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2016 Annual Performance Report

Burdekin Distribution

October 2016

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Introduction

A recommendation from the 2013-17 review of SunWater's irrigation pricing was for SunWater to produce annual Network Service Plans (NSPs) to help keep customers informed throughout the pricing period. SunWater has decided to also produce annual Performance Reports such as this report to show how SunWater has performed against the QCA targets for the year just completed.

SunWater revised the format for 2015 to incorporate customer feedback and to provide more detail on items such as insurance. The new format includes a summary of the annual expenditure and annual revenue to provide a snapshot of scheme performance across the year.

In line with customer feedback 2017 forecast data is also provided and compared with QCA targets.

SunWater values customer feedback and will publish all submissions and SunWater's responses on our website. Customers can provide their feedback via email or post at the following addresses:

Email: nspfeedback@sunwater.com.au

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

Table 1 – Operating Revenue Less Spend

Burdekin IS		2013	2014	2015	2016	2017
	Table reference	Actual \$000	Actual \$000	Actual \$000	Actual \$000	Budget \$000
Revenue	3	13,670	18,456	19,859	19,230	18,075
Less - Routine Expenditure	4 & 7	14,508	15,856	16,902	16,116	17,049
Less - Non-Routine Expenditure						
• Annuity Funded	5, 6 & 7	1,568	1,169	1,138	1,325	1,791
• Non Annuity Funded	5	257	144	1	-	-
Surplus (Deficit)		(2,664)	1,287	1,818	1,789	(766)

Table 1 provides an indication of the annual cash performance of the scheme. Note that the table reports total non-routine spend and does not take into account the renewals annuity. Further information is provided below in each section of this report.

Burdekin IS

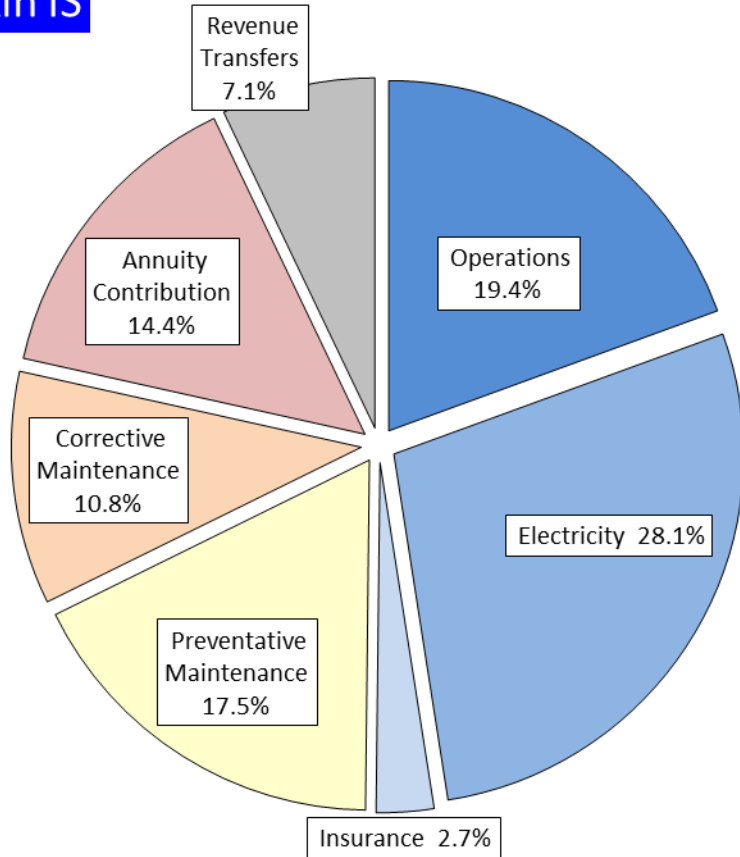


Figure 1: Breakdown of Irrigation Scheme Costs – 2016 Actual

Figure 1 shows a high level summary of scheme costs and provides an indication of where revenue from irrigation water charges is applied. The item “Annuity Contribution” refers to the component of irrigation water charges that is applied toward the renewals annuity each year. The item “Revenue Transfers” refers to the contribution towards the cost of the bulk water scheme.

Water Usage

Table 2 – 2016 Water Usage

Customer Segment	No. of Customers	Water Entitlements (ML)	Available Water (ML)	Available Water (%)	Water Deliveries (ML)	Water Deliveries (%) Against Entitlement	Water Deliveries (%) Against Available Water
1. Industrial		550	941	171	941	171	100
2. Irrigation		321,376	380,824	118	290,895	91	76
3. Urban		10,000	10,480	105	1,453	15	14
4. Other		6	6	100	0	0	0
5. SunWater		316,754	284,159	90	103,287	33	36
Service Contract Total	285	648,686	676,409	104	396,575	61	59

QCA Assumed Total Water Usage 76.3%

Note: Includes 110,000ML reserve allocation.

Scheme water usage was below the QCA projected total usage of water entitlements

Revenue

Table 3 – Revenue

Burdekin IS		2013	2014	2015	2016	2017
		Actual	Actual	Actual	Actual	Budget
		\$000	\$000	\$000	\$000	\$000
Irrigation		12,094	15,181	17,306	17,308	16,802
Industrial		62	75	112	101	62
Urban		661	630	708	761	726
Irrigation CSO		3,645	3,015	2,414	1,790	1,212
Revenue Transfers		(3,455)	(1,217)	(1,428)	(1,459)	(1,485)
Drainage		638	660	682	703	730
Other		24	111	30	27	28
Insurance Proceeds - Flood		-	-	35	-	-
Revenue Total		13,670	18,456	19,859	19,230	18,075

* Following feedback from customers, SunWater has unbundled bulk water charges from distribution system charges. This means that revenue figures in past performance reports and NSPs will not match those above.

Revenue Transfers represent the cost of bulk water supplies delivered through the distribution system(s). The revenue accrues to the distribution system before it is transferred to the Bulk Water Supply Scheme as a contribution to the cost of the bulk water service. The QCA established the transfer cost for irrigation supplies at the cost reflective bulk water tariff.

Routine Expenditure

Table 4 – Routine Operating Expenditure

Burdekin IS	2013			2014			2015			2016			2017			% of target
	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 Target \$000	Variance \$000	
Operations	3,869	4,011	141	3,955	4,116	161	4,320	4,200	(119)	3,990	4,232	242	4,596	4,223	(374)	109
Electricity	4,299	4,579	280	5,809	4,900	(910)	5,992	5,243	(749)	5,769	5,662	(107)	6,391	6,058	(333)	105
Insurance	562	387	(174)	763	394	(369)	585	401	(184)	545	408	(137)	634	415	(219)	153
Operations Total	8,730	8,977	247	10,527	9,410	(1,117)	10,896	9,844	(1,053)	10,304	10,302	(3)	11,622	10,696	(926)	109
Preventative Maintenance	2,724	3,312	588	3,007	3,414	407	3,405	3,505	100	3,602	3,568	(34)	3,853	3,582	(271)	108
Corrective Maintenance	3,054	1,473	(1,582)	2,322	1,517	(805)	2,600	1,555	(1,045)	2,210	1,577	(633)	1,574	1,577	3	100
Routine Total	14,508	13,762	(746)	15,856	14,341	(1,515)	16,902	14,904	(1,997)	16,116	15,447	(670)	17,049	15,855	(1,194)	108

Operations

Operation activities include the day-to-day costs of the administration and management of the scheme, water delivery and meeting compliance obligations. Specific activities include the direct and non-direct cost of¹:

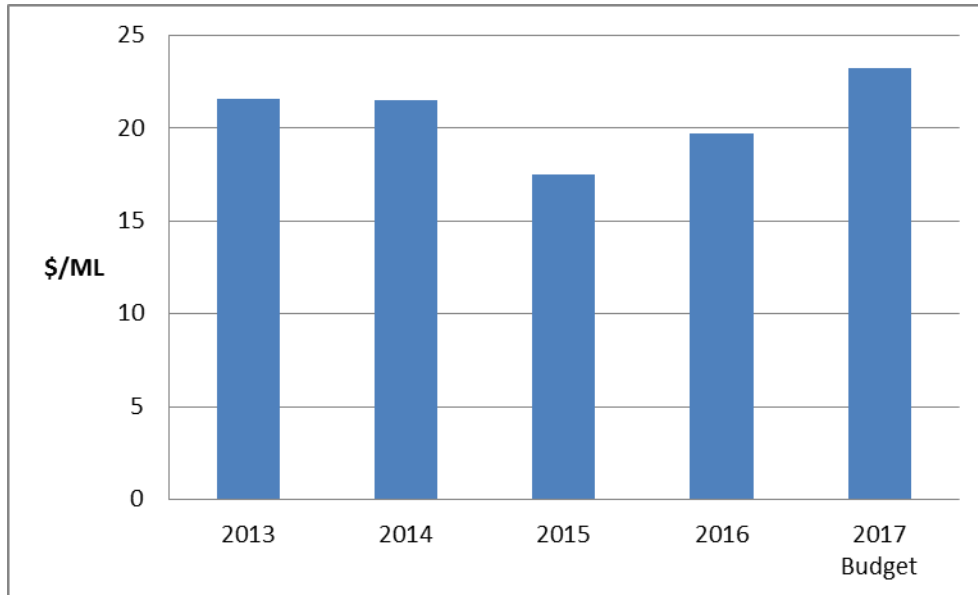
- Scheduling and delivering water, including processing water orders, releasing water, operating pump stations, regulation and monitoring of channel flows and monitoring of customer deliveries;
- Emergency responses for channel overflows and other emergency events;
- Meter reading;
- Administration of 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; and
- Managing public relations associated with the scheme.

¹ Activities listed will not apply to all service contracts.

The operations expenditure met the QCA target.:

- Insurance costs were above the QCA target;
- Electricity costs were above the QCA target.

The chart below tracks pumping cost per ML delivered across the price path based on actual and forecast data. The chart reflects the escalation of electricity prices, tariff changes and variation in volumes lifted by high cost and low cost pump stations.



Preventive Maintenance

Preventive maintenance is maintaining the ongoing operational performance and service capacity of physical assets to designed standard. Preventive maintenance is cyclical in nature with a typical interval of 12 months or less. Preventive maintenance activities are based on the updated work instructions developed for operating the scheme and include an estimate of the resources required to implement that scope of work. Preventive maintenance includes¹:

- Condition monitoring – the inspection, testing or measurement of physical assets to report and record its condition and performance for determination of 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; and
- Weed control – which includes the following activities:

- Slashing channels and drains;
- Acrolein treatment of channels;
- Copper Sulphate treatment; and
- Spraying and other activities to control operational and noxious weeds within channel and drainage reserves and balancing storages.

Preventive maintenance was above the QCA's target.

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. Forecasts include provision for labour, materials and plant hire.

The corrective maintenance forecast does not include any 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.

There are two types of corrective maintenance – scheduled and emergency²:

- Scheduled corrective maintenance is maintenance that can be planned and scheduled, and includes:
 - Channels
 - De-silting channels and catch drains;
 - Erosion control and repair of rock protection works;
 - Repair fencing;
 - Repair concrete structures; and
 - Repair regulator gates, control valves, etc.
 - Drains
 - De-silting drains;
 - Erosion control and repair of rock protection works;
 - Repair fencing; and
 - Repair concrete structures.
 - Pipelines
 - Pipe breaks

² Activities listed will not apply to all service contracts.

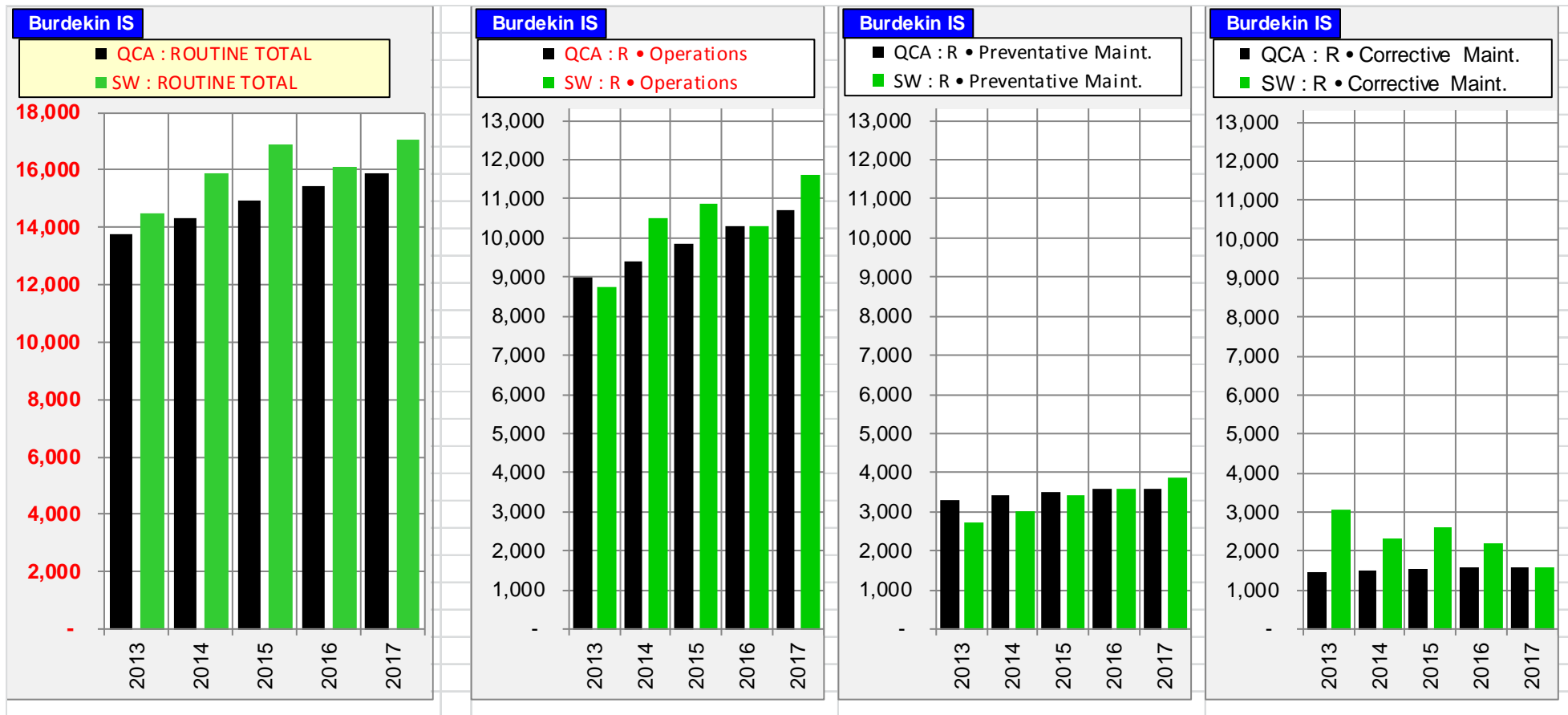
- Repair air valves, scour valves, etc.;
 - Erosion control and repair of rock protection works; and
 - Repair concrete structures.
- Scheme Roads
 - Repair pot holes;
 - Grade roads; and
 - Repair, replace and paint guide posts and signs.
- Pump stations
 - Repair pumps and motors;
 - De-silt intake structures;
 - Repair concrete structure; and
 - Repair control building.
- Storages (balancing storages and reservoirs)
 - Repair control gates and valves;
 - Repair walls, embankments and spillways; and
 - Repair concrete structures.
- Meters
 - Repair bulk water meters; and
 - Repair customer meters.
- 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) and includes:
 - Repair or correction of pump station faults;
 - Repair or correction of channel faults;
 - Repair or correction of pipeline faults; and
 - Response to theft or vandalism associated with scheme assets.

Corrective maintenance was above the QCA's target.

Routine Cost – Summary and Charts

The information in Table 4 above is re-presented in the charts below to graphically show SunWater’s performance against the QCA targets. In summary the key challenges in managing routine cost lie with reigning in input cost like electricity, Acrolein and insurance. Emergency Event Management costs are also an impact on the scheme, but have not been distributed at the scheme level.

Figure 2: Routine Expenditure by Activity compared to QCA Target (\$'000)



Non-Routine Expenditure

SunWater has developed a whole of life strategy around the replacement and maintenance of its asset portfolio which is based on the concept of optimised life. The key drivers in this approach are the risk and condition of each asset. The current condition of an asset drives an estimate of the future work required to ensure an asset continues to be able to provide the required level of service into the future. SunWater maintains a program of asset inspections and condition assessments which continually updates our knowledge of asset condition. This information feeds into the annual review of the renewals program, the most recent of which was completed in February 2015; items requiring immediate maintenance or replacement are included in the budget for the following year.

While the immediate program for the next year's budget is well defined; the further into the planning timeline, the more uncertain the estimates become. Consequently, the program of works is not a specific forecast of when individual projects are expected to be executed but rather it is portfolio level estimate of works based on the best-available risk and condition information for the service contract as a whole. This information feeds into calculation of the annuity to fund renewals. Having an annuity funding arrangement acknowledges that a long-term view of renewals spend is required to ensure adequate funding and to address issues such as inter-generational equity.

The QCA targets were set against an estimated program of works from the 2010-11 year. While this was the best estimate of expected work at the time, there has been significant project churn in the three years since this estimate was made. This can mean that, in some cases, the QCA's funding allowance for renewals work 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.

SunWater is focusing effort on reviewing renewals profiles so that assets are maintained to the required standard with the minimum spend. This review 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. This is expected to reduce the renewals profile going forward and will be discussed in more detail with customers prior to the 2017 financial year.

Table 5 – Non-Routine Expenditure

Burdekin IS	2013			2014			2015			2016			2017			% of target
	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 Target \$000	Variance \$000	
Annuity Funded																
Operations	0	-	(0)	11	-	(11)	7	27	20	-	98	98	-	-	-	-
Preventative Maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Corrective Maintenance (Flood)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
R&E	1,568	1,223	(345)	1,158	769	(389)	1,131	493	(637)	1,325	1,076	(249)	1,791	3,541	1,750	51
Non-routine Total	1,568	1,223	(345)	1,169	769	(400)	1,138	520	(618)	1,325	1,174	(151)	1,791	3,541	1,750	51
Non Annuity Funded	257			144			1			-			-			

R&E – Annuity Funded

The annuity funded R&E Projects undertaken included:

PROJECT	SPEND 2016
16BRI19 Refurbish Pump Unit 1/1 - Tom Fenwick PSTN1	211588
16BRI22 Refurbish Pump Motor # 1 - Tom Fenwick PSTN1	189250
15BRI14 Replace Safety Screens HMCH	149526
16BRI18 Refurbish Pump Unit #4 - Tom Fenwick PSTN4	119845
16BRI01 Replace RTUs - Haughton Lateral Channels	57957
16BRI10 Refurbish Regulating Gates - Barratta Channel System	57155
16BRI21 Refurbish Suction Valve #1 - Tom Fenwick PSTN1	46860
15BRI60 15BRI60 Refurbish Pump #1 Clare A PSTN	40809
16BRI09 Replace the Safety Screens - Barratta Main Channel (RG19 and SI04)	34600
16BRI02 Screw Jack Trial - Float Regs Barratta System	32358
16BRI05 Replace Batescrew Gates - Haughton Diversion Channel	31938
16BRI16 Refurbish Pump Unit 1 - Clare PSTNB	30638
15BRI44 Refurbish Tom Fenwick P.Stn 4/5 Pumpwell Cover PUN4	30325
16BRI36 Refurbish Float Reg 07 HMC	28625
16BRI03 Replace Metered Offtake Pipe - Millaroo Ch13 MA053W1	27566
16BRI23 Refurbish Pump Unit 1 - Dalbeg PSTNA	26677
16BRI25 Install Safety Screen - Mulgrave Balancing Storage Outlet	26434
15BRI51 Refurbish Mech Weed Screen - HMC SI14	25587
16BRI11 Refurbish Pump Unit 3 - Millaroo PSTNB	21696

PROJECT	SPEND 2016
16BRI04 Replace Actuator - Regulating Gate 89 Haughton Main Channel	18993
16BRI24 Replace RTUs - Haughton Main Channel	18220
16BRI17 Replace RTUs on Reglating Gates 49 & 50 - Elliot Channel E1	17594
16BRI20 Refurbish Ventilation System - Tom Fenwick PSTN 4/5	17235
16BRI13 Refurbish Pump Motor 5 - Tom Fenwick PSTN 4	15828
16BRI15 Refurbish Motor Pump 1 - Dalbeg PSTNA	9795
16BRI33 16BRI33 Repair FAS (Per Wormwald Quote)	8841
16BRI29 Replace Batescrew Gate - Barratta Channel BA5_1SI06	8061
16BRI12 Refurbish Batescrew Gate - MO60 Haughton Main Channel	7718
16BRI07 Hoist Inspections 2 Yearly 3rd Party - Haughton PSTN 1, Bridge Crane Pumps 1 and 2 Intakes	3257
16BRI06 Two Year 3rd Party Inspections - Millaroo PSTNA Lower & Upper Hoists	3115
16BRI08 Hoist Inspection 2 Yearly 3rd Party - Dalbeg PSTNA	3115
14BRI22 Reinstate Protection Works Downstream - Burdekin - Val Bird Weir (2010 DS rec. 2.7.5, HB #969388)	2625
15BRI53 Replace Failed Customer Meter CB058W1 530.0R TYPE EMAG	729
15BRI55 15BRI55 Replace Frog Flap RM2 Elliot	635
15BRI39 Energy Saving Project Tom Fenwick PSTN - TRP Business Case Review	362
15BRI02 Replace Waling on Right Piling Row 3 - Giru Weir	63

Corrective Maintenance

There was no expenditure categorised as "Corrective Maintenance".

Other

There was no expenditure categorised as "Annuity-funded Other"

R&E – Non Annuity

There was no expenditure categorised as "Non-annuity funded R&E".

Annuity Balance

The 2016 annuity balance is shown below.

Table 6 – Annuity Balance

Burdekin IS		2013	2014	2015	2016	2017
	Table reference	Actual \$000	Actual \$000	Actual \$000	Actual \$000	Budget \$000
Annuity						
Opening Balance		(5,918)	(5,440)	(4,285)	(2,803)	(1,378)
Net Spend	See below	(1,568)	(1,169)	(1,025)	(1,325)	(1,791)
Annuity Contribution		2,489	2,731	2,829	2,960	3,084
Interest		(443)	(407)	(321)	(210)	(103)
SunWater - Closing Balance		(5,440)	(4,285)	(2,803)	(1,378)	(189)
QCA - Closing Balance		(3,682)	(1,996)	164	1,962	1,652
Difference		(1,758)	(2,290)	(2,967)	(3,340)	(1,841)
Net Spend Analysis						
Spend	5 & 7	(1,568)	(1,169)	(1,138)	(1,325)	(1,791)
Insurance Proceeds Receipts						
• Prior Year		-	-	77	-	-
• Current Year		-	-	35	-	-
Net Spend		(1,568)	(1,169)	(1,025)	(1,325)	(1,791)

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

Appendix – Total Expenditure by Expense Type

**Table 7 – Detailed Financial Summary
(Including Expenditure for Activity by Type)**

Burdekin IS	2013			2014			2015			2016			2017		
	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 Target \$000	Variance \$000
Revenue	13,670			18,456			19,859			19,230			18,075		
Routine Spend															
Operations															
Labour	1,192	1,269	77	1,173	1,310	137	1,262	1,352	90	1,162	1,395	233	1,421	1,440	19
Contractors	0	22	21	1	22	21	42	23	(19)	2	24	21	27	24	(3)
Materials	52	22	(31)	167	22	(145)	38	23	(15)	35	24	(11)	40	24	(16)
Electricity	4,299	4,579	280	5,809	4,900	(910)	5,992	5,243	(749)	5,769	5,662	(107)	6,391	6,058	(333)
Insurance	562	387	(174)	763	394	(369)	585	401	(184)	545	408	(137)	634	415	(219)
Other	612	585	(27)	637	596	(41)	775	607	(169)	766	618	(148)	757	628	(129)
Non-directs	2,014	2,113	99	1,977	2,166	189	2,203	2,196	(7)	2,025	2,172	147	2,351	2,107	(245)
	8,730	8,977	247	10,527	9,410	(1,117)	10,896	9,844	(1,053)	10,304	10,302	(3)	11,622	10,696	(926)
Preventative Maintenance															
Labour	513	664	151	511	686	175	558	708	150	582	730	149	612	754	142
Contractors	612	944	332	829	975	145	837	1,006	169	709	1,038	329	1,052	1,056	3
Materials	694	447	(247)	756	461	(295)	928	476	(452)	1,183	491	(692)	1,085	500	(585)
Other	2	146	144	4	150	146	50	155	105	49	160	111	15	163	148
Non-directs	903	1,111	208	906	1,142	236	1,032	1,161	129	1,078	1,148	70	1,089	1,110	21
	2,724	3,312	588	3,007	3,414	407	3,405	3,505	100	3,602	3,568	(34)	3,853	3,582	(271)
Corrective Maintenance															
Labour	565	374	(191)	544	386	(158)	588	399	(189)	527	411	(115)	422	425	3
Contractors	713	74	(639)	394	76	(318)	561	79	(482)	464	81	(383)	150	83	(67)
Materials	762	215	(547)	452	222	(230)	305	229	(76)	203	237	34	200	241	41
Other	11	203	192	12	209	197	109	216	107	88	223	135	103	227	124
Non-directs	1,004	606	(397)	920	623	(297)	1,037	632	(405)	929	625	(304)	699	602	(97)
	3,054	1,473	(1,582)	2,322	1,517	(805)	2,600	1,555	(1,045)	2,210	1,577	(633)	1,574	1,577	3
Routine - total	14,508	13,762	(746)	15,856	14,341	(1,515)	16,902	14,904	(1,997)	16,116	15,447	(670)	17,049	15,855	(1,194)
Non-Routine Spend															
Labour	183	210	27	208	133	(74)	114	90	(24)	112	197	85	172	647	475
Contractors	816	209	(606)	459	146	(313)	660	124	(536)	847	295	(552)	916	728	(188)
Materials	196	264	68	135	146	11	108	83	(25)	92	203	111	347	691	344
Other	23	117	95	5	80	74	21	49	28	38	107	69	16	371	355
Non-directs	351	422	71	363	264	(98)	235	174	(61)	236	371	135	340	1,104	764
Non-Routine - Total	1,568	1,223	(345)	1,169	769	(400)	1,138	520	(618)	1,325	1,174	(151)	1,791	3,541	1,750
Total Regulated Spend	16,076	14,984	(1,092)	17,025	15,110	(1,915)	18,039	15,424	(2,615)	17,441	16,620	(821)	18,840	19,396	556
Non Annuity Funded Spend	257			144			1			-			-		
Surplus (Deficit)	(2,664)			1,287			1,818			1,789			(766)		

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, however, 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, 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 ie 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 admin support and other local labour not directly booked to activities within service contracts.

Corporate overhead costs are more generic than indirect cost and local overheads and are spread across all service contracts based on direct labour. They include the cost of HR and payroll, ICT, communications, legal and property, finance, 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 was reviewed and accepted by the QCA during the 2012 pricing review.

Notes

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

Although the QCA set cost targets based on assumed inflation of 2.5%, most of the financial figures in the QCA's final report on SunWater's irrigation pricing were presented in real dollars (\$2011). To convert the QCA reported real dollars to nominal dollars, multiply by the below factors; these are based on the QCA's assumed inflation rate of 2.5% p.a. For comparison, the QCA conversion factors based on assumed inflation of 2.5% are compared with conversion factors based on actual inflation as measured by the Brisbane All Groups Consumer Price Index taken in March each year.

Table 8 – Conversion Factors for real \$2011 to Nominal Dollars

	2013	2014	2015	2016	2017
QCA Conversion Factor	1.051	1.077	1.104	1.131	1.16
Accumulative March Quarter CPI	1.0494	1.0714	1.105	1.1208	1.1397

Disclaimer

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