

Bundaberg Water Supply Scheme

Fees and charges schedule – effective 1 July 2024

(This is the date from which each individual charge applies unless otherwise specified)

Fees and charges for customers receiving an irrigation service from Sunwater¹

Tariff group	Product		Measure		\$ / ML (Regulated)	\$ / ML inc. 15% discount
River	Allocation Charge	Fixed	Part A	Per ML of water allocation	13.13	11.16
	Allocation Water	Variable	Part B	Per ML of water taken	1.08	0.92
Channel or watercourse supplemented by a channel	Allocation Charge	Fixed	Part A	Per ML of water allocation	13.13	11.16
	Allocation Charge – Channel Distribution	Fixed	Part C	Per ML of water allocation	54.54	46.36
	Allocation Water	Variable	Part B	Per ML of water taken	1.08	0.92
	Allocation Water – Channel Distribution	Variable	Part D	Per ML of water taken	58.08	49.37

Fees and charges for customers receiving a non-irrigation service from Sunwater²

For existing non-irrigation customers, please refer to your supply contract with Sunwater or subsequent pricing charges review notice issued by Sunwater.

For new non-irrigation customers, the fees and charges will be priced on application.

Permanent Transfer Termination Fees ⁴		
From \ To	Bundaberg Channel	Bundaberg River
Bundaberg Channel	Nil	\$ 832.72/ ML

Other fees and charges set by Sunwater

Other charge ³	Measure	Price (\$)
Administration and transfer fee – Transfer of water allocation ⁴	Per transfer	675.99
Administration and transfer fee – Lease of water allocation ⁴	Per transfer	1020.00
Administration and transfer fee – Change to water allocation ⁴	Per transfer	476.00

Other charge ³	Measure	Price (\$)
Connection	N/A	The charge will be determined based on the recovery of reasonable costs at the time of connection
Disconnection	N/A	The charge will be determined based on the recovery of reasonable costs at the time of disconnection
Meter testing ⁵	Per hour	129.00
New or additional meter application ^{4,6}	Per application	1327.00
Reconnection	N/A	The charge will be determined based on the recovery of reasonable costs at the time of reconnection
Relocation ⁴	N/A	Price on application
Relocation application fee ⁴	N/A	78.00
Short-term supply application fee ⁴	Per application	704.00
Short-term supply – e.g. construction, roadworks (excludes irrigation) – maximum period: within current water year	Per ML	Price on application
Special meter readings ⁷	Per hour	102.00
Water Allocation Register search fee ⁴	Per search ⁸	29.39

Notes

1. These prices apply to customers that receive an irrigation service, excluding Burnett Water services, as defined in the Water Act 2000. An irrigation service is defined in Schedule 4 of the Water Act 2000 as ‘the supply of water or drainage services for irrigation of crops or pastures for commercial gain’. These prices are set by the Queensland Government and show both regulated and inclusive of the Queensland Government’s 15 per cent discount (see below for further detail).
2. These prices apply to non-irrigation customers whose contract with Sunwater, or subsequent pricing charges review notice issued by Sunwater, refers to the “Regulated Charge”.
3. Other charges apply when Sunwater performs the service to which the charge relates and are not limited to a particular class of person unless otherwise specified. Sunwater may apply other charges that are not listed here.
4. GST inclusive.
5. A minimum charge of \$129.00 applies. A refund of this meter testing charge may apply if the meter is found to be faulty.
6. Costs for design, construction and installation are charged separately. Refer to the ‘Connection’ charge.
7. A minimum charge of \$102.00 applies.
8. This fee is subject to change.

How charges are set

Fixed (Parts A & C) and volumetric (Parts B & D) charges for irrigation customers are set by the Queensland Government based on recommendations from the QCA. In February 2020, the QCA completed its investigation into water prices to apply to Sunwater’s irrigation customers from 1 July 2020 to 30 June 2024, following a public consultation process. The QCA’s final recommendations on irrigation prices are available on its website: qca.org.au/project/rural-water/irrigation-price-investigations.

In March 2023 the Queensland Government issued a new direction notice setting prices from 1 July 2023 to 30 June 2025.

Commercial charges set by Sunwater are based on the full recovery of:

- operational, maintenance and administrative costs
- externalities
- taxes
- the return of and on capital investment.

These charges are escalated annually, based upon the terms and conditions of relevant contracts.

For other charges, an hourly rate or fixed fee applies. Hourly rates are based on the average rate of the Sunwater team members most likely to undertake the work and includes base salary costs, statutory on costs and non-direct costs. Fixed fees are based on an estimate of the cost of the service being provided, including labour, system and non-direct costs.

Pass through charges

For the Water Allocation Register search fee, Sunwater sets the charge to recover the costs incurred from CITEC CONFIRM.

Issue of invoices

Sunwater issues invoices quarterly for fixed (Parts A & C) charges and usage-related charges (e.g. Parts B & D charges) in the Bundaberg Water Supply Scheme. Annual charges are payable in four instalments, with each quarterly invoice containing one instalment. Fixed (Parts A & C) charges are payable in advance for the upcoming quarter and usage-related charges (e.g. Parts B & D charges) are payable in arrears, based on usage in the previous quarter.

Invoices for other charges set out in this schedule may be issued at the time Sunwater receives an application (e.g. administration and transfer fees) or after the service has been provided (e.g. special meter readings).

Each fee and charge is payable by the date specified on the relevant invoice. Payments for invoices are typically due 30 days after the date of issue.

Generally available discounts

The Queensland Government has introduced a discount for customers receiving an irrigation service in water supply schemes where the government sets prices. Irrigation customers in the Bundaberg Water Supply Scheme who are eligible for regulated prices will receive the 15 per cent discount on their Part A, B, C & D charges. The invoices issued by Sunwater reflect the discounted price.

Generally available rebates

Horticultural growers on regulated prices may also be eligible for an additional 35 per cent rebate (a 50 per cent cut in total) on their Part A, B, C & D charges. Refer to the Queensland Government's website for more details: rdmw.qld.gov.au.

Sunwater is participating in a trial electricity cost pass-through mechanism for irrigation customers in the Bundaberg distribution scheme. Throughout the trial period Sunwater will pass-through any scheme-level electricity cost savings achieved in 2023-24 to irrigation customers. The pass-through credit, if applicable, will be applied to eligible irrigation customer's first quarter bill in 2024-25. More information on the trial is available on the Sunwater website www.sunwater.com.au/customer/fees-and-charges/electricity-cost-pass-through-trial/.

Surcharges

If a customer chooses to pay their invoice using a credit card payment option, a 0.5 per cent payment processing fee will apply.

Late payment interest may also apply to overdue amounts. Details on the interest payable are provided in a customer's supply contract with Sunwater. Interest will accrue at the rate referred to in any agreement between the customer and Sunwater (usually referred to as the 'Overdue Rate'). Such interest will be calculated daily and compounded and applied on the 14th and 28th day of each calendar month, from the due date for payment up to and including the date the unpaid amount is paid.

The 'Overdue Rate' means a rate of interest equal to the Reserve Bank of Australia (RBA) lending rates: business finance; new loans funded in the month; small business; variable-rate (RBA lending rate) plus two per cent (2%) and if at any time this rate ceases to be published, then such other rate per annum as may be determined after request by Sunwater by a nominee of the Chief Executive for the time being of the Resolution Institute.

Hardship policy

Sunwater understands that periods of hardship may occur for our customers and has a policy in place that can provide support through flexible payment options. More information about this policy is available on the Sunwater website sunwater.com.au/customer/managing-your-account or by contacting the Sunwater Customer Support team on 13 15 89 or customersupport@sunwater.com.au.

Dispute resolution

For questions or enquiries relating to the fees and charges in an invoice, please contact Sunwater's Customer Support team on 13 15 89 or email customersupport@sunwater.com.au.

Details regarding dispute resolution processes can be found in a customer's supply contract with Sunwater.