Callide Valley Water Supply Scheme

Fees and charges schedule – effective 1 July 2026

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

Fees and charges for customers receiving an irrigation service from Sunwater[1]

Tariff group	Product			Measure	$/ML (Regulated)
Surface Water – Callide and Kroombit Creek	Allocation charge	Fixed	Part A	Per ML of water allocation	37.54
	Allocation water	Variable	Part B	Per ML of water taken	10.05
Callide Benefited Groundwater Area	Allocation charge	Fixed	Part A	Per ML of water allocation	37.54
	Allocation water	Variable	Part B	Per ML of water taken	10.05

Fees and charges for non-irrigation customers[2]

Existing non-irrigation customers should refer to their supply contract with Sunwater or subsequent pricing charges review notice.

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

Other fees and charges set by Sunwater

Other charge[3]	Measure	Price ($)
Administration and transfer fee – Transfer of water allocation[4]	Per transfer	892.00
Administration and transfer fee – Lease of water allocation[4]	Per transfer	1346.99
Administration and transfer fee – Change to water allocation[4]	Per transfer	628.00
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	169.00
New or additional meter application[4,6]	Per application	1751.00
Reconnection	N/A	The charge will be determined based on the recovery of reasonable costs at the time of reconnection

Other charge[3]	Measure	Price ($)
Short-term supply application fee[4]	Per application	928.00
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	134.00
Water Allocation Register search fee[4]	Per search[8]	31.28

Notes

1. These prices apply to customers that receive an irrigation service 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.
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 a nominated service 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 $169.00 applies. A refund of this 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 $134.00 applies.
8. This fee is subject to change.

How charges are set

Fixed (Part A) and volumetric (Part B) charges for irrigation customers are set by the Queensland Government. This typically follows a review of costs and prices by the Queensland Competition Authority (QCA).

QCA's review of irrigation prices for the 2025–26 to 2028–29 period concluded with the publication of its Final Report in February 2025.

In May 2025, the Queensland Government set irrigation prices for the 2025–26 to 2026–27 period.

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 increase annually, based on 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; they include 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

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

Issue of invoices

Sunwater issues invoices quarterly for fixed (Part A) charges and usage-related charges (Part B) in the Callide Valley Water Supply Scheme. Annual charges are payable in four instalments, with each quarterly invoice comprising one instalment. Fixed (Part A) charges are payable in advance for the upcoming quarter and usage-related charges (Part B) 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 and rebates

In May 2025, the Queensland Government announced the 15 per cent discount for eligible irrigators would be continued for two more years (2025–26 and 2026–27).

The scheme is now administered by the Queensland Rural and Industry Development Authority (QRIDA). This means that Sunwater does not include the discount on its bills as it did previously. Irrigators must apply directly to QRIDA, and successful applicants will receive a 15 per cent rebate on their Sunwater bills. Further details are available here.

Surcharges

Interest may apply to overdue amounts. Interest will accrue at the rate specified in your agreement with Sunwater, usually referred to as the 'overdue rate'. It will be calculated daily and compounded and applied on the 14th and 28th day of each calendar month, from the invoice due date up to and including the date the invoice is paid.

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

Hardship policy

We understand our customers may experience periods of hardship and can provide flexible payment options. More information about this policy is available on the Sunwater website 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 of dispute resolution processes can be found in your supply contract.