

# Electricity cost pass-through trial

## Frequently asked questions

### Eligibility

#### How were irrigation schemes selected for the electricity cost pass-through trial?

Sunwater reviewed electricity costs in each of its irrigation schemes. For those irrigation schemes where the electricity cost per megalitre is a significant portion of an irrigation tariff group's total cost per megalitre (what we refer to as 'material'), Sunwater consulted with customer representative groups and irrigation customers to determine their interest in adopting the trial.

Following this consultation, Sunwater submitted a recommendation to the Queensland Government to proceed with trials in the following schemes:

- Barker Barambah Bulk Water Supply Scheme (one tariff group, see below)
- Bundaberg Distribution Scheme
- Burdekin Haughton Distribution Scheme
- Lower Mary River Distribution Scheme
- Mareeba-Dimbulah Distribution Scheme (one tariff group, see below)
- Upper Condamine Bulk Water Supply Scheme (two tariff groups, see below). The Queensland Government subsequently approved the trials.

#### Are all irrigation tariff groups within a scheme eligible for a credit?

As part of its 2020–24 irrigation price investigation, the Queensland Competition Authority (QCA) determined an allowance for electricity costs for each scheme and allocated the allowance to all customers (in the case of the Bundaberg, Burdekin Haughton and Lower Mary River distribution schemes) or a subset of customers where most of the scheme's electricity costs are incurred in pumping water to those customers only (in the case of the Mareeba-Dimbulah Distribution Scheme, and the Barker Barambah and Upper Condamine water supply schemes).

Only irrigation tariff groups which have been allocated a share of QCA's electricity cost allowance are eligible for a credit (if applicable) under the trial. Eligible irrigation tariff groups are shown in Table 1.

Burnett Water Pty Ltd irrigation customers who are supplied water via the Bundaberg Distribution Scheme are also eligible for a credit (if applicable).

Table 1: Eligible irrigation tariff groups

Water Supply Scheme	Tariff group/s
Barker Barambah	Redgate Relift – medium priority
Bundaberg	Channel or watercourse supplemented by a channel
Burdekin Haughton	Burdekin Channel Giru Groundwater Area Gladys's Lagoon – other than from natural yield
Lower Mary River	Lower Mary Channel
Mareeba-Dimbulah	Channel – Relift
Upper Condamine	North Branch – medium priority North Branch – risk A

## Why isn't the trial proceeding in my scheme?

Due to the increased administrative costs of an electricity cost pass-through mechanism, only irrigation tariff groups with material electricity costs will benefit from a pass-through arrangement. This means the trial is not running in schemes where electricity costs do not represent a significant portion of the irrigation tariff group's total cost per megalitre. It is also being run on an opt-in basis at scheme level.

Customers within the Eton Bulk Water Supply Scheme (which has material electricity costs) are not participating in the trial.

Consultation with Eton irrigation customers in both 2021 and again in early 2022 did not elicit sufficient customer support to participate in the trial. The results of the three-year trial will, however, be shared with Eton customers as part of the overall trial evaluation.

## Can irrigation customers opt out of the trial?

No. The trial has been approved at the scheme or tariff group level. Individual irrigation customers within the approved scheme or tariff group will receive a credit (if applicable) at the water account level based on their actual aggregate water usage across all eligible irrigation tariff groups during the relevant financial year.

## What happens if I am no longer a Sunwater customer?

As the credit is being applied to irrigation customer bills in the first quarter of the following financial year, you must be a customer at that time to receive the credit. The customer account and water account numbers must remain unchanged from the previous financial year. Sunwater will not be manually processing rebates if an account is closed due to the increased transaction costs involved.

## Mechanism

### How long is the trial period?

The original electricity cost pass-through trial ran from 1 July 2020 to 30 June 2023 for approved schemes.

### Decision to extend the trial

In 2024 Sunwater elected to extend the electricity cost pass-through trial for an additional two years (until 30 June 2025). Sunwater made this decision, in response to the [Queensland Competition Authority Irrigation Pricing Review 2025-2029 Draft Report](#). Sunwater determined it was more equitable to return electricity credits to individual customers through the pass-through mechanism than by lowering future prices and distributing the credits to all customers, some of whom might not have been eligible for the credits.

The final electricity pass-through credits will be applied to eligible irrigation customer bills in October 2025.

## What does 'no one is worse off' refer to?

The term 'no one is worse off' refers to the proposed three-year trial period, where irrigation customers will not receive a debit on their bills if Sunwater spends more on electricity than it recovers.<sup>1</sup> Irrigation customers will only receive a credit (if applicable).

## How is the cost pass-through amount calculated?

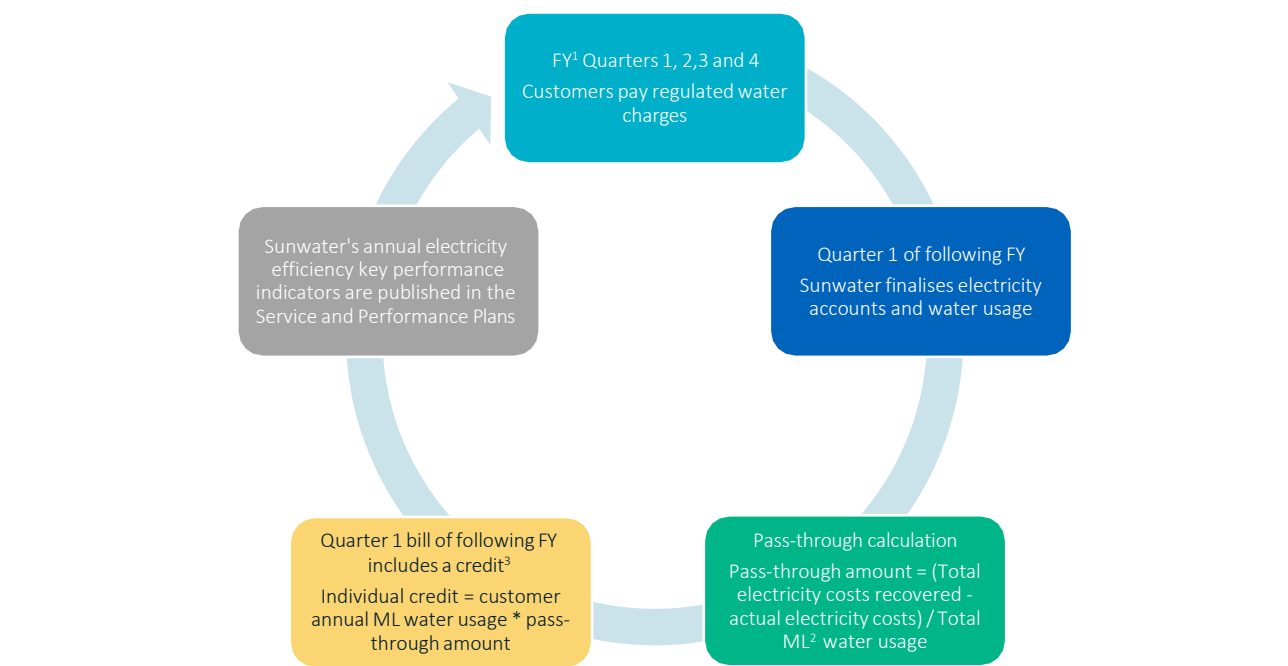
Figure 1 illustrates how the electricity cost pass-through trial works.

Irrigation customers will continue to pay regulated water charges<sup>2</sup> in quarters one to four of the financial year with no adjustments to prices. In the first quarter of the following financial year, Sunwater will finalise electricity accounts and water usage data for the previous financial year. These are the key inputs used in the pass-through calculation.

Sunwater will then calculate the tariff group or scheme level pass-through amount. It will calculate the amount of electricity costs recovered from customers based on QCA's electricity cost allowances embedded in prices paid by irrigation customers, then deduct actual electricity costs. This amount will then be divided by the total tariff group or scheme level usage.

On the first quarter bill of the following financial year, a credit will be applied if Sunwater spends less on electricity than it recovered. An irrigation customer's credit will be calculated by multiplying the customer's water usage for the year across all eligible irrigation tariff groups by the tariff group or scheme level pass-through amount.

Figure 1: How does the electricity cost pass-through trial work?



1. FY = financial year.

2. ML = megalitre.

3. Or a debit if the electricity cost pass-through mechanism is adopted after the trial.

<sup>1</sup> Sunwater will seek to recover its prudent and efficient electricity costs via an end of price period review, if QCA's cost-reflective allowance is less than actual costs. This will not occur as part of the trial.

<sup>2</sup> Burnett Water irrigation customers will continue to pay the charges set by Sunwater in quarters one to four of the financial year with no adjustments to prices.

## Is the credit amount calculated on a quarterly basis?

No. The tariff group or scheme level pass-through amount is calculated on a financial year basis because audited water usage data and electricity cost data are only available at the end of the financial year. The credit (if applicable) is passed through to irrigation customers in the first quarter bill in the following financial year. These bills are typically sent to customers in October each year.

## Is there a minimum threshold for the credit?

No. Any amount exceeding \$0.00 will be rebated.

## How will the credit be displayed on my bill?

The credit amount (if applicable) will be visible on irrigation customers' bills in the 'Other Fees and Charges' section. The accompanying description will include the following key inputs used to calculate the irrigation customer's credit amount:

the irrigation customer's aggregate annual water usage in megalitres<sup>3</sup>

the tariff group or scheme level dollar per megalitre pass-through amount.

An example of how the credit will be displayed on an irrigation customer's bill is shown in Figure 2.

*Figure 2: Example of how the credit will be displayed on a customer's bill*

### **This invoice in detail**

#### Other Fees and Charges

Date	Transaction	Description	Amount(\$)
28 Jul 2021	Irrigation Electricity Passthrough	644.32 ML @ \$6.49 per ML pa in arrears	4,181.64 CR
<b>Total Other Fees and Charges</b>			<b>4,181.64 CR</b>

## Will Sunwater communicate what the debit amount would have been?

Yes. If actual electricity costs are more than what Sunwater recovers via QCA's allowances, Sunwater will inform customers via the annual fact sheet of the amount that would have been passed through, but no debits will be applied to irrigation customer bills.<sup>4</sup>

## Water usage

### What types of water usage are used in the calculation of my credit?

'Allocation Water' and 'Allocation Water – Channel Distribution' charges on your bill are calculated by multiplying the relevant Part B tariff or Part D tariff by your quarterly allocation water usage. Sunwater will aggregate your annual allocation water usage for each eligible irrigation tariff group and use this aggregate amount in the calculation of your credit (if applicable).

For irrigation customers in the Bundaberg Distribution Scheme, the water usage will also include Burnett Water allocation water use.

For irrigation customers in the Burdekin Haughton Distribution Scheme, the calculation also includes channel harvesting usage as QCA has attributed a portion of electricity costs to this product.

<sup>3</sup> Related to eligible irrigation tariff groups only.

<sup>4</sup> Sunwater will seek to recover its prudent and efficient electricity costs via an end of price period review, if QCA's cost-reflective allowance is less than actual costs.

The following types of water usage are excluded from the calculation:

- relocation water
- riparian allowance
- stream flow
- water harvesting (river).

**I hold multiple water allocations, which are on irrigation and non-irrigation tariff groups. Will the water usage associated with the non-irrigation tariff groups be included in the calculation of my credit?**

No. The credit (if applicable) will be calculated by using the aggregate annual water usage associated with eligible irrigation tariff groups only. Refer to Table 1 above for a list of the eligible irrigation tariff groups.

For the Bundaberg Distribution Scheme, the calculation will also include Burnett Water allocation water used for irrigation purposes. For the Burdekin Haughton Distribution Scheme, the water usage also includes channel harvesting usage.

**I hold multiple water allocations, which are on different irrigation tariff groups. Will the usage for each irrigation tariff group be included in the calculation of my credit?**

The credit (if applicable) will be calculated by using the aggregate annual water usage associated with eligible irrigation tariff groups only. Refer to Table 1 above for a list of the eligible irrigation tariff groups.

Water usage associated with any other irrigation tariff group will not be included in the calculation of your credit (if applicable). The exceptions are the Bundaberg and Burdekin Haughton distribution schemes, where Burnett Water allocation water used for irrigation purposes and channel harvesting usage are included, respectively.

**I used more water during the financial year than my water allocation. Will the excess usage be included in the calculation of my credit?**

No, the excess usage will not be included in the calculation of your credit unless you temporarily transferred water to your account to cover the volume of excess water used. If the temporary transfer only covered a portion of the excess usage, the calculation would only include the portion of usage covered by the temporary transfer (plus the usage associated with your water allocation).

## Energy efficiency

**How do I know Sunwater's electricity costs and usage are efficient?**

Sunwater undertakes an annual retail electricity tariff optimisation process to select the optimal retail electricity tariff for each pump. This includes comparing regulated and contestable options, using at least four years' worth of information.

If the optimal retail electricity tariff requires a change in operation or presents water delivery risk, e.g. an interruptible supply tariff, Sunwater will engage with all customers impacted and obtain agreement prior to implementing such a change.

Sunwater also publishes electricity-related key performance indicators in the annual Service and Performance Plans, including electricity usage and pump efficiency indicators, and consults with customers on our performance against these measures.

Pump efficiency is compared against industry guidelines—a range of 3.4 to 4.5, depending on the size and design of the pump station with the benchmark for larger pump stations being more efficient.

## Can I find out what retail electricity tariffs Sunwater is on?

Tariff selections for individual connections are commercial-in-confidence. However, Sunwater will publish, at a high level, the outcome of our tariff selection review in the annual Service and Performance Plans. This will include average cents per kilowatt hour (c/kWh) at the scheme level and a summary of the movement between regulated and contestable retail electricity tariff options.

## Further questions

### Dispute resolution

If you have a query in relation to the calculation of the tariff group or scheme level pass-through amount, or the credit that has been applied to your bill, please contact Sunwater via email [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au) or phone customer support on 13 15 89.

### How can I find out more?

Questions and feedback about the trial can be sent to [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au) or you can contact customer support on 13 15 89.