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# 2014 Annual Performance Report

## Lower Mary Bulk

October 2014

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## Notes

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

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 report real dollars to nominal dollars, multiply by the following factors; these are based on the QCA's assumed inflation rate of 2.5% p.a.

**Table 1 – Conversion Factors for real \$2011 to Nominal Dollars**

	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Conversion Factor	1.051	1.077	1.104	1.131	1.160

## Disclaimer

This report has been produced by SunWater, to provide information for client use only. The information contained in this report is limited by the scope and the purpose of the study, and should not be regarded as completely exhaustive. Permission to use or quote information from this report in studies external to the Corporation must first be obtained from the Chief Executive, SunWater.

## 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 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](mailto:nspfeedback@sunwater.com.au)

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

## Water Usage

Table 2 – 2014 Water Usage

	No. of Customers	Water Entitlements ML	Available Water ML	Available Water %	Water deliveries ML	Water deliveries % of entitlement	Water deliveries % of available
Industrial		70	70	100%	0	0%	0%
Irrigation		19,327	19,327	100%	13,064	68%	68%
Urban		120	120	100%	69	58%	58%
Other		0	0		0		
SunWater		10,892	10,892	100%	3,651	34%	34%
<b>Total</b>	<b>170</b>	<b>30,409</b>	<b>30,409</b>	<b>100%</b>	<b>16,784</b>	<b>55%</b>	<b>55%</b>

QCA Assumed Water Usage for Irrigation 34.5%

QCA Assumed Water Usage for Total 33.0%

**Table 3 – Revenue**

	<b>2013 SunWater Actual \$'000</b>	<b>2014 SunWater Actual \$'000</b>	<b>2015 SunWater Budget \$'000</b>
Irrigation Revenue*	127	144	209
Drainage	0	0	0
Irrigation CSO	29	14	0
Industrial and Urban*	(110)	116	56
Other Revenue	4	5	5
<b>Total Revenue</b>	<b>50</b>	<b>279</b>	<b>269</b>

\* Bulk water charges have not been unbundled from Distribution charges therefore a portion of the Distribution revenue is attributable to the Bulk service contract.

## Routine Expenditure

**Table 4 – Routine Operating Expenditure**

	<b>2013 SunWater Actual</b>	<b>% of 2013 Target</b>	<b>2014 SunWater Actual</b>	<b>% of 2014 Target</b>	<b>2015 SunWater Budget</b>	<b>% of 2015 Target</b>
	\$'000	%	\$'000	%	\$'000	%
Operations (Excl. Elect.)	197	97%	104	49%	218	104%
Preventative	8	10%	5	6%	76	99%
Corrective	4	34%	4	30%	10	78%
Electricity	0	n/a	0	n/a	0	n/a
<b>Total Routine Expenses</b>	<b>209</b>	<b>73%</b>	<b>112</b>	<b>37%</b>	<b>304</b>	<b>101%</b>

### 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 of<sup>1</sup>:

- 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.

The operations expenditure in 2014 was \$104k, which was 51% below the QCA target. The major exceptions and highlights with operation activities for the year included:

- Operational costs \$106k lower than budget as a result of continued stream flows and reduced operational requirements to manage the scheme. For example, monthly inspection efforts are reduced when the barrage/s are spilling as the structure is not visible and unable to be thoroughly inspected;
- Insurance costs \$17k higher than target.

### 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 includes<sup>1</sup>:

- 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;

<sup>1</sup> Activities listed will not apply to all service contracts.

- 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; and
  - Spraying and other activities to control operational and noxious weeds within channel and drainage reserves.

Preventive maintenance for 2014 was \$72k below the QCA’s target. The major exceptions and highlights with preventive maintenance activities for the year included:

- Continued stream flows limiting opportunities to conduct maintenance on the barrages and fishways.

### **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 emergency<sup>2</sup>:

- Scheduled corrective maintenance is maintenance that can be planned and scheduled, and includes:
  - Scheme Roads
    - Repair pot holes;
    - Grade roads; and
    - Repair, replace and paint guide posts and signs.
  - 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:
  - Response to theft or vandalism associated with scheme assets.

Corrective maintenance was \$9k below the QCA’s target for 2014. The major exceptions and highlights with corrective maintenance activities for the year included:

- minor debris removal from the fishways; and
- repairs to the gauging stations on Mary River and Tinana Creek.

### **Electricity**

No electricity costs for this service contract in 2014.

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<sup>2</sup> Activities listed will not apply to all service contracts.

## 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 2014; 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.

Overall, the 2013-17 non-routine spend will exceed the five-year QCA target. There has been significant corrective works in this service contract to repair flood damage and more repairs to be completed in 2015. Corrective works are unplanned and were not allowed for in the QCA's targets.

**Table 5 – Non-Routine Expenditure**

	<b>2013 SunWater Actual</b>	<b>% of 2013-17 Target</b>	<b>2014 SunWater Actual</b>	<b>% of 2013-17 Target</b>	<b>2015 SunWater Budget</b>	<b>% of 2013-17 Target</b>
	\$'000	%	\$'000	%	\$'000	%
<b>Annuity Funded</b>						
R&E - Annuity Funded	9		3		9	
Corrective	18		10		174	
Other	0		0		0	
Non-direct	11		9		25	
<b>Annuity Funded Total</b>	<b>38</b>	<b>80%</b>	<b>23</b>	<b>49%</b>	<b>208</b>	<b>437%</b>
<b>Non-Annuity Funded</b>						
R&E - Non-Annuity Funded	0		4		0	
Non-direct	0		2		0	
<b>Total Non-Annuity Funded</b>	<b>0</b>	<b>n/a</b>	<b>5</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>



## R&E – Annuity Funded

The annuity funded R&E direct spend was \$3k. Projects undertaken included:

- Conduct Deformation Survey (5 Yearly) - Tinana Barrage — \$4k<sup>3</sup> was spent in 2014 to undertake a deformation survey of Tinana Barrage to determine if the structure had moved vertically or horizontally. Deformation surveys are done on most SunWater structures as a component of our risk management process.
- Reinstate Subsided Downstream Face Slab - Tinana Barrage — \$3k was spent in 2014 to undertake an options study on whether to reinstate subsided face slabs on Tinana Barrage. The option study recommended that no work was needed and that monitoring the slabs for additional subsidence should continue.
- Conduct Deformation Survey (5-Yearly) - Mary Barrage — \$2k was spent in 2014 to undertake a deformation survey of Tinana Barrage to determine if the structure had moved vertically or horizontally. Deformation surveys are done on most SunWater structures as a component of our risk management process.

## Corrective Maintenance

The annuity funded corrective maintenance spend was \$10k, excluding non-directs. Projects undertaken included:

- Flood damage repairs at Mary Barrage — \$9k was spent in 2014 to reinstall safety marker buoys and signage damaged during the 2013 floods in accordance with public safety requirements.
- Flood damage repairs at Tinana Barrage — \$4k was spent in 2014 to reinstall safety marker buoys and signage damaged during the 2013 floods in accordance with public safety requirements.

## Other

There was no expenditure categorised as “Annuity-funded Other” in 2014.

## R&E – Non Annuity

The Non-annuity funded R&E direct spend included:

- Customer funded upgrade to offtake LM Sugar — \$5k was spent in 2014 to install a customer meter.

## Annuity Balance

The 2014 annuity balance is shown below.

**Table 6 – Annuity Balance**

	2013	2014	2015*	2016	2017
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Opening Balance</b>	(1,210)	(1,229)	(1,233)		
<b>Annuity Income</b>	110	110	110	110	109
<b>Spend</b>	(38)	(23)	(208)		
<b>Interest</b>	(91)	(92)	(92)		
<b>Closing Balance</b>	(1,229)	(1,233)	(1,424)		

\* 2015 figures are subject to change once actual spend is known.

<sup>3</sup> Individual project expenditures include non-directs.

## Appendix – Total Expenditure by Expense Type

Table 7 – Expenditure for Activity by Type

	2013 SunWater Actual \$'000	% of 2013 Target %	2014 SunWater Actual \$'000	% of 2014 Target %	2015 SunWater Budget \$'000	% of 2015 Target %
<b>ROUTINE EXPENSES</b>						
<b>Operations</b>						
Labour	41		25		42	
Materials	0		0		2	
Contractors	0		3		63	
Other	76		31		28	
Non-direct	80		44		83	
<b>Operations Total</b>	<b>197</b>	<b>97%</b>	<b>104</b>	<b>49%</b>	<b>218</b>	<b>104%</b>
<b>Preventative</b>						
Labour	2		2		8	
Materials	1		0		0	
Contractors	0		0		50	
Other	0		0		0	
Non-direct	4		3		17	
<b>Preventative Total</b>	<b>8</b>	<b>10%</b>	<b>5</b>	<b>6%</b>	<b>76</b>	<b>99%</b>
<b>Corrective</b>						
Labour	1		1		1	
Materials	0		1		0	
Contractors	0		0		8	
Other	0		1		0	
Non-direct	3		2		2	
<b>Corrective Total</b>	<b>4</b>	<b>34%</b>	<b>4</b>	<b>30%</b>	<b>10</b>	<b>78%</b>
<b>Electricity</b>	<b>0</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>
<b>Total Routine Expenses</b>	<b>209</b>	<b>73%</b>	<b>112</b>	<b>37%</b>	<b>304</b>	<b>101%</b>
<b>NON-ROUTINE EXPENSES</b>						
<b>Annuity Funded</b>						
R&E - Annuity Funded	9		3		9	
Corrective	18		10		174	
Other	0		0		0	
Non-direct	11		9		25	
<b>Total Annuity Funded Non-Routine</b>	<b>38</b>	<b>80%</b>	<b>23</b>	<b>49%</b>	<b>208</b>	<b>437%</b>
<b>TOTAL REGULATED EXPENSES</b>	<b>246</b>		<b>135</b>		<b>512</b>	
<b>Non-Annuity Funded</b>						
R&E - Non-Annuity Funded	0		4		0	
Non-direct	0		2		0	
<b>Total Non-Annuity Funded</b>	<b>0</b>	<b>n/a</b>	<b>5</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>
<b>TOTAL EXPENSES</b>	<b>246</b>		<b>141</b>		<b>512</b>	