continue to provide the required level of service into the future.

Having up-to-date knowledge of asset conditions is essential to this process. Information from our continuous program of asset inspections and condition assessments feeds into the annual review of the renewals program and the calculation of annuity. Having an annuity funding arrangement acknowledges a long-term view of renewals spend is required to ensure adequate funding and to address issues such as intergenerational equity, ensuring the scheme is maintained in perpetuity for future generations of water users.

The most recent annual review of our renewals program was completed in February 2017. Items identified as needing immediate maintenance or replacement are included in the budget for 2018.

While the immediate program for the 2018 budget is well defined, estimates become more uncertain further into the planning timeline. As such, the program of works is not a specific forecast of when individual projects are expected to be

executed, but rather a portfolio-level estimate based on the best-available risk and condition information for the service contract as a whole.

At SunWater, we focus on ensuring our assets are maintained to the required standard with the minimum spend. Our review of the renewals profiles also extends to considering the key asset replacement assumptions so that the profile better reflects likely spend each year and moves away from assuming assets are replaced at end of standard life, based on their replacement costs.

Due to the absence of QCA targets for 2018 and beyond, we have presented non-routine expenditure for two years — to ensure our customers have ample visibility of non-routine maintenance activities prior to the next price review. Table 5 outlines the budget non-routine spends as well as the actual spend for prior years.

Our projected figures for 2018 and 2019 were compared with the 'projected' spend outlined in the 2012 QCA renewals annuity profile. This is referred to as 'QCA forecast' in the table above. There is significant difference in the scope and cost of projects to be undertaken due to the fact that the QCA forecast was developed in 2011. While this was the best estimate of expected work at the time, in some cases, the QCA's funding allowance for renewals work across the price path does not cover the total expenditure required to maintain asset condition to the required standard. In addition, there have been unexpected events, such as floods, that were not allowed for in the QCA's annuity funding allowance.

TABLE 5: NON-ROUTINE EXPENDITURE

Upper Condamine WS	2014			2015			2016			2017			2018			2019			
	SW Actual \$000	QCA Target \$000	Variance \$000	SW Actual \$000	QCA Target \$000	Variance \$000	SW Actual \$000	QCA Target \$000	Variance \$000	SW Actual \$000	QCA Target \$000	Variance \$000	SW Budget \$000	QCA Forecast \$000	Variance \$000	SW Budget \$000	QCA Forecast \$000	Variance \$000	% of target
Annuity Funded																			
Operations	-	-	-	-	-	-	5	-	(5)	37	-	(37)	11	-	(11)	29	-	(29)	-
Preventative Maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Corrective Maintenance (Flood)	20	-	(20)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
R&E	192	381	189	218	357	138	617	629	13	765	861	95	882	40	(841)	210	-	(210)	-
Non-routine Total	212	381	169	218	357	138	621	629	8	803	861	58	893	40	(852)	240	-	(240)	-

Upper Condamine WS	2014	2015	2016	2017	2018	2019
Non Annuity Funded	-	-	-	-	449	-

Changes to flood operations

Based on recommendations from the Inspector General Emergency Management (IGEM), SunWater has improved how it operates in flood situations. Our revised processes focus on keeping local communities well informed, providing timely, detailed updates regarding emerging flood risks.

These changes were made in response to the 2015 IGEM review of the TC Marcia floods in the Callide Valley. While the review found SunWater had adequately undertaken its role in accordance with the established emergency action plans (EAPs), more could have been done to notify the community sooner about the emerging flood risk.

This assessment was followed by a second, related IGEM review in late 2015 into warnings provided by SEQWater and SunWater following criticism of SEQWater following a release of water from one of its dams.

IGEM noted that *“the public expects notifications and warnings will be disseminated as soon as possible when known by dam owners. They also expect messages will include timings to guide their actions, will convey the urgency of the developing situation, that regular updates will be provided and when the next update can be expected”*.

Non-routine projects for 2018 and 2019

Details of the five major non-routine projects planned for 2018 and 2019 are provided below in Table 6 and Table 7.

TABLE 6: NON-ROUTINE PROJECTS 2018

Project title	Project scope	2018 budget (\$'000)
Study: 20yr Dam Safety Review (by 1 Jun 2019)	5183589 This is a 20year dam safety review of Leslie Dam to be conducted in accordance with the QLD dam safety management guidelines	318
Study: Comprehensive Risk Assessment update - 1 yr after to Safety Review (last occurred Jan 2010)	5145219 this is a comprehensive risk assessment of Leslie Dam to identify all risks (societal, structural, etc) and prioritise remedial measures to overcome these risks.	205
16UCO05 Refurbish: Damaged protection works at Toe of Weir - River level dependant (P2)	5157496 This is to reinstate the damaged rock mattresses on the toe of the Lemon Tree Weir spillway.	95
Refurbishment: Undertake repairs to base and side seals on Gates 1,2,4 and 5	5192482 This project is to make minor repairs to the side and crest seals on gates 1, 2 4 and 5 at Leslie Dam	69
Refurbish Spillway Gate	Undertake works so that trunnion bearings can be safely greased and sampled	61
Other works	There are 7 other non-routine projects for 2018 ranging from \$4,000 to \$42,000. Further detail will be tabled at the IAC meeting.	133
Total		882

TABLE 7: NON-ROUTINE PROJECTS 2019

Project title	Project scope	2019 budget (\$'000)
Study: 5yr Dam Comprehensive Inspection (by 1 Jun 2019)	5159296 This is a comprehensive inspection of Leslie Dam in accordance with the QLD dam safety management guidelines.	100
Replacement meter program as per 2015 UCO strategy (\$41,595 / yr) (P2)	5164323 This is an allowance for customer meter replacements. It will not be used if there are no meters to be replaced.	43
Study: Land Action - Options and undertake steps to get legal access to the weir	5177899 Cecil Plains weir is only accessible by SunWater staff through a landholders property. This project is to investigate and implement, if possible, legal access to the weir.	25
Update Concrete, Zone, Excavation & Protection Works Materials for IBU Upper Condamine Supply	This project was identified during the 2015 asset revaluation and is to review the concrete, zone, excavation and protection works materials to ensure that they accurately reflect the makeup of the assets for use in future asset valuations and estimates.	25
Study Yarralong	Siltation survey of weir - Bathometric	7
Other works	There are 3 other non-routine projects for 2019 ranging from \$2,000 to \$24,000. Further detail will be tabled at the IAC meeting.	12
Total		210

ANNUITY BALANCE

SunWater's annuity funding arrangement acknowledges a long-term view of renewals spend and ensures we have adequate funding to address issues such as intergenerational equity.

In order to manage our annuity balance to reasonable levels, we aim to limit annuity spend to the QCA's targets over the five-year price path. However, required increases in spend in recent years have impacted our ability to achieve this. For

detail, please refer to past NSPs available on the SunWater website at: <http://www.sunwater.com.au/schemes/nsp/annual-nsp-and-performance-reports>.

The estimated 2017 and 2018 annuity balances, and the impacts of budgeted non-routine spend, are shown in Table 8 below. The annuity contribution shown has been set by the QCA and is assumed to apply in 2018.

TABLE 8: ANNUITY BALANCE*

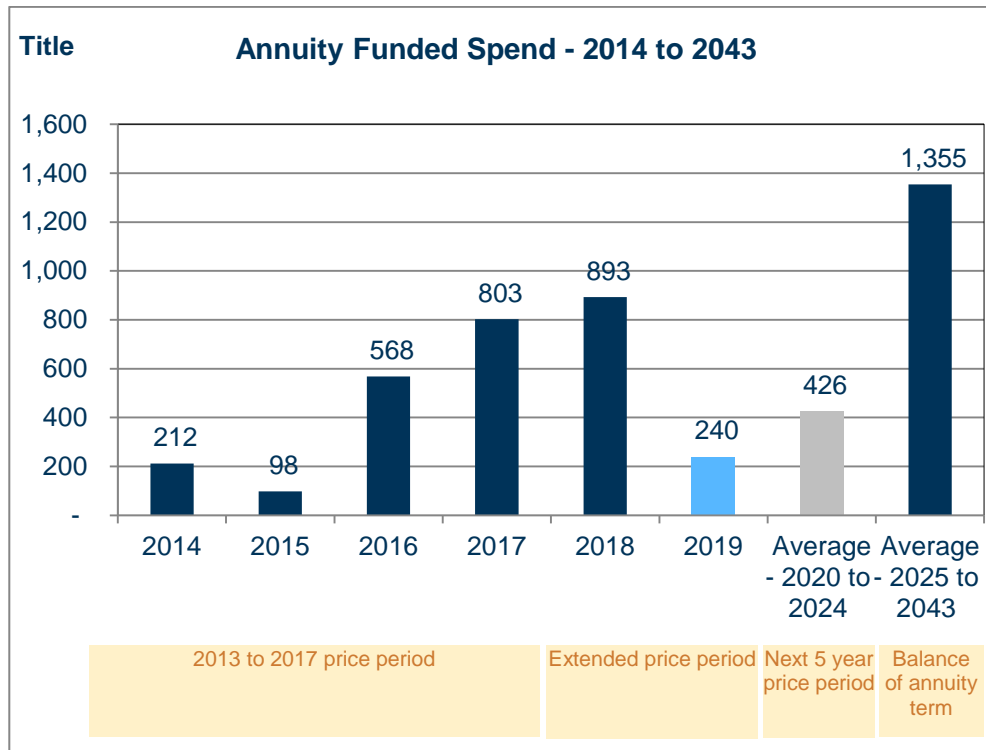
Upper Condamine WS	Table Reference	2014 Actual \$000	2015 Actual \$000	2016 Actual \$000	2017 Forecast \$000	2018 Budget \$000	2019 Forecast \$000
Annuity							
Opening Balance		(1,196)	(948)	(560)	(593)	(857)	(1,216)
Net Spend	See below	(212)	(98)	(568)	(803)	(893)	(240)
Annuity Contribution		549	556	578	583	598	613
Interest		(90)	(71)	(42)	(44)	(64)	(91)
SunWater – Closing Balance		(948)	(560)	(593)	(857)	(1,216)	(933)
QCA – Closing Balance		(711)	(564)	(658)	(985)	(501)	75
Difference		(238)	4	65	128	(715)	(1,008)
Net Spend Analysis							
Spend	Table 5 Table 7	(212)	(218)	(621)	(803)	(893)	(240)
Insurance Proceeds Receipts							
• Prior Year		-	44	-	-	-	-
• Current Year		-	76	53	-	-	-
Net Spend		(212)	(98)	(568)	(803)	(893)	(240)

*All 2017 and 2018 figures are subject to change once actual spend is known.

Overview of annuity-funded, non-routine projects to 2043

The renewals annuity is calculated over a 20-year planning period. Given that the following pricing period ends in 2024, the estimated renewals spend out until 2043 will affect the next pricing review. The estimated renewals expenditure out to 2043 is shown in Figure 6 below, and material renewals items for the period are discussed in the sections following.

FIGURE 6: ANNUITY EXPENDITURE TO 2043



A project is considered 'material' when its value is greater than 10% of planned expenditure for the period in question.

SunWater develops options analyses for all material items in the annuity calculation planning period. These reports are tailored to suit project complexity and budget. Detailed options analyses are completed within the current and following five-year pricing periods, and high-level options analyses are completed for the 20-year period beyond the next price path.

The materiality tests are applied each year as part of annual planning process. Given that there will be project variations, some items will no longer require options analysis in future years and new items may join the list.

Material projects 2018 and 2019

Study: Comprehensive Risk Assessment Update — Leslie Dam

- Year: 2018
- Current estimate: \$205,000
- Options analysis completed: No

Study: 20 Year Dam Safety Review

- Year: 2018
- Current estimate: \$318,000
- Options analysis completed: No

Material projects 2020–24

The evenness in spread of estimated project costs means there are no projects that exceed the materiality threshold for this service contract for the 2020-24 period

Material projects 2025–43

The evenness in spread of estimated project costs means there are no projects that exceed the materiality threshold for this service contract for the 2025–43 period.

APPENDIX 1: TOTAL EXPENDITURE BY EXPENSE TYPE

TABLE 9: EXPENDITURE FOR ACTIVITY BY TYPE

Upper Condamine WS	2014			2015			2016			2017			2018		
	SW Actual \$000	QCA Target \$000	Variance \$000	SW Actual \$000	QCA Target \$000	Variance \$000	SW Actual \$000	QCA Target \$000	Variance \$000	SW Forecast \$000	QCA Target \$000	Variance \$000	SW Budget \$000	QCA Forecast \$000	Variance \$000
Revenue	2,094			2,165			2,416			2,596			2,661		
Routine Spend															
Operations															
Labour	148	186	38	148	192	44	199	198	(0)	140	205	65	229	210	(19)
Contractors	9	18	8	28	19	(9)	22	19	(3)	126	19	(106)	20	20	(0)
Materials	10	9	(1)	3	9	6	4	10	6	3	10	7	10	10	(0)
Electricity	80	69	(12)	79	73	(5)	81	79	(2)	79	85	6	151	87	(64)
Insurance	234	70	(163)	166	72	(94)	149	73	(77)	133	74	(59)	133	76	(57)
Other	23	35	12	25	36	10	38	36	(2)	31	37	6	81	38	(43)
Non-directs	275	419	143	285	411	126	429	399	(30)	353	397	44	543	407	(136)
	780	806	26	734	812	77	922	815	(107)	864	827	(37)	1,166	847	(318)
Preventative Maintenance															
Labour	67	57	(10)	64	59	(5)	56	61	5	54	63	9	64	64	1
Contractors	29	1	(28)	9	1	(8)	9	1	(8)	12	1	(11)	13	1	(12)
Materials	8	3	(5)	7	3	(4)	2	3	1	3	3	0	4	4	(0)
Other	4	-	(4)	11	-	(11)	2	-	(2)	2	-	(2)	4	-	(4)
Non-directs	120	123	3	120	120	1	115	116	2	101	115	14	124	118	(6)
	228	184	(44)	211	184	(27)	184	182	(2)	173	183	10	209	187	(21)
Corrective Maintenance															
Labour	3	16	13	7	16	10	2	17	15	17	17	0	-	18	18
Contractors	0	11	10	5	11	6	26	11	(15)	4	11	7	51	12	(39)
Materials	1	11	10	5	11	6	14	11	(2)	14	11	(3)	20	12	(8)
Other	1	3	2	1	3	3	1	3	3	5	3	(1)	4	4	(0)
Non-directs	6	35	30	13	35	22	6	34	27	33	33	(0)	4	34	30

Upper Condamine WS	2014			2015			2016			2017			2018		
	11	76	64	30	76	46	49	76	28	74	77	3	79	79	0
Routine Total															
Non-Routine Spend															
Labour	55	60	5	42	53	10	99	97	(2)	128	144	16	183	6	(177)
Contractors	18	77	59	59	54	(6)	232	132	(100)	303	150	(153)	269	8	(261)
Materials	35	68	32	33	59	26	22	117	95	68	160	92	48	7	(40)
Other	6	15	10	1	56	55	52	51	(1)	44	82	38	23	3	(20)
Non-directs	98	161	62	83	135	52	216	232	16	260	324	65	370	15	(354)
Non-Routine Total	212	381	169	218	357	138	621	629	8	803	861	58	893	40	(852)
Total Regulated Spend	1,232	1,446	215	1,194	1,428	234	1,776	1,702	(74)	1,914	1,947	34	2,346	1,154	(1,191)
Non Annuity Funded Spend	-			-			-			-			467		
Surplus (Deficit)	862			971			640			682			(134)		

Non-direct costs explained

Non-direct costs reflect SunWater's methodology for distributing indirect costs, local overheads and corporate overheads to each service contract. Wherever practicable, labour and other costs are booked direct to service contracts. Where this is not possible, the costs accumulate in either indirect or overhead accounting cost pools and are then distributed to service contracts.

Indirect cost pools capture costs such as billing and customer support, irrigation pricing regulation and asset management (including dam safety, asset systems, channels and drainage) that have not been directly charged. They also include flood room operations, including the IGEM emergency management program, water planning, hydrographic services, environmental support costs and GM Operations. These indirect costs are shared between SunWater's lines of business: Bulk Water, Irrigation Distribution Systems, Industrial Pipeline and Facilities Management, where appropriate. For example, service contracts without a dam are not apportioned dam safety costs.

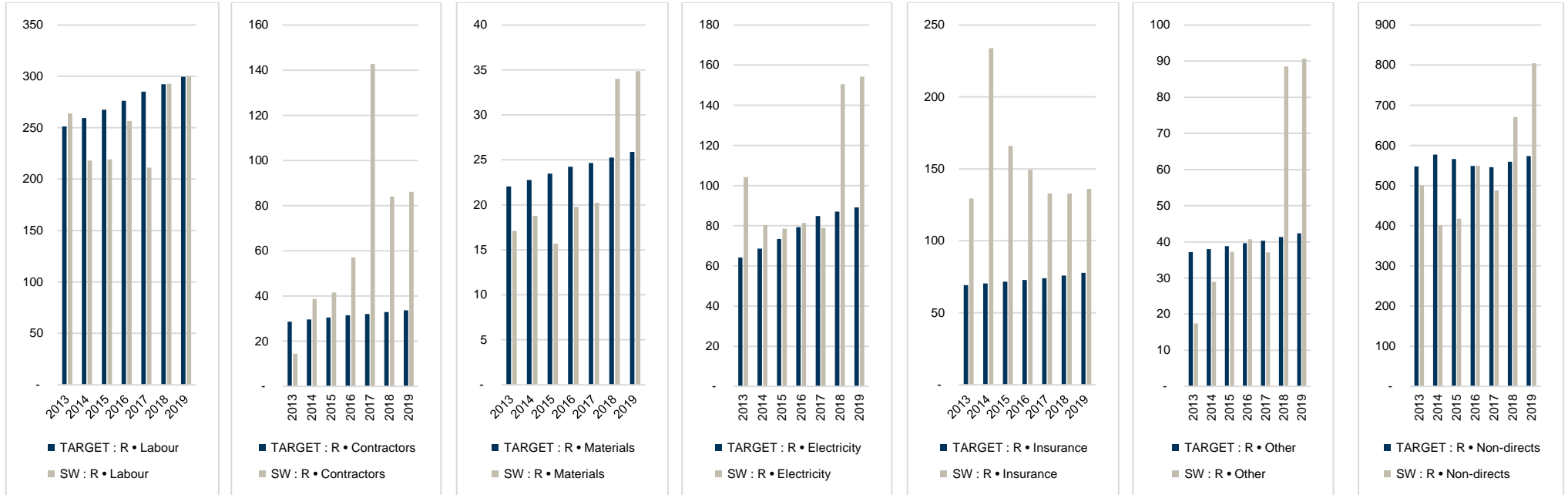
Local overheads are spread across service contracts managed in each locality. They include regional accommodation costs, vehicle costs, local administration support and other local labour not directly booked to activities within service contracts.

Corporate overhead costs are more generic than indirect costs and local overheads, and are spread across all service contacts based on direct labour. They include the cost of HR and payroll, ICT, corporate communications, legal and property, finance, and internal audit, plus the costs of the CEO, GM Corporate and the SunWater Board of Directors, where these costs are not directly charged to activities within service contracts.

SunWater's methodology for recovering non-direct cost was reviewed and accepted by the QCA during the 2012 pricing review.

The charts below graphically report routine costs by expense type compared to the QCA target.

FIGURE 7: ROUTINE EXPENDITURE BY EXPENSE TYPE (\$'000)



NOTES

All financial figures in this report are presented in nominal dollars.

Although the QCA sets cost targets based on assumed inflation of 2.5%, most of the financial figures in the QCA's final report on SunWater's irrigation prices were presented in real dollars (\$2011). To convert the QCA's reported real dollars to nominal dollars, multiply the figures by the conversion factors listed in Table 10 below.

The conversion factors are based on the QCA's assumed inflation rate of 2.5% p.a. Conversion factors based on actual inflation, as measured by the Brisbane All Groups Consumer Price Index in March each year, are provided for comparison.

TABLE 10: CONVERSION FACTORS FOR REAL \$2011 TO NOMINAL DOLLARS

	2013	2014	2015	2016	2017	2018	2019
QCA Conversion Factor	1.0510	1.0770	1.1040	1.1310	1.1600	1.189	1.2187
Accumulative March Quarter CPI	1.0494	1.0714	1.1050	1.1208	1.1397	1.1606	

Disclaimer

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