

Mareeba Dimbulah Irrigation Area Council

MINUTES OF MEETING – 6 September 2017

Meeting opened at 10.09am

Present:

Attendees	Representation
Joe Moro	Mareeba Fruit & Vegetable Growers Association
Bronwyn Dwyer	Secretary
Eva Arena	Barron River/Tinaroo Falls Dam Area (left.12.36pm)
Charlie Martens	SunWater Service Manager, Mareeba
Peter Cocuzza	Operations Supervisor – SunWater Mareeba
Nigel Kelly	Regional Manager Water Services – North DNRM (left: 12.53pm)
Shaun Fassio	NQ Co-op (arrived: 10.11am)
Andrew Buckley	Regional Executive Director Dept. NR&M (left: 12.53pm)
Peter Howe	Channels/Pipelines – Eastern Area
Maryann Salvetti	Tableland CANEGROWERS Ltd (left: 11.57am)
Gerard Kath	Channels/Pipelines – Central Area (left 12.27pm)
Petrina Douglas	SunWater
Aaron Beale	Senior Water Planning Advisor SunWater

1. **Apologies:** Remo Terranova, Kylie Collins, Karen Muccignat, Evan McGrath

2. **Previous Minutes & Action List:**

- Minutes: Not Done
- Action List: Not done

3. **Correspondence:**

- Not Done

4. **DNRM:**

- Barron River Environmental Flow Releases Discussion – Minister Lynham asked Andrew Buckley the Regional Executive Director to attend the meeting to listen to irrigators concerns on the Environmental Flow Releases
- Nigel tabled and outlined the process for amending the Water Plan – The Act allows for the Department to amend the Plan or the Resource Operations License Holder (in this case SunWater) can make submission to the Department to change the Plan so long as the Plan objectives and outcomes are still met.

Action: Bronwyn to scan relevant water plan documents & forward to Committee

- MDIAC Position & Comments
- Once the area was drought declared in April 2016 it was ridiculous that medium zone releases were being made right through until November. Dam levels skirted just above the low zone threshold for much of last water year resulting in those medium zone releases. We believe these releases are having an impact on our announced allocation and a flow on affect to dam users e.g. water sports on Tinaroo. Irrigators on the Barron River have issues with pump sites due to the fluctuations in releases. We would like to see the thresholds for zones reviewed and the timing of releases.
- The reduction in water allocation has had a significant impact on agricultural production on the Tableland with a \$160M reduction in one year which can be attributed largely to the reduction in water allocation.
- We understand that there has to be environmental flows for true environmental purposes but we are not happy for water to be released for downstream users who do not contribute financially to the dam
- The zones are only calculated and releases adjusted monthly. This means that even if we did fall into a different zone a few days into the month releases are not adjusted until the next month which wastes water.

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- Businesses in town are also worried about the water releases as the financial impact on farmers will flow onto the business in the towns.
- There is a perception by the community that flows must be being let out for Stanwell and another common comment which we strongly agree with is that the releases are not mimicking nature. How can the release be more than what is flowing into the dam?
- We are concerned that these releases and the back lash from the community is undermining the Plan.
- We do not accept the Department's position that the modelling shows there is not a great material benefit to open the plan for Review. Any additional water allows for more area to be irrigated and this irrigation allows for continued employment in our community.
- Our Position is still that we want a review of the environmental flow release thresholds & timing

DNR&M Comments

- The next scheduled Plan review must be completed by 2022
- Data in the current model was only up to 2004 so updated data should be included in any new modelling.
- Based on the modelling undertaken at the request of the Minister there is not enough evidence of there being a material benefit in opening up the Plan to a full review.
- There may be other reasons in the near future (e.g. Nullinga or modernisation) to trigger a review and once open for review the environmental flows could be included
- If there was compelling evidence presented that would give us confidence of there being a material benefit to open the Plan the Department would consider it

5. SunWater:

- Announced Allocation – No change for September. 66% for Medium Priority & 100% for High Priority. In between quarters when meters are not read we do not have exact usage to plug into the calculation. The 1 October calculation should be carried out using actual water usage figures.
- Modernisation Project Update – Official reply from Federal Government saying the project was assessed as 'Not Suitable'. Reasons being that the project is not 'shovel ready' at this time, the project wasn't considered to represent value for money for the Australian Government, there is a level of uncertainty around design & water savings that would be achieved requiring contingencies of around 20% and an overall low public benefit with proposed project providing mainly private benefit for existing farm businesses in the scheme and the QLD Government as owners of SunWater.
 - SunWater has until the 21st September to resubmit and is in the process of addressing the areas of concern.
 - MDIACouncil – would SunWater like us to make representation to the Australian Government by way of letter of support?

Action: Charlie to ask SunWater whether they would like the MDIACouncil to write a letter of support

- Resource Operations Licence Changes – Tabled and went through presentation
- Water Capacity Sharing Presentation – Tabled and went through presentation
 - If irrigators in this area were keen to progress with Capacity Sharing SunWater would have to carry out preliminary modelling to see how many irrigators you would require to move to capacity sharing for it to be able to work. Would need to develop rules around it. Administration costs of Capacity sharing is a lot more expensive the Announced Allocation method.
- LMA - In St George Capacity Sharing is going to stay with the bulk supplier (SunWater) to calculate and manage
 - MDIACouncil will consider holding a capacity sharing presentation with the 33 large irrigators

Action: Bronwyn to put Irrigator Capacity Sharing Presentation on agenda for next meeting

- Carryover – Tabled and went through presentation
 - What is the logic behind cutting carryover once the dam starts spilling instead of when it stops spilling? SunWater: think it has something to do with detrimentally affecting the environmental objectives of the Plan

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6. LMA Update

7. Other Business:

- SunWater is holding a Tinaroo Public Open Day on Sat 21st October at the lookout at 10am
- Tree Clearing at Tinaroo – SunWater has been talking with TRC, ski clubs, QPS etc regarding tree clearing. Currently tree clearing is illegal and is reported to the Police.
 - SunWater is currently in the process of putting some protocols in place and an approvals system for controlled, safe clearing that will allow some tree clearing. Any trees cleared must be removed.
 - Irrigation customers will not be paying for any of this
 - Thanks to Joe for his comments on 4CA you got the point across well.
- If a water entitlement holder no longer owns land but still holds water entitlement do they still have a supply contract with SunWater? If so can they keep that indefinitely?

Action: Charlie to provide answer on supply contracts for water entitlement holders not owning land at the next meeting

- The SunWater Customer Service Charter has been revamped and rebranded to a Customer Service Commitment – Tabled new document for the Committee to provide feedback

Action: Bronwyn to put SunWater Customer Service Commitment on agenda for next meeting

8. Next Meeting Date & Agenda Items: 2017 at 10am in the Tableland CANEGROWERS Boardroom

Meeting closed: 12.55pm

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ACTION LIST – 6th September 2017

Agenda No.	Action	Who	By When	Status
17Apr15 2.7	Put Termination Fees on agenda for next price Path	Bronwyn	Next price path	
6Jun174.1.1	Review bulk cost sharing by hydro, industrial & urban at next bulk price path	Bronwyn	Next price path	
6Jun174.1.2	Review bulk costs associated with dam safety at next bulk price path	Bronwyn	Next price path	
6Jun17 5.5	Include water harvesting as item for next Resource Planning Review	Bronwyn	Next Resource Plan review	
6Sep17 4.1	Scan Water Plan documents & forward to Committee	Bronwyn	7.9.17	
6Sep17 5.1	Ask SunWater whether they would like a letter of support from MDIACouncil for Modernisation	Charlie	Sep-17	
6Sep17 5.2	Put Irrigator Capacity Sharing Presentation on agenda for next meeting	Bronwyn	Next Mtg	
6Sep17 7.1	Provide answer on supply contracts for water entitlement holders not owning land at next meeting	Charlie	Next Mtg	
6Sep17 7.2	Put SunWater Customer Service Commitment on agenda for next meeting	Bronwyn		

- (a) on a watercourse in the plan area; and
 - (b) for which environmental flow objectives are set for performance indicators.
- (2) The location of each node is shown on the map in schedule 1 and described in schedule 4.
- (3) Each node is identified on the map by a number.

10 Water to which plan applies

This plan applies to the following water in the plan area—

- (a) water in a watercourse, lake or spring (*surface water*) in the plan area;
- (b) underground water (*groundwater*).

Part 3 Outcomes for sustainable management of water

11 Outcomes for water in plan area

- (1) This part states the outcomes for the sustainable management of water to which this plan applies.
- (2) Without limiting subsection (1), the outcomes include the allocation and management of water in a way that—
 - (a) recognises that the natural state of watercourses, lakes, springs and aquifers has changed because of the taking of, and interfering with, water; and
 - (b) achieves a balance in the following outcomes—
 - (i) the economic outcomes mentioned in section 12;
 - (ii) the social outcomes mentioned in section 13;
 - (iii) the ecological outcomes mentioned in section 14.

12 Economic outcomes

Each of the following is an economic outcome for water in the plan area—

- (a) the provision for the continued use of all water entitlements and other authorisations to take or interfere with water;
- (b) the protection of the probability of being able to take water under a water entitlement;
- (c) the allowing of water to be used for the following—
 - (i) agriculture;
 - (ii) aquaculture;
 - (iii) hydro-electric power generation;
 - (iv) industrial needs;
 - (v) small scale uses;
 - (vi) stock purposes;
 - (vii) tourism and recreational uses;
 - (viii) urban needs;
- (d) the encouragement of continual improvement in the efficient use of water;
- (e) the provision of mechanisms that support water being made available for the following—
 - (i) growth in industries dependent on water resources in the plan area;
 - (ii) stock purposes in the plan area;
 - (iii) particular groundwater licences in the Atherton groundwater management area.

13 Social outcomes

Each of the following is a social outcome for water in the plan area—

- (a) the provision of a reliable and secure supply of water from the plan area during the time this plan is in force;
- (b) the maintenance of flows to areas of significant cultural, tourism and recreational value, including the Barron Falls, Barron Gorge and Tinaroo Falls Dam;
- (c) the support of water-related cultural values of Aboriginal and Torres Strait Islander communities in the plan area;
- (d) the ensuring of availability of water for—
 - (i) domestic purposes in the plan area; and
 - (ii) meeting increased demand for urban water supply for Cairns local government area from Lake Placid.

14 Ecological outcomes

Each of the following is an ecological outcome for water in the plan area—

- (a) maintenance of flows that support—
 - (i) the habitats of native plants and animals in watercourses, lakes and springs; and
 - (ii) riparian systems and their functions influencing the riverine ecosystems; and
 - (iii) native plants and animals associated with watercourses, lakes and springs and riparian zones; and
 - (iv) long term water quality suitable for riverine and estuarine ecosystems; and
 - (v) existing geomorphic features and processes; and
 - (vi) the continued capability of one part of a river system to be connected to another—
 - (A) throughout the watercourse network; and
 - (B) within riparian zones, floodplains, watercourses, lakes and springs; and

- (vii) wet season flow to benefit native plants and animals in estuaries; and
 - (viii) the health and persistence of waterholes; and
 - (ix) ecosystem food chains, their balance and the movement of carbon energy;
- (b) the management and allocation of groundwater in the plan area to maintain groundwater contributions to—
 - (i) the flow of water in watercourses, lakes and springs; and
 - (ii) groundwater dependent ecosystems;
- (c) the management and allocation of water in the Barron River catchment area to provide a flow regime to maintain—
 - (i) delivery of freshwater, sediment, nutrients and organic matter to the river's estuary; and
 - (ii) the brackish water habitat in the estuary;
- (d) the management and allocation of water in Flaggy Creek to protect areas and species of significant conservation value associated with the creek.

Part 4 Performance indicators and objectives

Division 1 Preliminary

16 Application of pt 4

This part applies only to surface water.

- (b) if the chief executive has decided to grant the licence—a resource operations licence or a distribution operations licence.
- (5) If a licence is granted under this section, the licence takes effect from the day the applicant is given the information notice.
- (6) Subsections (1) and (2) do not limit the matters the chief executive may consider in deciding whether to grant the application.

183 Chief executive must amend a resource operations licence or distribution operations licence for consistency with water plan

- (1) This section applies if the resource operations licence or distribution operations licence is inconsistent with the water plan outcomes, measures or objectives of the water plan.
- (2) The chief executive must amend the licence to the extent necessary to be consistent with water plan outcomes, measures or objectives of the plan.
- (3) However, the chief executive must consult with the holder of the licence before amending the licence.
- (4) The chief executive must, within 30 business days, give the holder of the licence notice of the amendment and a copy of the amended licence.

184 Holder may apply to amend resource operations licence or distribution operations licence

- (1) The holder of a resource operations licence or distribution operations licence may apply to amend the licence.
- (2) The application must—
 - (a) be made to the chief executive in the approved form; and
 - (b) provide details of the amendment; and
 - (c) state the impact of the proposed amendment; and

- (d) be accompanied by—
 - (i) the fee prescribed by regulation; and
 - (ii) if the application is not by the owner of the infrastructure—the owner’s written consent.
- (3) The chief executive may approve the amendment if the chief executive is satisfied—
 - (a) if the licence is for water managed under a water plan—the amendment is consistent with the water plan outcomes, measures or objectives of the plan; and
 - (b) the impact of the amendment can be satisfactorily mitigated.

185 Chief executive may amend resource operations licence or distribution operations licence in an emergency

- (1) The chief executive may amend a resource operations licence or distribution operations licence if the chief executive is satisfied this is necessary—
 - (a) to deal with a shortage of water for essential services or town water supply; or
 - (b) because there is a risk to public safety.
- (2) The chief executive must give the holder of the licence notice of the amendment.

186 Minor, stated or agreed amendments of resource operations licence or distribution operations licence

The chief executive may amend a resource operations licence or distribution operations licence without complying with the provisions of this subdivision about amending the licence if the licence holder agrees to the amendment and the amendment is—

- (a) of a type stated on the licence and the chief executive reasonably believes the amendment will not adversely

affect the rights of the water entitlement holders or natural ecosystems; or

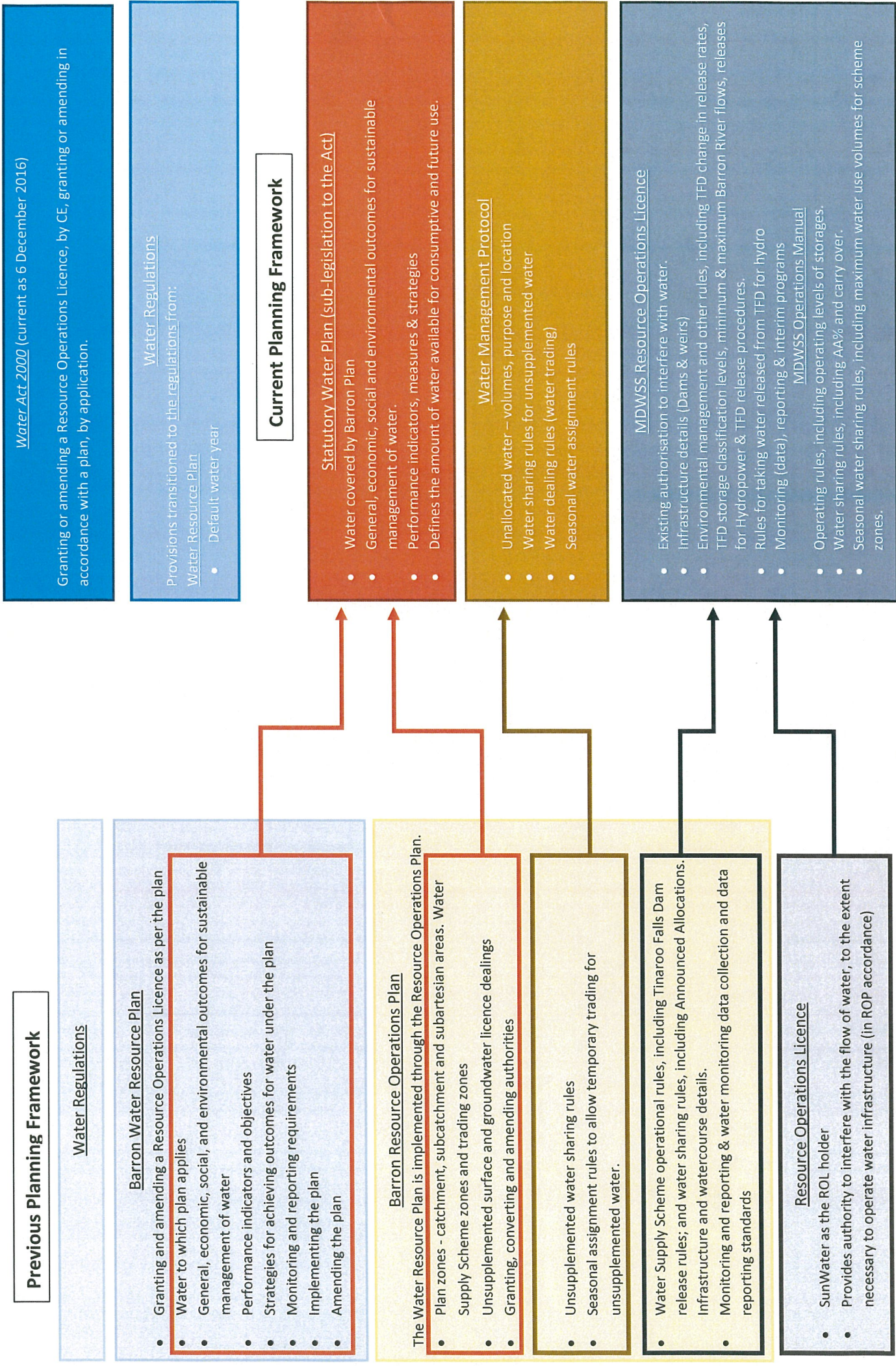
- (b) to correct a minor error on the licence, or make another change that is not a change of substance.

Subdivision 3 Transferring, amalgamating and cancelling resource operations licences or distribution operations licences

187 Applying for transfer of licence

- (1) The holder of a resource operations licence or a distribution operations licence may apply to the chief executive to transfer all or part of the licence to another entity (the *transferee*) that can hold the licence.
- (2) If a distribution operations licence is held by the approved nominee of the water infrastructure owner (the *current infrastructure owner*), the current infrastructure owner may also apply, with or without the consent of the approved nominee, to transfer all or a part of the licence to the transferee.
- (3) The application must be—
 - (a) made to the chief executive in the approved form; and
 - (b) supported by sufficient information to enable the chief executive to decide the application; and
 - (c) accompanied by—
 - (i) the fee prescribed by regulation; and
 - (ii) if the application is by the approved nominee—the current infrastructure owner’s written consent to the transfer.

Barron Water Planning Framework and Transitional Arrangements



A Governance Guide to SunWater's Water Operations – Mareeba Dimbulah WSS



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Part 1: Water Regulation and Compliance Structure



The Regulators

Minister of Natural Resources and Mines

Under the state's laws, SunWater reports to the Minister of Natural Resources and Mines via the Department of Natural Resources and Mines. The relationship between the Minister and SunWater is established by the *Water Act 2000* (Qld) under which the Minister has the power to, for example:

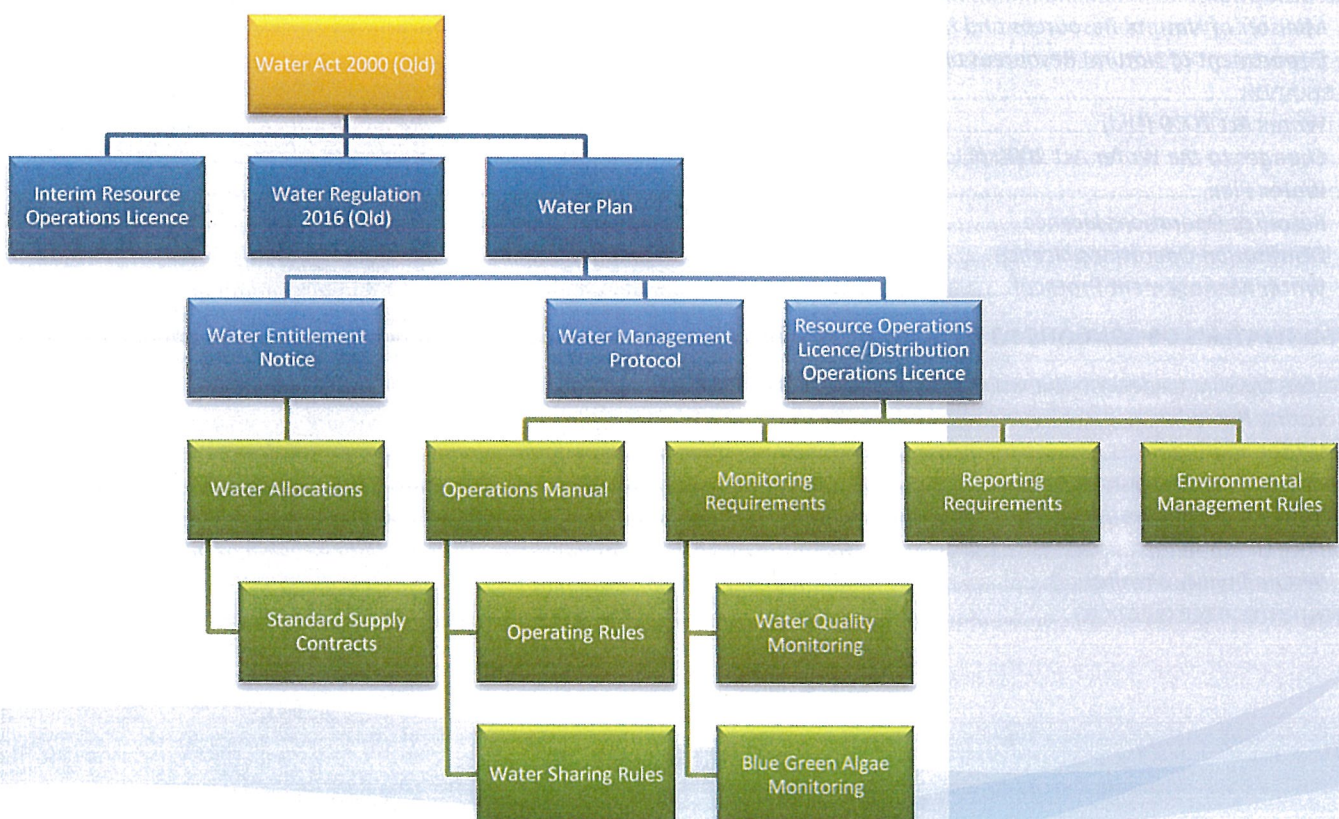
- prepare a new [Water Plan](#)
- amend an existing Water Plan
- issue Ministerial Directions

Department of Natural Resources and Mines

To assist with the sustainable management of Queensland's water resources, the Minister is supported by the Department of Natural Resources and Mines. The *Water Act 2000* (Qld) vests all rights to the use, flow and control of Queensland's water to the Department of Natural Resources and Mines. The Department has powers to:

- request regular reports and information from SunWater
- approve amendments to SunWater's [Operations Manuals](#), [Resource Operations Licences](#) and Distribution Operations Licences
- grant tradeable water allocations
- approve standard supply contracts
- conduct investigations and inspections to monitor and enforce compliance

The Department of Natural Resources and Mines monitor SunWater's compliance with the *Water Act 2000* (Qld).



Legislation



Water Act 2000 (Qld)

The *Water Act 2000* (Qld) is the central legislation for Queensland's water supply industry.

The purpose of the *Water Act 2000* (Qld) is to provide a framework for the sustainable management of Queensland's water resources by establishing a system for planning the allocation and use of water. SunWater facilitates the sustainable management of water resources by using best endeavours to comply with this system.

Under the *Water Act 2000* (Qld), the state manages water resources by:

- planning the allocation for water – through Water Plans, water management protocols and resource operations licences
- administering entitlements for the access to water – by issuing water allocations, licences and permits
- administering licences to operate water infrastructure – by issuing resource operation licences and distribution operations licences

SunWater has been granted interim resource operation licences, resource operations licences and distribution operations licences allowing SunWater to operate infrastructure and to distribute water within its 23 water supply schemes.

Changes to the Water Act 2000 (Qld)

Amendments to the *Water Act 2000* (Qld) were implemented on 6 December 2016 with a focus on achieving a more efficient and responsive approach to the water planning in Queensland.

The new legislation will be rolled out in stages and will be delivered through new titles of our existing water planning documents. For example, the first stage has involved the Water Resource Plans (WRPs) being now referred to as Water Plans. The Department of Natural Resources and Mines have republished the ROP into three new documents as part of the second stage.

1. [Resource Operations Licence](#) (enhanced), and
2. [Operations Manual](#) (new); and
3. [Water Management Protocol](#) (new).

Water Plan

Water Plans, one for each catchment, provide a blueprint for future sustainability between human consumptive needs and environmental values. The provisions also recognise and provide for non-consumptive uses like fisheries, grazing and tourism that are important for the state and regional economies.

They are developed through detailed technical and scientific assessment as well as extensive community consultation to determine the right balance between the many interests that rely on Queensland's water resources. As subordinate legislation, the finalised Water Plan becomes a legal template specifying the outcomes and strategies that will be used to address the full range of social, economic and environmental goals for each plan area.

A [Water Management Protocol](#), [Resource Operations Licence](#), [Distribution Operations Licence](#) and [Water Entitlement Notice](#) is then developed to implement the Water Plan by setting out the day-to-day arrangements that will be used to put the strategies into effect.

Resource Operations Licence

Finalised Water Plans are put into effect by resource operations licences.

Resource operations licences may be granted in relation to existing infrastructure in an area where a Water Plan has been approved. SunWater currently hold 22 resource operations licences for its water supply schemes across Queensland.

Resource operations licences include:

- the requirement to have and comply with an approved [Operations Manual](#)
- the water infrastructure, such as dams and weirs, covered by the licence
- [environmental management rules](#)
- [monitoring](#) and [reporting](#) requirements
- any conditions that the holder of the licence must comply with, including operating arrangements and water supply requirements

Distribution Operations Licence

A distribution operations licence authorises its holder to take water or interfere with the flow of water to distribute water under water allocations.

Distribution operations licences include any conditions that the holder of the licence must comply with, including operating arrangements and water supply requirements.

SunWater hold a distribution operations licence for the Thuraggi watercourse located in the St George Water Supply Scheme.

Water Management Protocol

A water management protocol implements a Water Plan and may state for a particular plan area:

- localised unallocated water volumes
- unsupplemented operational water sharing rules
- water allocation dealing rules for supplemented and unsupplemented water

Unallocated water is reserved under water planning instruments and can be made available for future consumptive use. SunWater may utilise these reserves to facilitate new infrastructure, such as Nathan Dam.

Supplemented water is supplied from dams, weirs and barrages owned and operated by SunWater. SunWater is only concerned with the water allocation dealing rules for supplemented water allocations. Unsupplemented water is taken from natural river flows and is referred to as water harvesting.

Part 2: SunWater's Obligations to Manage Water

Operations Manual (previously known as Resource Operations Plan)

The operating requirements of SunWater are described in the Operations Manual. The Operations Manual contain water sharing rules and operating rules previously contained in the Resource Operations Plan (ROP).

Operating Rules

Operating rules govern the operating levels of storages which may be linked to environmental processes. For example, SunWater operate Ben Andersen Barrage at different levels throughout the year because of freshwater turtles nesting on the banks of the Burnett River.

In addition, SunWater must only release water from a storage for a prescribed purpose. These generally include:

- requirements to comply with environmental management rules
- supply of water to water allocation holders
- compliance with operating rules

Water Sharing Rules

Water sharing rules govern how water is to be shared between entitlement holders. Water sharing rules are specific to each Operations Manual and are based on security objectives in the overarching Water Plan.

A Water Plan's security objectives for entitlements often distinguishes between several priority groups of water – such as high and medium priority (low priority is rarely present). The water sharing rules describe how the storage operator is to assign water to each of those priority groups. For example, SunWater may be required to fulfil medium priority entitlements only after all high priority entitlements have been met but before low priority entitlements are to be met. SunWater may also be obliged to hold sufficient water in storage to meet the security objectives of high priority water allocations for the next season.

The water sharing rules in an Operations Manual are usually specified as a formula which calculates the 'Announced Allocation'. For example, in the case of the Mareeba Dimbulah Water Supply Scheme, the extent to which a medium priority entitlement will be met is given by:

- the usable volume of water in storage
- the projected flow of water into storage
- the projected environmental releases
- allocations of water to high and medium priority entitlements
- the volume of water to be carried over to the next year
- transmission losses

The Announced Allocation is expressed as a percentage. The percentage determines how much a water entitlement holder can use in a water year. For example, if a customer has a 100 ML water entitlement and the Announced Allocation is 50%, the customer may only use 50 ML within that water year.

A continuous sharing system operates in the St George and the Macintyre Brook Water Supply Schemes. Continuous sharing is an alternative approach to an announced allocation and involves allocating customers a share of storage capacity as well as a share of the inflows into the storage.

Environmental Management Rules

SunWater must ensure that the environmental flows of a system conform to the environmental flow requirements specified in a resource operations licence. The specification of environmental flow requirements is usually made in accordance with the broad environmental objectives of a Water Plan. The environmental management rules are specified in terms of flow rates, for specific events and for certain times of the year.

Monitoring Requirements

In supplemented streams, SunWater maintains information about the announced allocations and the water supplied to the water allocations along that stream. SunWater is required to provide this information to the Department of Natural Resources and Mines as part of our reporting requirements.

It is the responsibility of SunWater to ensure that all water use is metered and recorded. SunWater monitor water usage and read meters on a quarterly basis. In most schemes, SunWater operators also keep daily records of:

- volumes released
- reasons for releases
- pump station diversions

SunWater must also report to DNRM on all decisions associated with the management of water allocations and infrastructure within the water supply scheme. Therefore, we monitor and record:

- announced allocations
- any restrictions and carry-overs in regard to announced allocation
- any infrastructure modifications or installations

- flow event management
- fish stranding and bank slumping
- circumstances where the requirements of the resource operations licence or Operations Manual are not met



Blue Green Algae

Blue-green algae are simple aquatic bacteria that occur naturally in habitats such as rivers and lakes, favouring still water habitats such as dams that can facilitate their growth. Different species of blue-green algae vary considerably in shape, colour and size.

Bodies of water containing high numbers of blue-green algae pose a health risk to humans when used as domestic water supplies or for water-based recreation. As blue-green algae numbers increase so does the risk of adverse health, and possibly ecological impacts, hence it is important to monitor blue-green algae cell concentrations.

SunWater monitor blue-green algae in SunWater storages and advise stakeholders of the risks associated with blue-green algae as part of SunWater's Blue-Green Algae Monitoring Program. The monitoring program is also necessary as SunWater need to comply with the *Monitoring Standard for Freshwater Blue-Green Algae*.

Water Quality Monitoring

SunWater monitor water quality to assess the potential impact of water storages on the ecosystem both created within the storage and downstream of the receiving water system. The monitoring program needs to comply with the *Water Monitoring Data Collection Standards March 2007*.

Frequently asked questions

1. What is the process to amend a Resource Operations Licence or Operations Manual?

SunWater may apply to the Department of Natural Resources and Mines to amend a resource operations licence or an operations manual. The application must provide details of the amendment and state the impact of the proposed amendment. The Department of Natural Resources and Mines may approve an amendment only if they are satisfied the amendment is consistent with the water plan outcomes, measures or objectives of the plan, and the impact of the amendment can be satisfactorily mitigated.

2. How would SunWater determine whether a proposed amendment is consistent with the water plan outcomes, measures or objectives of a plan?

The feasibility of a proposed change to an operating rule or water sharing rule would first need to be assessed internally by SunWater. Further investigation may occur if a proposal is likely to meet the water plan outcomes, measures and objectives of a plan.

However, in order to satisfy the chief executive, any proposed change to an operating rule or water sharing rule contained in the Operations Manual would need to be modelled. A report assessing the proposed changes and potential impacts on water plan outcomes, measures or objectives would need to be produced. This may require SunWater to engage an external consultant.

3. How would SunWater mitigate the impact of a proposed amendment?

Any proposed change to an operating rule or water sharing rule contained in the Operations Manual would require consultation with effected stakeholders. Depending on the extent of the change, this may require consultation beyond an Irrigator Advisory Committee. SunWater would incorporate feedback from consultation before approaching the department with an application to amend a resource operations licence or operations manual.

4. Are there costs associated in investigating a proposal to amend a Resource Operations Licence or Operations Manual?

Costs will be incurred in investigating a proposed amendment. Producing a modelling report and undertaking the necessary consultation with effected stakeholders will require resources.



SunWater is Queensland's major regional bulk water provider, supplying water to irrigators, industry and local authorities. We play an integral role in ensuring essential water infrastructure delivers on the needs of customers and communities for reliable, cost effective water supplies.

SunWater Customer Service Commitment

Our customer service commitment underpins our purpose of delivering water solutions for today and tomorrow.

We commit to:

- Treat you with fairness, courtesy and respect whilst being open and transparent at all times
- Meet or exceed [service targets](#) that have been set in consultation with Customers
- Report annually on our performance in achieving service and cost targets
- Provide you with information on your account, water use and future water availability to support your business
- Work with you to schedule planned maintenance at a time agreed through customer consultation

You can help us by:

- Reporting safety hazards or incidents, maintenance concerns or damage to our systems immediately
- Reporting suspicious behavior including water theft, asset tampering or trespassing
- Ensuring your water orders are accurate
- Giving us constructive feedback on our service
- Treating our staff with courtesy and respect

Enquiries, feedback:

At SunWater we are committed to working with you and delivering a service that assists your business needs. We encourage you to let us know what we are doing well and where we can improve. You can contact us in a number of ways:

Online via our website www.sunwater.com.au

Email customersupport@sunwater.com.au

Phone 131589

In writing SunWater Limited, PO Box 15536, City East QLD 4002



Our Operational Absolutes

- We will listen to you, seek your feedback and communicate transparently
- We commit to deliver on our agreed service and customer satisfaction
- We will be open to working together on sustainable and innovative solutions

Complaints:

We recognise that there may be times when we do not get it right first time. If you are unhappy with the service you received from us, please let us know.

Complaints are accepted and managed with a view to improving our services, products, decisions and actions in an effort to increase customer satisfaction.



We Value People



We Work together



We Take Responsibility