

Boyne River & Tarong Water Supply Scheme

Water Supply Arrangements and Scheme Targets

Water supply arrangements

Water Supply Arrangements are referred to as Sunwater Distribution Rules in the Channel/Pipeline contract; and Sunwater Rules in the River/Groundwater contract.

To manage the water delivery to customers, arrangements for the taking of water in the Boyne River & Tarong Scheme have been discussed with the Irrigator Advisory Committee and are outlined below. These arrangements are aimed at achieving the efficient delivery of water to customers in the scheme that best meets their needs.

River supplies

Taking water from the scheme

In the Boyne River & Tarong Scheme (river) customers must place water orders using the phone, IVR or Sunwater Online ordering system. Orders must be placed before taking water to allow Sunwater to make timely releases and minimise losses. Sufficient time must be allowed for water releases to travel downstream from Boondooma Dam (see travel time section).

To place a water order customers can utilise the following ordering systems:

- Phone 0427 739 315 or 0419 703 804 (Please note, if leaving a voicemail, a water order can only be processed if Sunwater receives the below details)
- Phone customer support on 13 15 89 (8:30am – 4:30pm, Monday to Friday)
- Sunwater Online – sunwater.com.au
- Phone Water Ordering System (Interactive Voice Response – IVR).

When placing a water order by phone, please have the following details available:

1. Customers full name
2. Type of order - e.g., commence, increase, decrease or continue
3. When the waters required - day and date of pumping commencement (please consider travel time section for minimum delivery times)
4. Volume of water required - megalitres per day required
5. Duration of order - number of days pumping and finishing date

Customers are required to take water in accordance with recorded water orders only and must not exceed the ordered volume. Water taken without ordering affects supply to other customers and limits Sunwaters ability to supply customers who have ordered according to the above requirements.

Customers must not take less than the ordered volume. Water not taken impacts the efficient management of the schemes resources. If the volume of water requires changes, see the "Cancellation/modification" section.

Note: water orders are processed between 6:30am-7:00am daily. Orders need to be placed and recorded before this time. Orders received after this time are processed the following day. Time taken for a water order to reach a customer's pump site is noted below in the Travel time section.

Travel time (minimum ordering time)

Travel time is the number of days calculated for the water released from the dam to reach your pump. The calculated times do not start until the day the water officer processes the water order (7:00am the day after the water order is placed).

Scheme section	Travel time
Boondooma Dam to Cooranga	5 days
Cooranga to Zipfs crossing	7.5 days
Zipfs crossing to Derra	10 days
Derra to Burnett River	11 days

Please make allowance for these times when placing your order. To help with this please refer to the scheme map [here](#). If unsure consult with a Sunwater Storage Supervisor.

Length of orders

The maximum duration for a water order period is 14 days. Orders will cancel automatically after this period.

For ongoing irrigation a new water order must be placed every 14 days. When submitting an order please consider travel times.

When placing a water order customers must nominate an estimated cut-off date. If the finishing date for the water order changes Sunwater must be notified as soon as possible.

Water orders may not be available during times when Sunwater is required to stop or restrict supply (see Stopping or restricting supply section).

Customers requiring water during these times should contact the duty water officer to obtain information regarding water delivery.

Cancellations/Modifications

Cancellations must be confirmed by calling 0427 739 315, 0419 703 804 or customer support on 13 15 89.

Modifications, e.g. changes to required volume or estimated cut-off date must be confirmed by calling 0427 739 315, 0419 703 804 or customer support on 13 15 89.

Customers must notify Sunwater of changes to their water orders to allow for efficient management of the scheme and minimise losses.

Emergency shutdowns

In an equipment or power failure emergency give immediate notice via 13 15 89 and press 1 (24 hours a day, 7 days a week).

Rain/weather shutdowns

Customers must notify the duty water officer 0427 739 315 or 0419 703 804 as soon as possible of any rain event or other circumstances that substantially lessens their water requirements.

Access to storage

Storages are currently operated in the following minimum operating range:

Boondooma Dam

For medium priority users the releases downstream with cease at EL 268.67 m AHD.

This range may change in the future if required; for example, under Sunwater's Resource Operations License (ROL) and for other licence changes. Customers will be informed if such a change occurs. Customers should note that they are responsible for locating and maintaining pumps to take water.

Water harvesting

Water harvesting is announced and charged by the Department of Regional Development, Manufacturing and Water (DRDMW). Some customers water harvest is through a pump metered by Sunwater. To account for the water taken as water harvesting, customers must advise DRDMW. Any enquiries in regards to water harvesting should be directed to your local office or DRDMW. DRDMW will inform Sunwater of readings so that Sunwater can record this use as water harvesting.

If no meter readings are received from DRDMW then all water taken will be treated as announced allocation.

Changes to the volume or location for taking water

Sunwater approval must be sought prior to river customers:

- obtaining multiple delivery points
- transferring water to another customer

For their benefit customers should obtain Sunwater's approval through an application form process before finalising any dealings with another party, e.g. a temporary transfer. Sunwater may require operational and other issues to be resolved before approval. These will be discussed with customers during the application and approval process. Application forms can be obtained on the Sunwater website [here](#).

Stopping or restricting supply

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

- during maintenance of Sunwater's assets
- if supply could cause Sunwater to break the law
- 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
- infrastructure limitations which 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 DRDMW.

Customers who require water all year-round should make arrangements to house on-farm water storage to provide their ongoing water requirements during interruptions.

Pipeline supplies

Taking water from the scheme

The Tarong Pipeline operates as an on-demand water supply with no water ordering system in place.

Distribution of water during times of peak demand, roster periods or restrictions may be required in accordance with the Access Conditions. [Access Conditions \(Working Supply Rates\)](#)

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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This is referred to as Access Conditions in the Channel/Pipeline contract.

The standard maximum diversion rate for a consumer offtake on the pipeline is 40 litres per minute through 25mm gravity diversions. Each offtake on the pipeline has a maximum diversion rate approved this maximum diversion rate must not be exceeded. If you do not have a record of your diversion rate please contact customer support on 13 15 89.

Where capacity restrictions exist (i.e. if demand is greater than available capacity) supply to Tarong Power Station is given first, with any remnant capacity going to other users.

Changes to the volume or location for taking water

Customers wishing to:

- nominate a different location for taking water on the pipeline (including a temporary transfer or combining two or more delivery points)
 - must first obtain Sunwater's approval. For their own benefit customers should obtain Sunwater's approval before finalising any dealings with another party (e.g. a temporary transfer).

Sunwater may require operational and other issues to be resolved before granting its approval. These will be discussed with customers during the application and approval process.

Application forms can be obtained on the Sunwater website [here](#).

Stopping or restricting supply

Sunwater may suspend or restrict supply in a number of circumstances including:

- during maintenance of Sunwater's assets
- if supply could cause Sunwater to break the law
- during a peak demand period, when rations may apply
- when the demand for water is so small it is impractical to supply it. This includes times when Tarong Power Station does not require water from the pipeline.

In the event that Sunwater restricts or suspends supplies customers should make arrangements for on-farm water storage to provide their ongoing water requirements during interruptions.

General

Complaints and Dispute Resolution

Sunwater's aim is to resolve problems and complaints quickly and effectively. Where a customer has a concern that is not able to be resolved, customers can choose to initiate a formal dispute resolution process by writing to the customer accounts manager.

If, through discussions, resolution cannot be reached either party may request the commencement of negotiations in good faith on a dispute resolution procedure, other than litigation or arbitration. If an agreement is reached to proceed to the next phase, independent mediation services of the Disputes Resolution Centres of Queensland can be used.

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. Sunwater only mails summary invoices, however, you can receive a detailed invoice via email. Contact customer support on 13 15 89 to receive invoices via email.

Notices

Correspondence should be sent to Sunwater customer support as detailed below.

Sunwater Limited

PO Box 15536

CITY EAST QLD 4002

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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Facsimile: (07) 3120 0249

Email: customersupport@sunwater.com.au

Communication – contact arrangements

Sunwater customer support is available for enquiries and business transactions (billing, temporary transfers, etc.) between the hours of 8:30am and 4:30pm Monday to Friday on 13 15 89. Sunwater Online is also available to all account holders and gives customers the ability to enter meter reads, view and print Invoices, update account details, enter water orders, and submit temporary transfer and carryover applications. Call 13 15 89 to set up access or visit the managing your account page at sunwater.com.au for help with Sunwater Online.

When calling customer support, please have your customer number and water allocation/offtake number when reporting supply problems.

In the event of an emergency, please call 13 15 89 and press 1 (24 hours a day, 7 days a week). Further information about Sunwater can be obtained from our website: sunwater.com.au

Water operations enquiries can be made to:

Boyne River – the operations depot at Mundubbera Monday to Friday – Phone: (07) 4165 3330.

Tarong Pipeline – the operations depot at Boondooma Dam Monday to Friday – Phone: (07) 4168 9133.

Service targets

As described under clause 3 of the standard contract:

- 3(d) Sunwater shall, at approximately annual intervals, during this Agreement publish a report comparing the performance of Sunwater with the Service Targets;
- 3(e) Sunwater shall publish Service Targets for the Regulated Area and revise these from time to time after considering changes in customer needs determined through customer consultation, and changes in industry practice and procedures.

We are committed to publishing service targets and reporting to customers on our performance against targets. Following discussion and consultation with the Irrigator Advisory Committee this document contains service targets that have been set for the Boyne River & Tarong Water Supply Scheme (river and pipeline).

Planned shutdowns

Planned shutdowns have been included as a target and Sunwater recognises that the following are important service issues for you:

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

Definition: a planned shutdown occurs when customer supply is interrupted or restricted due to the performance of work that is planned in advance.

Planned shutdowns – timing

Delivery service type	Scheme target
River and pipeline	The timing of all planned shutdowns will be set following consultation with the Irrigator Advisory Committee (for a shutdown affecting a large part of the scheme), customer groups or individuals (for shutdowns affecting small areas). However, shutdowns on Tarong Pipeline will generally be scheduled to meet the needs of Tarong Power Station.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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Planned shutdowns – duration

Delivery service type	Scheme target
River and pipeline	Sunwater will complete all planned shutdowns within the period to customers (unless later varied by agreement with the group originally consulted with), unless something occurs that is beyond Sunwater's control such as adverse weather conditions.

Planned shutdowns – notice

Delivery service type	Scheme target
River and pipeline	<p>For shutdowns planned to exceed two weeks at least eight weeks written notice will be provided to each customer affected by any shutdown.</p> <p>For shutdowns planned to exceed three days at least two weeks notice by letter, SMS messaging, email or verbal advice will be provided to each customer affected by the shutdown.</p> <p>For shutdowns planned to be less than three days at least five days notice will be given. For shutdowns planned to exceed three days at least two weeks notice by letter, SMS messaging, email or verbal advice will be provided to each customer affected by the shutdown.</p> <p>Each notice will state the start date and the anticipated shutdown duration. A reminder SMS messaging and email will be sent before the planned shutdowns commence.</p>

Unplanned shutdown

Unplanned shutdowns have been included as a target and Sunwater recognises that the information provided to you about an interruption and the time taken to resume supply is important to you.

Definition: an unplanned shutdown is an unforeseen or not planned mechanical or operational failure of Sunwater's water delivery infrastructure that 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 storm)¹ and does not include interruptions to supply caused by errors in estimating water demand and releases, or people taking water without authorisation.

Unplanned shutdown – duration

Delivery service type	Scheme target
River and pipeline	<p>Unplanned shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water within.</p> <p>The 48 hours of Sunwater being notified of the event.</p> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. Sunwater will notify affected customers by SMS Messaging, email or verbal advice.</p>

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

Unplanned shutdown – notice

Delivery service type	Scheme target
River and pipeline	Sunwater will notify affected customer requiring water by SMS, email, verbally or by phone of the likely duration of the interruption to supply within 24 hours of learning of the event, or by the end of the first business day following the event, whichever is the earlier.

Unplanned shutdown – meter repairs

Delivery service type	Scheme target
River and pipeline	Fault causing restrictions to supply will be repaired within one working day of Sunwater being notified.

Frequency of interruptions to supply

Delivery service type	Scheme target
River and pipeline	No customer will experience more than six planned or unplanned interruptions per water year (as defined above).

Complaints & enquiries

Sunwater will provide an initial response to customer complaints within five business days of receiving the complaint through the following channels:

- in writing; or
- by telephoning customer support on 13 15 89.
- Sunwater will either resolve a customer's complaint or provide a written response providing reasons why the complaint has not or cannot be resolved within 21 days of receiving the complaint.

Customer obligations

The customer principal obligations are set out in clause four of the standard contract.

Warning to customers

Customers must not take more than the customer maximum delivery volume as allowed by the customer standard contract without first obtaining Sunwater approval. If a customer exceeds the maximum delivery volume, the customer may also be in breach of the Water Act 2000. Sunwater may direct the customer not to take any water. Depending on the circumstances of the breach, the customer is not automatically entitled to forward draw on the following year's water entitlements, if any, and is therefore not entitled to take water until Sunwater is satisfied that the breach has been remedied.