

Rookwood Weir Water Supply Scheme

Scheme rules and targets

This Rookwood Weir Water Supply Scheme (WSS) scheme rules and targets document outlines the arrangements Sunwater has in place to ensure the efficient delivery of water to customers in the scheme.

In an emergency, including equipment or power failure, please call 13 15 89 and press 1 (24 hours a day, seven days a week).

Taking water from the scheme

Water orders

All Customers MUST place water orders in line with the travel time of each zone, using the methods outlined in this document. This allows Sunwater to make timely releases from Rookwood Weir (Managibei Gamu) to comply with the Resources Operations Licence (ROL) and minimise losses. Sunwater will release water as per demand to the river system; however, it is the customer's responsibility to take their water as ordered, through their pump and meter arrangement.

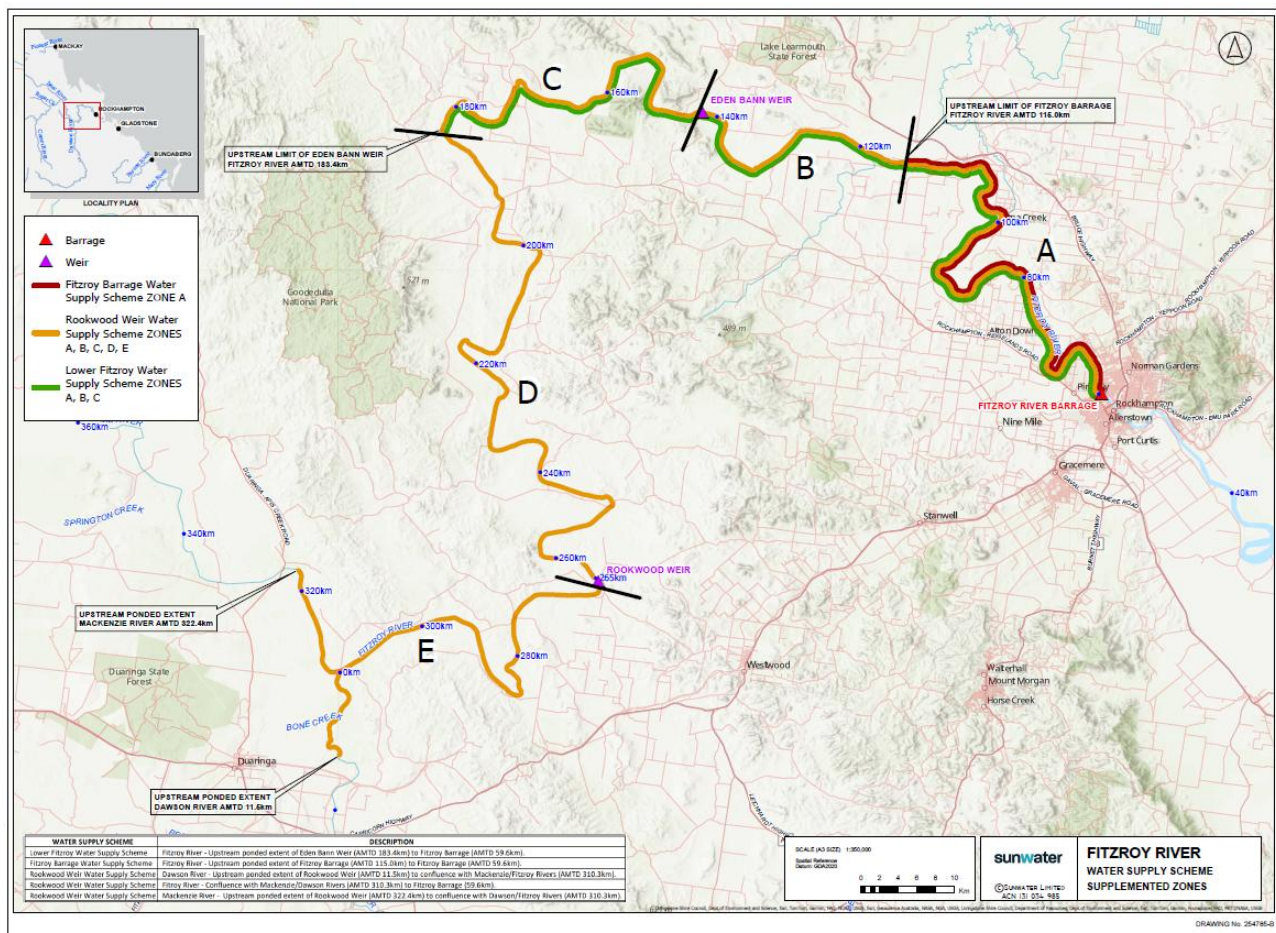
Standing orders may be negotiated by pre-arrangement with Sunwater. Please contact Customer Support for assistance.

Travel time

Travel time refers to the number of hours/days it takes from the morning after the order is placed to get water from the weir to your pump. Travel times are approximate; please contact the Water Duty Officer for more information. For your information, the Lower Fitzroy map is included below, showing the approximate travel time that applies to each zone.

Rookwood Weir Zone A	Nine days
Rookwood Weir Zone B	Seven days
Rookwood Weir Zone C	Five days
Rookwood Weir Zone D	Four days
Rookwood Weir Zone E	Zero days

Customers in Zone A – D will experience a 10 per cent loss.



To place an order, you can:

- phone the automatic Rookwood Weir WSS Water Ordering number on **07 4995 5220**
- log in to our customer portal, [Sunwater Online](https://www.sunwater.com.au).

Sunwater needs the following information to complete an order:

- customer number
- offtake (meter) ID
- water order type
- date water required
- flow rate
- volume of water (ML) required (per day)
- duration of water order (days).

The ordering system helps Sunwater deliver water to customers in an efficient and timely manner and enables customers to plan and manage their water use. Customers must not take more water than they have ordered. Customers who take more water than ordered, or who take water without ordering, may impact Sunwater's ability to supply customers who have ordered according to the rules.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

Page 3 of 9

Delivering water for prosperity

NOTE: Any changes to existing orders MUST be completed before 2:30pm the day prior to the required supply, to allow time for operational changes.

Cancellations

Orders may be cancelled before 2:30pm the day before the required supply by:

- phoning the automatic Rookwood Weir WSS Water Ordering number on **07 4995 5220**
- logging in to our customer portal, [Sunwater Online](#).

After the 2:30pm cut-off, orders can only be cancelled by notifying the Water Duty Officer.

River supplies

Access to storage operating levels

Storage	Minimum operating level (m AHD)	Nominal operating level (m AHD)
Rookwood Weir	31.00	N/A
Eden Bann Weir	7.25	N/A
Fitzroy Barrage	1.20	3.38

This range may change in future if required, for example, under Sunwater's ROL. Customers will be informed of such a change.

Customers are responsible for locating and maintaining pumps to take water. Any work undertaken on river offtakes requires approval by the Department of Local Government, Water and Volunteers (DLGWV).

Other water supply schemes

The Lower Fitzroy WSS is managed by Sunwater. Customers who own water allocations supplied by both the Lower Fitzroy WSS and Rookwood Weir WSS cannot divert water through a single pump metered by Sunwater.

The Fitzroy Barrage WSS is managed by Fitzroy River Water. Customers who own water allocations supplied by the Fitzroy Barrage WSS need to be metered by Fitzroy River Water. If a customer also owns a water allocation supplied by the Rookwood Weir WSS, a separate meter will be required for water accounting and billing of the Rookwood Weir (Managibei Gamu) allocation. As an interim measure, Sunwater will work with customers on a case-by-case basis to allow Rookwood Weir (Managibei Gamu) water usage while the metered works process is completed. Please contact Customer Support to discuss your individual requirements.

Water harvesting

Water harvesting is announced and managed by DLGWV. Some customers' water is harvested through a pump metered by Sunwater. To account for the water taken as water harvesting, customers must advise DLGWV of their start and end meter readings within the timeframes specified in the announcements. DLGWV informs Sunwater of these readings so this use can be recorded as water harvesting.

If DLGWV receives an incorrect meter read or no meter read, all water taken will be accounted for as Rookwood Weir announced allocation.

Changes to customers' pumping arrangements

Customers must obtain approval from Sunwater before proceeding with any changes to their pumps, including changing size/capacity, to ensure compliance standards are met.

Customers who would like to have multiple delivery points or transfer water to another customer should obtain Sunwater's approval before finalising any dealings with another party as operational and other issues may need to be resolved first. These issues will be discussed with customers during the application and approval process. Application forms can be obtained from sunwater.com.au, or by contacting Customer Support on 13 15 89 or at customersupport@sunwater.com.au.

Stopping or restricting supply

Sunwater may suspend or restrict supply in several circumstances, including:

- if a restriction period begins, as determined under the water sharing rules outlined in the Rookwood Weir Operations Manual
- during periods of low water availability where the water level is lower than the weir's outlet infrastructure
- if supply could cause Sunwater to break the law
- during maintenance of Sunwater's assets
- during a peak demand period, when rosters or rations may apply
- when the demand for water is so small it is impractical to supply it
- if infrastructure limitations make delivery impractical
- when there is a need to make special releases to maximise efficiency at times of limited supply or during rain shutdown or customer pump breakdown situations
- when operating under special notices or regulations issued by DLGWV.

Customers needing water during these times should contact the Water Duty Officer for information about water availability.

NOTE: Customers should arrange for on-farm water storage for their ongoing water requirements during potential interruptions.

Drawdown of waterholes

To ensure compliance with the Rookwood Weir Operations Manual, customers must not draw down waterholes further than half a metre (0.5 m) below the cease-to-flow level without written authorisation from Sunwater.

Authorisation may only be granted where:

- a reliable water level measuring system is in place
- reliable daily water levels are recorded whenever the waterhole is 0.5 m below the cease-to-flow level
- any other conditions stipulated by Sunwater or DLGWV are adhered to.

Authorisation will require approval from DLGWV. Failure to comply may result in an order to cease pumping.

Further details can be obtained from the Rookwood Weir Operations Manual, which can be found at sunwater.com.au/schemes/Rookwood-Weir.

Rain shutdown

Customers must notify the Water Duty Officer of any rain event that substantially lessens their water requirement as soon as possible.

When there is widespread general rain, Sunwater may shut down the system without notice to conserve water.

Overuse of water

Warning to customers

Customers must not exceed their allocation or take more than the maximum delivery volume, as allowed by their standard contract, without first obtaining Sunwater approval.

Once notified by Sunwater that a restriction period has commenced, customers must adhere to the conditions in place i.e. medium priority water allocations will not be able to take or order water under a medium priority restriction period.

If a customer exceeds the maximum delivery volume or does not comply with the conditions of a restriction period, they may be in breach of the *Water Act 2000* and Sunwater may direct the customer not to take any water. A customer may not be permitted to remedy the breach by reducing the following year's water entitlements, if any, by the overuse volume, and will therefore not be entitled to take water until Sunwater is satisfied that the breach has been remedied. If a customer is unable to remedy a breach with a temporary transfer before the end of the current water year, DLGWV requires Sunwater to report the overuse at the end of that water year.

General customer support

Sunwater will provide an initial response to customer enquiries, feedback and complaints within five business days of receiving them via:

- email to customersupport@sunwater.com.au
- phone call to Customer Support on 13 15 89
- completion of the Information Request and Feedback Form on sunwater.com.au.

Customer Support can help with:

- billing and invoices
- temporary transfers
- meter reads
- updating account details
- water orders
- property transfers.

When calling Customer Support, please identify yourself with two pieces of information e.g. account name, customer number, water account/offtake number, water allocation number, contract holder names, and email/postal address for invoices. This is to protect customer information and ensures that Sunwater only acts on instructions from authorised parties.

Sunwater aims to resolve customer enquiries and complaints quickly and effectively. Customers may initiate a formal dispute resolution process by writing to the Customer Interactions Team Leader. If a customer has a complaint that is not able to be resolved, Sunwater will provide a written response providing reasons why it has not or cannot be resolved within 21 days of receiving the complaint.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

If resolution cannot be reached through discussions, either party may request the commencement of negotiations in good faith on a dispute resolution procedure, other than litigation or arbitration. If it is agreed to proceed to the next phase, the independent mediation services of the Disputes Resolution Centres of Queensland can be used. For further information, please visit www.sunwater.com.au

Billing arrangements

Invoices are sent quarterly and must be paid within 30 days. Payments are allocated to the customer's oldest debt first, unless an invoice is in dispute. For issues relating to your invoice, or to change your invoice delivery method, please contact Customer Support on 13 15 89.

Notices

Correspondence should be sent to customersupport@sunwater.com.au or via post to:

Sunwater Limited
ATTN: Customer Support
Green Square North
Level 9, 515 St Pauls Terrace
Fortitude Valley, Queensland 4006

Use of Sunwater land by third parties

Sunwater land must be kept clear so any operational issues can be promptly and safely addressed without complication. This includes easements around our drains, channels, pipelines and other assets.

Access to, or works on, Sunwater land are not permitted without written authority. Customers and communities that wish to access Sunwater land or infrastructure are required to complete an [Application for Access to Sunwater Land or Infrastructure and Events](#) form, available on the Sunwater website.

Service targets

Sunwater is committed to publishing service targets and reporting to customers on our performance against those targets. Sunwater may publish a yearly report comparing its performance against the service targets.

Planned shutdowns

A planned shutdown is when customer supply is interrupted or restricted for planned maintenance. Sunwater understands it is important to customers that:

- they are notified about a shutdown so they can plan ahead
- the timing of the shutdown should suit most customers
- the duration of the shutdown should minimise impact on customers while enabling Sunwater to perform required maintenance on the scheme.

Delivery service type	Scheme target	
River	Timing	The timing of all planned shutdowns will be set following consultation with Rookwood Weir WSS customers (for a shutdown affecting a large part of the scheme), customer groups or individuals (for shutdowns affecting small areas).
	Duration	Sunwater will complete all planned shutdowns within the period notified to customers (unless varied by agreement with the group originally consulted with), unless something occurs that is beyond Sunwater's control, such as adverse weather conditions.
	Notice period	For shutdowns planned to exceed two weeks, at least eight weeks' notice by letter will be provided to each affected customer.

Unplanned shutdown

An unplanned shutdown occurs when an unforeseen or unplanned mechanical or operational failure of Sunwater's water delivery infrastructure stops or restricts the supply of water to a customer for more than two hours (including emergency repairs). It does not include events that are beyond Sunwater's control e.g. power failure or storm¹, and does not include interruptions to supply caused by errors in estimating water demand and releases or people taking water without authorisation.

Sunwater recognises that information about an interruption and the time taken to resume supply is important to customers.

¹ This includes events described as Events of Force Majeure in your contract.

Delivery service type	Scheme target	
River	Duration	<p>Unplanned shutdowns will be fixed so that at least partial supply can be resumed to customers within:</p> <ul style="list-style-type: none"> • 48 hours of Sunwater being notified of the event, during a peak demand period • five working days of Sunwater being notified of the event, outside the peak demand period. <p>Peak demand periods will be defined in consultation with customer representatives.</p> <p>Some events may interrupt supply for longer than the above standards and are excluded from these targets.</p>
	Notice	Sunwater will notify all affected customers of the start time and anticipated shutdown duration by email, SMS or verbally within 24 hours of learning of the event, or by the end of the first business day following the event, whichever is earlier.
	Meter repairs	Faults causing restrictions to supply will be investigated within two working days of Sunwater being notified, where it is possible to individually isolate the meter.
	Total frequency of interruptions to supply	No customer will experience more than 10 planned or unplanned interruptions per water year (as defined above).