

Bundaberg Water Supply Scheme

Burnett Water – Paradise Dam

Fees and charges schedule – effective 1 July 2025

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

Fees and charges for customers receiving a water supply service from Sunwater

For existing customers, please refer to your supply contract with Sunwater or subsequent pricing charges review notice.

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

HIGH PRIORITY					
Tariff group	Product			Measure	\$/ML
River	Allocation charge	Fixed	Part A	Per ML of water allocation	145.19
	Allocation water	Variable	Part B	Per ML of water taken	1.24
Channel or watercourse supplemented by a channel	Allocation charge	Fixed	Part A	Per ML of water allocation	145.19
	Allocation water	Variable	Part B	Per ML of water taken	1.24
	Allocation water – channel distribution	Variable	Part D	Per ML of water taken	67.17
Part C 'Peak' capital charge (ML per annum)	Abbotsford	N/A	N/A	Per ML	48.07
	Gin Gin/Bingera	N/A	N/A	Per ML	13.53
	Gooburru	N/A	N/A	Per ML	0.72
	Isis	N/A	N/A	Per ML	30.10
	Woongarra	N/A	N/A	Per ML	8.48
Part C 'Off Peak' capital charge (ML per annum)	Abbotsford	N/A	N/A	Per ML	26.73
	Gin Gin/Bingera	N/A	N/A	Per ML	0.00
	Gooburru	N/A	N/A	Per ML	0.00
	Isis	N/A	N/A	Per ML	8.77
	Woongarra	N/A	N/A	Per ML	0.00

MEDIUM PRIORITY					
Tariff group	Product			Measure	\$/ML
River	Allocation charge	Fixed	Part A	Per ML of water allocation	58.26
	Allocation water	Variable	Part B	Per ML of water taken	1.24
Channel or watercourse supplemented by a channel	Allocation charge	Fixed	Part A	Per ML of water allocation	58.26
	Allocation water	Variable	Part B	Per ML of water taken	1.24
	Allocation water – channel distribution	Variable	Part D	Per ML of water taken	67.17
Part C 'Peak' capital charge (ML per annum)	Abbotsford	N/A	N/A	Per ML	48.07
	Gin Gin/Bingera	N/A	N/A	Per ML	13.53
	Gooburrum	N/A	N/A	Per ML	0.72
	Isis	N/A	N/A	Per ML	30.10
	Woongarra	N/A	N/A	Per ML	8.48
Part C 'Off Peak' capital charge (ML per annum)	Abbotsford	N/A	N/A	Per ML	26.73
	Gin Gin/Bingera	N/A	N/A	Per ML	0.00
	Gooburrum	N/A	N/A	Per ML	0.00
	Isis	N/A	N/A	Per ML	8.77
	Woongarra	N/A	N/A	Per ML	0.00

PACKAGE PRICES FOR MEDIUM AND HIGH		
Tariff group	Product	\$/ML
'Peak' distribution service (ML per annum)	Purchased annually	52.15
'Off Peak' distribution service (ML per annum)	Purchased annually	26.07

Upper Burnett Water Supply Scheme

Burnett Water - Kirar Weir

Fees and charges schedule – effective 1 July 2025

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

Fees and charges for customers receiving a water supply service from Sunwater

For existing customers, please refer to your supply contract with Sunwater or subsequent pricing charges review notice.

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

MEDIUM PRIORITY					
Tariff group	Product			Measure	\$/ML
River	Allocation charge	Fixed	Part A	Per ML of water allocation	82.22
	Allocation water	Variable	Part B	Per ML of water taken	5.02

Other fees and charges set by Sunwater

Other charge ¹	Measure	Price (\$)
Administration and transfer fee – Transfer of water allocation ²	Per transfer	811.00
Administration and transfer fee – Lease of water allocation ²	Per transfer	1224.00
Administration and transfer fee – Change to water allocation ²	Per transfer	571.00
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 ³	Per hour	154.00
New or additional meter application ^{2,4}	Per application	1592.00
Reconnection	N/A	The charge will be determined based on the recovery of reasonable costs at the time of reconnection
Relocation ²	N/A	Price on application
Relocation application fee ²	N/A	92.99
Short-term supply application fee ²	Per application	844.00
Short-term supply e.g. construction, roadworks (excludes irrigation) – maximum period: within current water year	Per ML	Price on application
Special meter readings ⁵	Per hour	122.00
Water Allocation Register search fee ²	Per search ⁶	30.42

Notes

1. 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.
2. GST inclusive.
3. A minimum charge of \$154.00 applies. A refund of this meter testing charge may apply if the meter is found to be faulty.
4. Costs for design, construction and installation are charged separately. Refer to the 'connection' charge.
5. A minimum charge of \$122.00 applies.
6. This fee is subject to change.

How charges are set

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 (Parts B & D) in the Bundaberg and Upper Burnett Water Supply Schemes. Annual charges are payable in four instalments, with each quarterly invoice comprising one instalment. Fixed (Parts A & C) charges are payable in advance for the upcoming quarter and usage-related charges (Parts B & D) 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 a continuation of the 15 per cent discount for eligible irrigators. Further details on how irrigators can secure the discount going forward will be provided soon.

Surcharges

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

Late payment interest may also apply to overdue amounts. Details on the interest payable are provided in your supply contract. 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 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 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 regarding dispute resolution processes can be found in your supply contract.