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2013 Annual Performance Report

Upper Burnett Bulk

October 2013

Table of Contents

Introduction	4
Water Usage	4
Routine Expenditure	5
Operations	5
Preventive Maintenance	5
Corrective Maintenance	6
Electricity	7
Non-Routine Expenditure	8
R&E – Annuity Funded	8
Corrective Maintenance	9
Other	9
R&E – Non Annuity	9
Annuity Balance	9
Appendix –Total Expenditure by Expense Type	10

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

	2013	2014	2015	2016	2017
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 this annual Performance Report to show how SunWater 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

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

Water Usage

Table 2 - 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		119	119	100%	30	25%	25%
Irrigation		28,457	28,457	100%	11,087	39%	39%
Urban		1,930	1,930	100%	687	36%	36%
Other		0	0		0		
SunWater		18,032	18,032	100%	0	0%	0%
Total	160	48,538	48,538	100%	11,803	24%	24%

QCA Assumed Water Usage for Irrigation 55.8%

QCA Assumed Water Usage for Total 66.0%

Routine Expenditure

Table 3 – Routine Operating Expenditure

	2013 SunWater Actual	% of 2013 Target	2013-17 to date Actual	% of 2013-17 Target	2013-17 QCA Target
	\$'000	%	\$'000	%	\$'000
Operations (Excl. Elect.)	534	96%	534	19%	2,855
Preventative	97	70%	97	13%	721
Corrective	24	71%	24	14%	177
Electricity	8	109%	8	19%	42
Total Routine Expenses	663	90%	663	17%	3,797

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 include¹:

- Schedule and deliver water including processing water orders, monitoring of storage levels, releasing water, and managing river flows;
- Flood operations including emergency preparedness and implementation of Emergency Action Plans for the dam;
- Water quality monitoring including water quality sampling and monitoring of blue green algae;
- Compliance including ROP reporting and BOM reporting;
- Meter Reading;
- Administration of water accounts, billing and receipting payments;
- Customer management including enquiries and complaints and maintaining the customer service help desk;
- Environmental management including operation of fishways, reporting fish deaths, monitoring or noxious weeds, pests and contaminated land;
- Scheme management including licences and permits, rates, land management, planning and reporting;
- Insurance costs;
- Monitoring the security of assets and unauthorised access and trespass; and
- Manage public relations associated with the scheme.

The operations expenditure in 2013 was \$20k below the QCA target. More emphasis was placed on dam operations due to flooding, with reduced activity on river operations.

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 updated work instructions developed for operating the scheme and include an estimate of the resources required to implement that scope of work. Preventive maintenance includes²:

- Condition monitoring: The inspection, testing or measurement of physical assets to report and record its condition and performance for determination of preventive maintenance requirements. Assets which the condition is monitored

¹ Activities listed will not apply to all service contracts.

² Activities listed will not apply to all service contracts.

regularly include pumps, electrical motors, valves, gates, switchboards, embankment, spillway, outlet works and associated equipment;

- 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 is undertaken as part of preventative maintenance. This includes mowing, spraying and other activities to control weeds within the scheme.

Preventive maintenance was \$50k below the QCA's target for 2013. The included in the preventative maintenance activities for the year included:

- Due to the flood damage sustained to Claude Wharton Jones and John Golby weirs the full preventative maintenance program was not fulfilled.

Corrective Maintenance

Corrective maintenance includes activities to correct unexpected failures or to return an asset to an acceptable level of performance or condition. While corrective maintenance is difficult to forecast with accuracy, such activities 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 (maintenance that can be routinely planned and scheduled)
 - Dams
 - Repair of control gates and valves
 - Repair walls, embankments and spillways
 - Repair of concrete structures
 - Weirs
 - Repair of control gates and valves
 - Repair walls and embankments
 - Repair of concrete structures
 - Repair of fishways
 - Barrages
 - Repair of control gates and valves
 - Repair walls, embankments
 - Repair of concrete structures
 - Repair of fishways
 - Roads
 - Repair of pot holes
 - Grade roads
 - Repair, replace and paint guide posts and signs
 - Gauging Stations
 - Repair of instrumentation
 - De-silt gauging weirs
 - Repair concrete structure
 - Repair instrumentation hut
 - Meters
 - Repair bulk water meters
 - Repair customer meters

- Emergency maintenance is maintenance that has to be carried out immediately to restore normal operation, to restore supply to customers or to meet a regulatory obligation (e.g. rectify a safety hazard). Emergency maintenance includes:
 - Repair or correction of control valve faults and other equipment
 - Response to theft or vandalism associated with scheme assets

Corrective maintenance was \$10k below the QCA's target for 2013. There was significant flood damage that removed some equipment from service thereby reducing the levels of breakdowns.

Electricity

Electricity costs were \$1k above QCA target in 2013 mostly due to increases in regulated electricity prices being higher than the 12.5% increase allowed by the QCA for 2013.

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 2013; 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 are unexpected events, such as floods, that are not allowed for in the QCA's annuity funding allowance. Notwithstanding these points, SunWater aims to limit renewals expenditure to the QCA's targets over the 2013-17 price path in order to manage the annuity balance to reasonable levels.

Table 4 – Non-Routine Expenditure

	2013 SunWater Actual	% of 2013-17 Target	2013-17 to date Actual	% of 2013-17 Target	2013-17 QCA Target
	\$'000	%	\$'000	%	\$'000
Annuity Funded					
R&E - Annuity Funded	22		22		673
Corrective	217		217		0
Other	0		0		0
Non-direct	111		111		443
Annuity Funded Total	350	31%	350	31%	1,116
Non-Annuity Funded					
R&E - Non-Annuity Funded	1		1		n/a
Non-direct	2		2		n/a
Total Non-Annuity Funded	3		3		n/a

R&E – Annuity Funded

The main annuity funded projects for 2013 were the refurbishment of No. 1 regulating valve and repainting the spillway angle iron, both at Wuruma Dam. The regulating valve could not be opened past approximately 3% of its range and needed to be refurbished to allow releases to be made. The angle iron was found to be in poor condition during the 2011 inspection and is needed to ensure the concrete lip of the spillway is not scoured during spill events.

Corrective Maintenance

The Annuity-funded corrective maintenance expenditure was \$296k in 2013 (including non-directs). All of the works were to rectify damage as a result of the January 2013 floods. Works include repairs and/or replacement of equipment as follows:

- Claude Wharton Weir – Clean up of debris and replacement of handrails to make site safe, repairs to the gauging station, commencement of repairs to control room, electro/mechanical equipment and Fishway. Total cost for 2013 was \$165k.
- Wuruma Dam - Debris clearing, repairs to the gauging station measuring weir and rebuilding of access road made up the extent of repairs. Total cost was \$76k.
- Jones Weir – replacement of handrails to restore safe access and repairs to access road were undertaken. Costs totalled \$55k.

Other

There was no other “Annuity-funded” spend in 2013.

R&E – Non Annuity

The North Burnett Regional Council is constructing a new town water supply intake to Gayndah Township and is investigating options for constructing it on SunWater land at Claude Wharton Weir. Council is paying all of SunWater’s costs involved in design reviews, risk assessments and provision of data to consultants GHD.

Annuity Balance

The 2013 annuity balance is shown below.

Table 5 – 2013 Annuity Balance

	2013	2014	2015	2016	2017
	\$'000	\$'000	\$'000	\$'000	\$'000
Opening Balance	(199)	(401)			
Annuity Income	163	173	175	180	187
Actual Spend	(350)				
Interest	(15)				
Closing Balance	(401)				

Appendix – Total Expenditure by Expense Type

Table 6 – Expenditure for Activity by Type

	2013 SunWater Actual \$'000	% of 2013 Target %	2013-17 to date Actual \$'000	% of 2013-17 Target %	2013-17 QCA Target \$'000
ROUTINE EXPENSES					
Operations					
Labour	120		120		754
Materials	4		4		17
Contractors	19		19		50
Other	164		164		523
Non-direct	226		226		1,511
Operations Total	534	96%	534	19%	2,855
Preventative					
Labour	32		32		233
Materials	0		0		25
Contractors	2		2		18
Other	1		1		0
Non-direct	63		63		446
Preventative Total	97	70%	97	13%	721
Corrective					
Labour	3		3		49
Materials	0		0		22
Contractors	13		13		11
Other	3		3		0
Non-direct	6		6		95
Corrective Total	24	71%	24	14%	177
Electricity	8	109%	8	19%	42
Total Routine Expenses	663	90%	663	17%	3,797
NON-ROUTINE EXPENSES					
Annuity Funded					
R&E - Annuity Funded	22		22		673
Corrective	217		217		0
Other	0		0		0
Non-direct	111		111		443
Total Annuity Funded Non-Routine	350	31%	350	31%	1,116
TOTAL REGULATED EXPENSES	1,014		1,014		4,912
Non-Annuity Funded					
R&E - Non-Annuity Funded	1		1		n/a
Non-direct	2		2		n/a
Total Non-Annuity Funded	3		3		n/a
TOTAL EXPENSES	1,017		1,017		n/a