

## St George Water Supply Scheme

### Fees and charges schedule – effective 1 July 2020

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

#### Fees and charges subject to the Rural Water Pricing Direction (regulated prices)<sup>1,2</sup>

Tariff group	Product			Measure	\$ / ML
River – Medium Priority	Allocation Charge	Fixed	Part A	Per ML of water allocation	21.91
	Allocation Water	Variable	Part B	Per ML of water taken	1.09
Local Management Supply – Medium Priority	Allocation Charge	Fixed	Part A	Per ML of water allocation	20.86
	Allocation Water	Variable	Part B	Per ML of water taken	1.09
Local Management Supply – High Priority	Allocation Charge	Fixed	Part A	Per ML of water allocation	29.04
	Allocation Water	Variable	Part B	Per ML of water taken	1.09

#### Fees and charges set by Sunwater<sup>2</sup>

Commercial charge	Product			Measure	\$ / ML
Upper Bound River – Medium Priority	Allocation Charge	Fixed	Part A	Per ML of water allocation	113.12
	Allocation Water	Variable	Part B	Per ML of water taken	1.41
Local Government	Allocation Charge	Fixed	Part A	Per ML of water allocation	63.83
	Allocation Water	Variable	Part B	Per ML of water taken	1.35

Other charge <sup>3</sup>	Measure	Price (\$)
Administration and transfer fee – Sale <sup>4</sup>	Per transfer	326.00
Administration and transfer fee – Lease <sup>4</sup>	Per transfer	492.00
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

Other charge <sup>3</sup>	Measure	Price (\$)
Meter testing <sup>5</sup>	Per hour	148.00
New or additional meter application <sup>4,6</sup>	Per application	804.00
Reconnection	n/a	The charge will be determined based on the recovery of reasonable costs at the time of reconnection
Relocation <sup>4</sup>	n/a	Price on application
Relocation application fee <sup>4</sup>	n/a	140.00
Riparian allowance	Per ML	0.00
Short term supply	n/a	Price on application
Special meter readings <sup>7</sup>	Per hour	148.00
Temporary Transfer adjustment fee <sup>8</sup> – River	Per ML of water to be temporarily transferred	91.21
Water Allocation Register search fee <sup>4</sup>	Per search <sup>9</sup>	25.30

## Notes

1. These prices apply only in relation to an irrigation service as defined in the *Water Act 2000*, unless otherwise specified in a customer's supply contract with Sunwater. 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.
2. The fixed (Part A) charges, volumetric (Part B) charges, riparian allowance charge and the Temporary Transfer adjustment fee listed in this schedule relate to the *Water Plan (Condamine and Balonne) 2019*.
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.
4. GST inclusive.
5. A minimum charge of \$148.00 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 \$148.00 applies.
8. A Temporary Transfer adjustment fee is payable where subsidised rural irrigation water is temporarily transferred for non-irrigation usage that is not subject to the Queensland Government's Rural Water Pricing Direction.
9. This fee is subject to change.

## Description of charges

Charge	Description
<b>Allocation Charge – Part A</b>	<p>Fixed costs associated with:</p> <ul style="list-style-type: none"> <li>providing bulk water services to customers, including the storage, delivery and taking of water</li> <li>account administration (including, for example, preparation of invoices, water accounting, Sunwater Online and customer support centre).</li> </ul> <p>These charges are payable per megalitre of water allocation held by the customer, regardless of the amount of water taken in the year.</p>
<b>Allocation Water – Part B</b>	<p>Costs associated with providing bulk water services to customers, including the storage, delivery and taking of water. These charges are payable per megalitre of water taken by the customer, measured at the meter or 'offtake'.</p>
<b>Administration and transfer fee – Sale</b>	<p>Costs associated with processing a property transfer.</p>
<b>Administration and transfer fee – Lease</b>	<p>Costs associated with processing a lease.</p>
<b>Connection</b>	<p>Costs associated with the design, construction and installation of a new or additional meter, where the meter is funded by a customer (non-annuity funded). The charge will be determined based on the recovery of reasonable costs at the time of connection.</p>
<b>Disconnection</b>	<p>Costs associated with:</p> <ul style="list-style-type: none"> <li>permanent removal of meter outlets and associated costs</li> <li>physical disconnection of the customer from the relevant network and/or scheme.</li> </ul> <p>The charge will be determined based on the recovery of reasonable costs at the time of disconnection.</p>
<b>Meter testing</b>	<p>Costs incurred while testing meters. Minimum charge of \$148.00. This charge may be refunded if the meter is found to be faulty.</p>
<b>New or additional meter application</b>	<p>Costs associated with processing an application for a new or additional meter.</p>
<b>Reconnection</b>	<p>Costs associated with reconnecting a meter and any other costs involved with reconnection. The charge will be determined based on the recovery of reasonable costs at the time of reconnection.</p>
<b>Relocation</b>	<p>Costs associated with changing the location of any given meter and/or offtake.</p>
<b>Relocation application fee<sup>1</sup></b>	<p>Costs associated with processing an application for a change in location of any given meter and/or offtake.</p>
<b>Riparian allowance</b>	<p>Costs of processing and assessing an application for a riparian allowance and any associated review, investigation and/or costs incurred along with the provision of off-river water infrastructure to enable the delivery of water to customers.</p>
<b>Short term supply</b>	<p>The charge payable for Sunwater agreeing to make water available on a short-term basis only (maximum term; within current water year). Usually associated with construction, roadworks etc. (excludes irrigation).</p>

Charge	Description
Special meter readings	Costs associated with undertaking a special ('out of the ordinary') meter read/s including and not limited to administration, maintenance and labour costs. Minimum charge of \$148.00.
Temporary Transfer adjustment fee	A Temporary Transfer enables two customers to transfer available water in the current water year. This charge is payable when a Temporary Transfer from an irrigation customer to a commercial customer is lodged with Sunwater. It is the difference between the Allocation Charge for the River – Medium Priority group under the Rural Water Pricing Direction and the Allocation Charge for the Upper Bound River – Medium Priority group.
Water Allocation Register search fee	Sunwater performs a title search – Registration Confirmation Statement (RCS) – to enable a property transfer when the RCS has not been provided by the solicitor/financier. Sunwater charges the relevant buyer or solicitor the search fee incurred from CITEC CONFIRM.

## Exemptions

Not applicable. Sunwater has not sought an exemption to publishing infrastructure charges for particular customers under Rule 9 of the *Water Charge Rules 2010*.

## Infrastructure and planning and management charges

Fixed (Part A) and volumetric (Part B) infrastructure charges for irrigation customers are set by the Queensland Government based on recommendations from the Queensland Competition Authority (QCA). The QCA completed its investigation into water prices to apply to Sunwater's irrigation customers from 1 July 2020 to 30 June 2024 in February 2020, following a public consultation process. The QCA's final recommendations on irrigation prices are available on its website: [www.qca.org.au/project/rural-water/irrigation-price-investigations/](http://www.qca.org.au/project/rural-water/irrigation-price-investigations/)

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. Sunwater does not undertake a consultation process when setting commercial charges.

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.

Sunwater does not undertake a consultation process when setting these other charges.

## Pass through charges

For the Water Allocation Register search fee, Sunwater sets the charge to recover the actual costs incurred from CITEC CONFIRM. CITEC CONFIRM generally updates its charge annually and does not undertake a consultation process when setting its charge.

## Issue of invoices

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

Not applicable.

## Surcharges

If a customer chooses to pay their invoice using a credit card payment option, a 0.5 per cent (0.5%) 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 14<sup>th</sup> and 28<sup>th</sup> 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' generally means a rate of interest equal to the Suncorp-Metway variable business lending rate applicable from time to time plus two percent (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 President of the Institute of Chartered Accountants in Australia (Queensland Branch).

## 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 [www.sunwater.com.au/customer/managing-your-account/](http://www.sunwater.com.au/customer/managing-your-account/) or by contacting the Sunwater Customer Support team on 13 15 89 or [customersupport@sunwater.com.au](mailto: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](mailto:customersupport@sunwater.com.au)

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