



Draft Service and Performance Plan 2021/22

Bundaberg Bulk Water Service Contract

18 March 2021

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At a glance

Our performance in 2019/20




Operating costs:
\$1.33 million (24.8% less than forecast)

Operating costs were lower than forecast due to a rebalancing of labour and contractor costs between the bulk and distribution service contracts.




Annuity-funded costs:
\$2.90 million (11.9% more than forecast)

The key driver of the cost variance was the spillway repairs project at Fred Haigh Dam. The original budget was set to address deficiencies identified within the spillway channel from routine inspections. Additional requirements to offset risk of exposure in the wet season triggered an increase in scope (and costs). The second stage of the project is expected to be completed in 2020/21.



Total water deliveries:
164,388 ML


Water delivered to irrigators: 117,411 ML



Service targets: Met

No exceptions.


Outlook for 2021/22



Forecast operating costs:
\$2.04 million

Significant areas of expenditure:

- insurance (\$0.41 million)
- operations (\$1.04 million)
- preventative maintenance (\$0.31 million).



Forecast annuity-funded costs:
\$8.48 million

Key projects planned:

- spillway repairs at Fred Haigh Dam to rectify flood damage (\$7.48 million)
- build and install shutters at Ben Anderson Barrage (\$0.30 million)
- comprehensive risk assessment of Fred Haigh Dam (\$0.19 million)
- replace customer meters, as required, during the year (\$0.15 million).

Introduction

This Service and Performance Plan (S&PP) details a range of proposed scheme activities and projects, and presents a breakdown of anticipated costs for review. It also compares Sunwater's actual costs for 2019/20 with our previous forecasts for this scheme.

The purpose of this year's S&PP for the Bundaberg Bulk Water Service Contract is to:

- present to customers Sunwater's projected costs¹ for the upcoming five-year period, i.e. 2021/22 to 2025/26
- consult with our customers on forecast operating and annuity-funded costs for 2021/22 and the forward program of works
- examine Sunwater's performance in 2019/20 against previous forecasts and service targets.

Our focus during 2021/22 will be on ensuring dam safety compliance is maintained and that refurbishment and corrective work identified through our annual and five yearly comprehensive inspections at Fred Haigh Dam are implemented safely, timely and efficiently. Works are also continuing at Fred Haigh Dam to repair the spillway discharge chute, which was damaged during previous flood events.

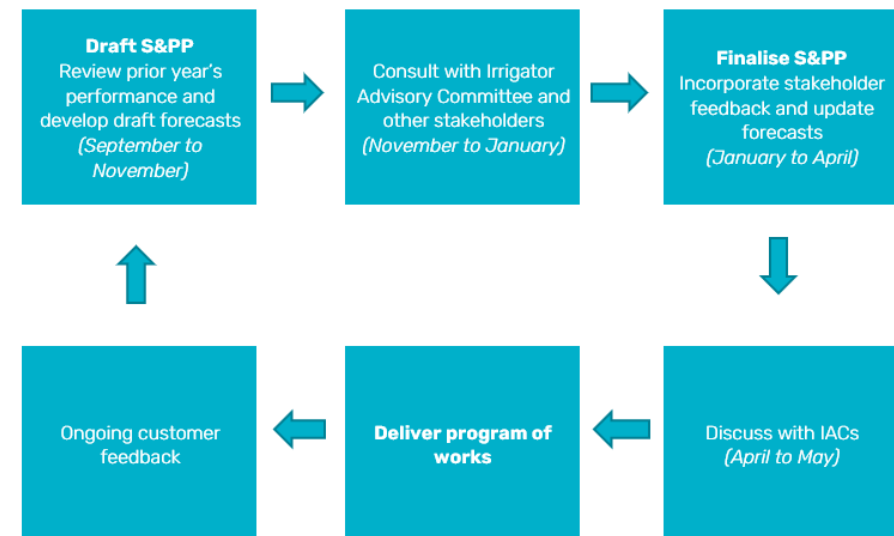
In addition to this S&PP, Sunwater has published an information sheet which explains the types of costs we incur in delivering water to our customers and how those costs are allocated to service contracts. The information sheet is available at:

www.sunwater.com.au/customer/products-and-services/service-and-performance-plans/

¹ All financial figures reported in this document are in nominal dollars, i.e. dollars of the day. Figures may not sum due to rounding.

Input from customers is a valuable part of Sunwater's planning process and ensures that we invest in areas which support the services we provide to customers. Figure 1 outlines how Sunwater and customers work together in relation to S&PPs.

Figure 1: Customer consultation and S&PPs



We welcome and encourage your feedback on this S&PP. To have your say and shape future S&PPs, please contact us via email or post:

Email: sppfeedback@sunwater.com.au

Post: S&PP Feedback
PO Box 15536
City East Qld 4002

Delivering services to our customers

At Sunwater we are committed to working collaboratively with our customers to deliver value and fit-for-purpose water solutions.

Our customers

The majority of our 1050 customers in this scheme are irrigators who grow crop types including sugar cane, tomatoes, rockmelons, watermelons, capsicum, zucchini, beans, macadamia nuts and avocados. Water is also supplied to the city of Bundaberg and communities in the Bundaberg Regional Council area.

The water allocations for each customer segment are included in Table 1, together with water deliveries in 2019/20. Historical total water usage is available in **Appendix 1**.

Table 1: Water allocations and usage data¹

Customer segment	Total water allocations (ML)	High priority water allocations (ML)	Medium priority water allocations (ML)	Total water deliveries 2019/20 (ML)
Irrigation	185,668	12	185,656	117,411
Industrial	296	3	293	211
Urban	8380	8257	123	3182
Sunwater (excl. distribution losses)	465	20	445	52
Sunwater distribution losses	41,520	16,080	25,440	43,531 ²
Total	236,329	24,372	211,957	164,388

1. Includes distribution system. Excludes Burnett Water Pty Ltd (BWPL) (Paradise Dam).
2. During 2019/20 Sunwater lowered Paradise Dam's water storage to facilitate essential work. The released water was offered to customers free of charge which resulted in a higher distribution loss delivery volume than distribution loss allocations available. Unsold water allocations from Sunwater trading accounts were temporarily transferred to cover the shortfall.

Irrigation charges

The 2021/22 charges and cost per megalitre from the Queensland Competition Authority's (QCA) 2020–2024 irrigation price investigation are shown in Table 2. The Bundaberg Bulk Water Service Contract does not need additional subsidies to recover irrigation's share of future renewals, maintenance and operating costs.

Table 2: Irrigation charges for 2021/22^{1,2}

Tariff group	Product	2021/22 (\$/ML) ³	QCA cost-reflective (\$/ML) ⁴	Subsidy (\$/ML)
River	Allocation Charge – Part A	13.06	12.56	n/a
	Allocation Water – Part B	1.03	1.03	n/a
Channel or watercourse supplemented by a channel	Allocation Charge – Part A	12.56	12.56	n/a
	Allocation Water – Part B	1.03	1.03	n/a

1. This table includes bulk water charges only. For distribution charges, please refer to the Distribution Service Contract S&PP.
2. Excludes BWPL charges (Paradise Dam).
3. As recommended by the QCA. The Queensland Government has not yet determined the irrigation charges to apply in 2021/22.
4. Reflects the cost-reflective price determined by the QCA in its 2020–2024 irrigation price investigation. Costs reflect lower bound cost recovery, i.e. recovery of future replacement and ongoing maintenance and operations. Charges do not allow for any returns on existing assets.

For more information on Sunwater's fees and charges, refer to: www.sunwater.com.au/customer/fees-and-charges/

Service targets

Sunwater and customers have agreed Water Supply Arrangements and Service Targets for the Bundaberg Bulk Water Service Contract. Table 3 below sets out our recent performance against selected service targets for this scheme.

Table 3: Scheme service targets and performance

Service target		Target	Number of exceptions		
			2017/18	2018/19	2019/20
Planned shutdowns – notification	For shutdowns planned to exceed 2 weeks	8 weeks	0	0	0
	For shutdowns planned to exceed 3 days	2 weeks	0	0	0
	For shutdowns planned to be less than 3 days	5 days	0	0	0
Unplanned shutdowns – duration	Unplanned shutdowns will be fixed so that at least partial supply can be resumed	72 hours	0	0	0
Maximum number of interruptions ¹	Planned or unplanned interruptions per water year	10	0	0	0

1. This is the total number of bulk customers in the scheme that have been interrupted in excess of the target.

In addition, Sunwater has company-wide customer interactions service targets. Our performance in 2019/20 against these service targets is shown in Table 4.

Table 4: Customer interactions service targets and performance

Service target	Target	2019/20
Telephone answering ¹	80.00%	94.87%
Requests actioned within Service Level Agreement (SLA) timeframes ²	> 95.00%	95.46%

1. This target measures the percentage of 13 15 89 calls that are answered within 60 seconds. The 2019/20 result reflects the average monthly performance over the November 2019 to June 2020 period.
2. This target measures the percentage of email or workflow requests (such as property transfers and temporary transfers) to the Customer Support email address that are completed within the agreed SLAs. The SLA timeframes range between two and 10 business days, depending on the request. The 2019/20 result covers the October 2019 to June 2020 period.

Key infrastructure

Table 5 lists the key infrastructure used to deliver bulk water services to our customers in Bundaberg.

Table 5: Key infrastructure

Asset	Description	Capacity
Fred Haigh Dam	Earth and rock fill dam. Classified as a referable dam under the <i>Water Supply (Safety and Reliability) Act 2008</i> .	562,000 ML
Ben Anderson Barrage	Tidal barrage with a four-gated vertical slot fishway.	30,300 ML
Ned Churchward Weir	Fully automated fish lock. Includes a small anabranch weir built to prevent the river from deepening at the anabranch.	29,500 ML
Bucca Weir	Roller compacted concrete.	11,600 ML
Kolan Barrage	Tidal barrage with a vertical slot fishway.	4020 ML
Monduran pump station	Three pumps. The pump station is also a distribution system asset.	1100 ML/day

Financial summary—Revenue and expenditure

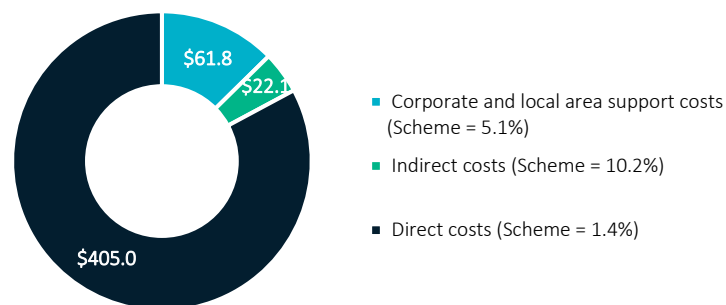
A high-level summary of the budgeted financial performance of the Bundaberg Bulk Water Service Contract is presented in Table 6.

The revenue Sunwater receives from urban and industrial customers is agreed by term contract. The revenue we receive from irrigation customers is determined by the Queensland Government, based on recommendations made by the QCA as part of its review of irrigation prices.

Sunwater anticipates an increase in revenue for the Bundaberg Bulk Water Service Contract in 2021/22.

In 2021/22, Sunwater expects to spend \$489 million across all parts of our business, i.e. regulated and non-regulated. A breakdown of the forecast total cost pool at the direct and non-direct cost level is shown in Figure 2, together with the percentage of these costs allocated to the Bundaberg Bulk Water Service Contract. Detail on the planned spend for this scheme is outlined on subsequent pages of this S&PP.

Figure 2: Total Sunwater cost pools and allocation to scheme¹—2021/22 forecast (\$M)



1. Prior to the transfer of a portion of Gin Gin main channel and Monduran pump station costs from the Bundaberg Distribution Service Contract.

Table 6: Service contract financial summary

Bundaberg Bulk Water Service Contract	2017/18 Actual \$'000	2018/19 Actual \$'000	2019/20 Actual \$'000	2020/21 Forecast \$'000	2021/22 Forecast \$'000
Revenue					
Irrigation	463.6	501.3	507.7	494.8	495.2
Community Service Obligation	-	-	-	-	-
Industrial ¹	-	-	52.1	-	-
Urban ¹	650.6	661.1	671.7	671.3	688.1
Revenue transfers ²	3006.5	3134.0	3595.5	3966.1	4065.2
Drainage	-	-	-	-	-
Other	1.5	4.7	6.6	2.0	2.1
Revenue total	4122.2	4301.1	4833.6	5134.2	5250.5
Less – Operating expenditure	1338.1	1145.0	1328.7	1982.1 ³	2041.0 ³
Less					
Annuity-funded	908.3	1460.5	2902.0	6614.1 ³	8484.3 ³
Non-annuity funded ⁴	-	6.8	7.3	5.1	685.8
Surplus (deficit)	1875.8	1688.7	595.6	(3467.1)	(5960.6)

1. Forecast revenues for industrial and urban customers are based on current contractual arrangements.
2. Revenue transfers represent the cost of bulk water supplies delivered through the distribution system. The revenue accrues to the distribution system before it is transferred to the Bulk Water Service Contract as a contribution to the cost of the bulk water service.
3. Includes a share of Gin Gin main channel and Monduran pump station costs which have been transferred from the Bundaberg Distribution Service Contract.
4. This is expenditure which has not been funded by irrigation customers. An example of this in the Bundaberg Bulk Water Service Contract is the Dam Improvement Program.

Cost of delivering services—Operating expenditure

Operating expenditure includes funds for: operations activities, i.e. operations, electricity and insurance; preventative maintenance; and corrective maintenance.

Table 7 sets out actual and forecast operating expenditure for the Bundaberg Bulk Water Service Contract. For a more detailed breakdown by cost category, refer to **Appendix 2**.

Table 7: Operating expenditure¹

Bundaberg Bulk Water Service Contract	2017/18	2018/19	2019/20		2020/21		2021/22		2022/23	2023/24	2024/25	2025/26	
	Sunwater Actual \$'000	Sunwater Actual \$'000	Sunwater Forecast \$'000	Sunwater Actual \$'000	Variance \$'000	Sunwater Forecast \$'000	QCA Target \$'000 ²	Sunwater Forecast \$'000	QCA Target \$'000 ²	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000
Operations	916.0	784.7	1246.6	978.0	(268.6)	1414.3	1264.9	1455.6	1291.7	1543.7	1548.3	1620.9	1627.4
Electricity	12.2	11.7	9.1	53.9	44.8	8.7	9.6	9.0	9.7	9.8	9.7	11.0	11.3
Insurance	241.4	256.9	284.7	293.0	8.3	395.2	323.6	405.0	330.1	415.2	425.6	436.2	447.1
Operations	662.4	516.1	952.8	631.1	(321.7)	1010.5	931.8	1041.5	951.9	1118.7	1113.0	1173.7	1169.0
Preventative maintenance	268.2	309.9	300.9	268.3	(32.6)	303.2	216.8	312.8	221.5	338.1	334.9	354.7	356.2
Corrective maintenance	153.8	50.5	219.9	82.5	(137.5)	226.6	122.1	233.8	124.8	252.7	250.3	265.0	266.2
Gin Gin main channel and Monduran pump station cost transfer from Bundaberg distribution ³						37.9	34.4	38.8	38.9	40.2	41.0	42.3	42.9
Operating costs total	1338.1	1145.0	1767.4	1328.7	(438.7)	1982.1	1638.3	2041.0	1676.9	2174.6	2174.4	2282.9	2292.6
Recreational facility costs ⁴						-		-		-	-	-	-
Operating costs total (incl. recreational facility costs)	1338.1	1145.0	1767.4	1328.7	(438.7)	1982.1		2041.0		2174.6	2174.4	2282.9	2292.6

1. Sunwater's 2021/22 to 2025/26 budget figures are draft as at the time of consultation. These figures will not be locked down until late in the financial year prior.
2. Reflects the QCA's 2020–2024 irrigation price investigation final recommendations. Excludes recreational facility costs.
3. Under the water planning framework, the Gin Gin main channel and Monduran pump station (part of the Bundaberg distribution system) perform a bulk water function. In its 2020–2024 irrigation price investigation final recommendations, the QCA transferred a share of the Gin Gin main channel and Monduran pump station costs from the Bundaberg Distribution Service Contract to the Bundaberg Bulk Water Service Contract. Refer to section 6.4.1 of the QCA's final Part B report at: www.qca.org.au/project/rural-water/irrigation-price-investigations/
4. From 1 July 2020, irrigation customers no longer contribute towards the cost of operating and maintaining recreational facilities. Forecast costs have been separately identified for transparency.

Our performance in 2019/20

In 2019/20, operating costs were lower than our previous forecast.² This was due to a rebalancing of labour and contractor costs between the bulk and distribution service contracts.

Outlook for 2021/22 Operations

Bundaberg Bulk Water Service Contract's total operations budget (prior to cost transfers) in 2021/22 is 12.7 per cent above the QCA's recommended cost target. Escalation of insurance costs and indirect costs continue to be the main cost drivers.

Insurance

Insurance is one of Sunwater's largest expenditure items. These costs have increased significantly in recent years due to multiple flood events in Queensland and global insurable events impacting premiums. Although Sunwater is subject to market forces in the pricing of insurance premiums, we have also been actively managing insurance premium costs by reviewing coverage levels and policy specifications (including deductibles) to ensure that our insurance coverage is appropriate and reflective of the risks faced by our business.

In 2020/21, Sunwater experienced a significant price increase in insurance premiums. Our insurance broker has indicated this is the beginning of an upward trend in premiums due to, among other factors, the number and size of natural disasters that have occurred in Australia over the past 12 months. Insurance premiums in 2021/22 are therefore expected to be higher than the QCA's recommended allowance and historical costs.

Preventative maintenance

The forecast preventative maintenance costs (prior to cost transfers) for the Bundaberg Bulk Water Service Contract are 41.2 per cent above the QCA's recommended cost target. However, forecast expenditure is in line with historical forecasts and actual costs. Statutory compliance drives a large portion of expenditure in the preventative maintenance space, including on items such as overhead cranes, fire panels and fishways.

Corrective maintenance

In 2021/22, Sunwater anticipates spending \$0.23 million on corrective maintenance in the Bundaberg Bulk Water Service Contract. This is 87.4 per cent above the QCA's recommended cost target.

It is inherently difficult to forecast corrective maintenance costs due to the operating nature and location of particular assets. Sunwater will aim to keep actual corrective maintenance costs to a minimum, while ensuring all assets can perform satisfactorily. Labour and contractor costs make up the largest proportion of the corrective maintenance budget. These costs will only be realised if required.

² See the 2019/20 Network Service Plan at www.sunwater.com.au/schemes/Bundaberg/

Cost of delivering services—Annuity and non-annuity funded expenditure

Annuity expenditure include funds for preventative and corrective maintenance, as well as large, one-off operations activities. The preventative maintenance activities monitor the asset condition and inform the corrective maintenance program when an asset needs to be refurbished or replaced. Non-annuity funded expenditure largely relates to Sunwater’s Dam Improvement Program and recreational facility costs.

Table 8 outlines our annuity and non-annuity funded expenditure. A comparison of forecast and actual annuity-funded projects for 2019/20 is provided in **Appendix 3**, with details of the major annuity-funded projects planned for the 2020/21 to 2025/26 period set out in **Appendix 4**.

Table 8: Annuity and non-annuity funded expenditure^{1,2}

Bundaberg Bulk Water Service Contract	2017/18	2018/19	2019/20		2020/21		2021/22		2022/23	2023/24	2024/25	2025/26	
	Sunwater Actual \$'000 ³	Sunwater Actual \$'000 ³	Sunwater Forecast \$'000	Sunwater Actual \$'000	Variance \$'000	Sunwater Forecast \$'000	QCA Target \$'000 ⁴	Sunwater Forecast \$'000	QCA Target \$'000 ⁴	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000
Annuity-funded													
Operations	10.0	-	-	-	-	-	-	-	-	-	-	-	-
Preventative maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-
Planned corrective maintenance	897.8	1378.4	1220.7	817.0	(403.6)	6591.9	11,636.1	8434.2	2109.9	798.8	799.8	1534.5	1077.2
Unplanned corrective maintenance	0.5	82.1	1372.5	2084.9	712.4	-	-	-	-	-	-	-	-
Gin Gin main channel and Monduran pump station cost transfer from Bundaberg distribution ⁵						22.2	10.5	50.1	6.8	6.7	7.8	8.4	5.9
Annuity-funded total	908.3	1460.5	2593.2	2902.0	308.8	6614.1	11,646.6	8484.3	2116.7	805.5	807.6	1542.9	1083.1
Non-annuity funded													
Dam Improvement Program	-	-	-	-	-	-	-	685.8	-	1686.1	2223.1	766.0	-
Recreational facility projects						5.1	-	-	-	-	-	-	118.0
Metered offtakes and dividend reinvestment	-	6.8	-	7.3	7.3	-	-	-	-	-	-	-	-
Non-annuity total	-	6.8	-	7.3	7.3	5.1	-	685.8	-	1686.1	2223.1	766.0	118.0

1. Sunwater’s 2021/22 to 2025/26 budget figures are draft as at the time of consultation. These figures will not be locked down until late in the financial year prior.
2. Forecast annuity-funded costs from 2020/21 exclude recreational facility projects.
3. The annuity-funded spend for 2017/18 and 2018/19 reflects the QCA’s 2020–2024 irrigation price investigation final recommendations, which included adjustments to Sunwater’s actual costs.
4. Reflects the QCA’s 2020–2024 irrigation price investigation final recommendations.
5. In its 2020–2024 irrigation price investigation final recommendations, the QCA transferred a share of the Gin Gin main channel and Monduran pump station costs from the Bundaberg Distribution Service Contract to the Bundaberg Bulk Water Service Contract. Refer to section 6.4.1 of the QCA’s final Part B report at: www.qca.org.au/project/rural-water/irrigation-price-investigations/

Asset management and planning improvements

In its final report for the 2020–2024 irrigation price investigation, the QCA identified several potential improvements to Sunwater’s asset management and planning framework. It suggested Sunwater should:

- improve our predictive maintenance and asset condition reporting arrangements to better inform the timing of asset replacement
- review our cost estimation approach and ensure that asset values are based on modern equivalent replacement values where appropriate
- develop transparent guidelines for options analyses.³

Sunwater acknowledges there is room for improvement in our asset management system and is working on several initiatives to address specific potential improvements and the broader asset management and planning processes as outlined below. We will report on our progress on the implementation of these initiatives in the final S&PP for 2021/22.

Asset management performance growth

This initiative provides the opportunity to improve predictive maintenance capability and focuses on monitoring asset performance data of critical assets. The asset data will provide a greater insight into asset performance, condition, and refurbishment and replacement planning.

Asset management planning

A change to Sunwater’s asset planning cycle has improved the near-term cost estimation of annuity-funded work. The change targets 18 months of fully cost-estimated work and will help improve future asset replacement values.

Asset management improvement

Sunwater is implementing improvements to our asset management system with a fit for purpose alignment to the ISO55001 asset management standard. Key to the alignment is the simplification of how we identify and deliver maintenance work. Low value, low complexity work follows a standard work management methodology and is managed at a service contract level. High value, high complexity work is managed at an individual level and follows Sunwater’s Portfolio, Program and Project Management Framework (P3MF). P3MF defines the management and governance of projects including when an options analysis is required.

³ See pages 58 to 60, www.qca.org.au/wp-content/uploads/2020/02/irrigation-price-review-part-b-sunwater-final-report.pdf

Annuity balance—Bulk water

Annuities are managed by Sunwater on behalf of each service contract. They allow for customer charges to reflect a constant amount necessary to recoup the costs of refurbishment/replacement of the assets over a pre-determined period of time. The forecast annuity balances, and the impacts of budgeted spend, are shown in Table 9 below.

The QCA and Sunwater closing balances differ due to differences in the expenditure profile allowed by the QCA in its 2020–2024 final recommendations and actual expenditure incurred by Sunwater in 2019/20 and what we expect to spend thereafter.

Table 9: Annuity balance

Bundaberg Bulk Water Service Contract	2017/18 Actual \$'000	2018/19 Actual \$'000	2019/20 Actual \$'000	2020/21 Forecast \$'000	2021/22 Forecast \$'000	2022/23 Forecast \$'000	2023/24 Forecast \$'000	2024/25 Forecast \$'000	2025/26 Forecast \$'000
Opening balance ¹	(9288.2)	(10,258.3)	(11,173.2)	(14,246.0)	(19,085.7)	(25,958.0)	(25,468.7)	(24,921.9)	(23,548.3)
Spend ²	(908.3)	(1460.5)	(2902.0)	(6591.9)	(8434.2)	(798.8)	(799.8)	(1534.5)	(1077.2)
Insurance proceeds receipts (if applicable)									
Prior year	-	-	-	-	-	-	-	-	-
Current year	-	664.3	-	-	-	-	-	-	-
Annuity contribution ³	633.9	649.7	666.0	2375.1	2396.4	2423.0	2460.1	3997.7	4100.6
Interest/financing costs	(695.7)	(768.3)	(836.9)	(622.9)	(834.5)	(1134.9)	(1113.6)	(1089.6)	(1029.6)
Sunwater – Closing balance	(10,258.3)	(11,173.2)	(14,246.0)	(19,085.7)	(25,958.0)	(25,468.7)	(24,921.9)	(23,548.3)	(21,554.5)
QCA – Closing balance	(10,258.3)	(11,173.2)	(12,235.6)	(22,031.5)	(22,708.3)	(21,937.3)	(20,937.9)		
Difference	-	-	(2010.5)	2945.8	(3249.7)	(3531.4)	(3984.1)		

1. The opening balances for 2017/18, 2018/19 and 2019/20 reflect the QCA's 2020–2024 irrigation price investigation final recommendations.
2. The spend for 2017/18 and 2018/19 reflects the QCA's 2020–2024 irrigation price investigation final recommendations, which included adjustments to Sunwater's actual costs. The 2019/20 spend reflects Sunwater's actual costs. Thereafter, the spend is based on Sunwater's forecasts.
3. The annuity contribution is included in the prices paid by customers. It was set by the QCA from 2012/13 to 2016/17 and was rolled forward with the Consumer Price Index (CPI) for 2017/18, 2018/19 and 2019/20. From 2020/21 to 2023/24, the annuity contribution is based on the QCA's 2020–2024 irrigation price investigation final recommendations. Thereafter, it is based on Sunwater's projections.

Annuity balance—Gin Gin main channel and Monduran pump station

The Gin Gin main channel and Monduran pump station, which form part of the Bundaberg distribution system, perform a bulk water function under the water planning framework. In recognition of this, a share of the Gin Gin main channel and Monduran pump station annuity-funded costs is transferred from the Bundaberg Distribution Service Contract to the Bundaberg Bulk Water Service Contract. These costs are recovered in customers' bulk water prices via the annuity contribution.

Table 10 shows the forecast annuity balances and budgeted spend for the Gin Gin main channel and Monduran pump station, split between the bulk water and distribution system service contracts. Further detail on the annuity-funded expenditure is provided in **Appendix 5**.

In 2021/22, the annuity contribution included in prices paid by customers in the Bundaberg Bulk Water Service Contract is \$13.6k. The remainder of the annuity contribution is recovered through distribution prices.

Table 10: Gin Gin main channel and Monduran pump station annuity balance

Gin Gin main channel and Monduran pump station	2017/18 Actual \$'000	2018/19 Actual \$'000	2019/20 Actual \$'000	2020/21 Forecast \$'000	2021/22 Forecast \$'000	2022/23 Forecast \$'000	2023/24 Forecast \$'000	2024/25 Forecast \$'000	2025/26 Forecast \$'000
Opening balance ¹	194.0	311.6	350.8	207.3	43.6	(684.0)	(558.7)	(449.0)	(277.2)
Spend ²	(119.4)	(212.2)	(403.6)	(444.3)	(1002.5)	(133.2)	(155.5)	(167.4)	(118.0)
Allocated to Bundaberg bulk				(22.2)	(50.1)	(6.7)	(7.8)	(8.4)	(5.9)
Allocated to Bundaberg distribution				(422.0)	(952.3)	(126.5)	(147.7)	(159.0)	(112.1)
Insurance proceeds receipts (if applicable)									
Prior year	-	-	-	-	-	-	-	-	-
Current year	-	-	-	-	-	-	-	-	-
Annuity contribution ³	222.5	228.1	233.8	271.6	272.9	288.5	289.6	358.8	363.2
Interest/financing costs	14.5	23.3	26.3	9.1	1.9	(29.9)	(24.4)	(19.6)	(12.1)
Sunwater – Closing balance	311.6	350.8	207.3	43.6	(684.0)	(558.7)	(449.0)	(277.2)	(44.1)
Annuity contribution to Bundaberg bulk ⁴				13.6	13.6	14.4	14.5	17.9	18.2

1. The opening balances for 2017/18, 2018/19 and 2019/20 reflect the QCA's 2020–2024 irrigation price investigation final recommendations.
2. The spend for 2017/18 and 2018/19 reflects the QCA's 2020–2024 irrigation price investigation final recommendations, which included adjustments to Sunwater's actual costs. The 2019/20 spend reflects Sunwater's actual costs. Thereafter, the spend is based on Sunwater's forecasts.
3. The annuity contribution is included in the prices paid by bulk water and distribution customers. For 2020/21 to 2023/24, the annuity contribution is based on the QCA's irrigation price investigation 2020–2024 final recommendations. Thereafter, it is based on Sunwater's projections.
4. Reflects the share of the annuity contribution included in the prices paid by bulk water customers.

Appendix 1—Historical water usage

The below table contains the scheme’s recent water use, together with the 18-year average for the 2002/03 to 2019/20 period. It excludes water deliveries to BWPL.

Year	Usage (ML)
2010/11	36,862
2011/12	88,195
2012/13	95,029
2013/14	183,521
2014/15	112,538
2015/16	133,207
2016/17	162,397
2017/18	108,518
2018/19	183,997
2019/20	164,388
18-year historical average	112,242

Appendix 2—Operating and annuity-funded costs by expense type

Bundaberg Bulk Water Service Contract	2017/18 Sunwater Actual \$'000	2018/19 Sunwater Actual \$'000	Sunwater Forecast \$'000	2019/20 Sunwater Actual \$'000	Variance \$'000	2020/21 Sunwater Forecast \$'000	QCA Target \$'000	2021/22 Sunwater Forecast \$'000	QCA Target \$'000	2022/23 Sunwater Forecast \$'000	2023/24 Sunwater Forecast \$'000	2024/25 Sunwater Forecast \$'000	2025/26 Sunwater Forecast \$'000
Operating costs													
Operations	916.0	784.7	1246.6	978.0	(268.6)	1414.3	1264.9	1455.6	1291.7	1543.7	1548.3	1620.9	1627.4
Labour	238.2	116.9	249.7	321.5	71.8	242.8	238.4	250.1	243.9	257.6	264.0	270.6	277.4
Contractors	7.6	10.6	15.0	21.7	6.7	15.0	22.7	15.4	23.1	15.8	16.2	16.6	17.0
Materials	9.8	4.7	15.0	3.5	(11.5)	15.0	5.7	15.4	5.8	15.8	16.2	16.6	17.0
Electricity	12.2	11.7	9.1	53.9	44.8	8.7	9.6	9.0	9.7	9.8	9.7	11.0	11.3
Insurance	241.4	256.9	284.7	293.0	8.3	395.2	323.6	405.0	330.1	415.2	425.6	436.2	447.1
Other	94.9	96.5	142.9	98.8	(44.1)	137.2	131.8	139.5	134.5	142.2	146.4	149.2	152.1
Local area support costs	100.4	71.0	93.6	48.6	(45.0)	135.5	100.9	139.6	103.0	143.7	147.3	151.0	154.8
Corporate support costs	67.8	107.4	186.4	71.5	(115.0)	182.1	184.2	187.6	188.2	193.2	198.0	203.0	208.1
Indirect costs	143.8	108.9	250.1	65.6	(184.6)	282.8	248.1	294.0	253.4	350.5	324.9	366.7	342.7
Preventative maintenance	268.2	309.9	300.9	268.3	(32.6)	303.2	216.8	312.8	221.5	338.1	334.9	354.7	356.2
Labour	84.1	93.2	87.9	84.3	(3.7)	82.5	65.6	85.0	67.1	87.5	89.7	92.0	94.3
Contractors	11.7	13.6	25.0	7.9	(17.1)	25.0	13.0	25.6	13.3	26.3	26.9	27.6	28.3
Materials	4.1	8.1	20.0	6.2	(13.8)	18.0	5.3	18.5	5.4	18.9	19.4	19.9	20.4
Other	5.3	7.7	6.0	7.2	1.2	6.0	7.6	6.2	7.7	6.3	6.5	6.6	6.8
Local area support costs	65.6	58.9	35.2	42.0	6.8	46.2	27.8	47.6	28.4	49.0	50.2	51.5	52.8
Corporate support costs	33.8	76.9	65.7	64.3	(1.4)	61.9	50.7	63.7	51.8	65.6	67.3	69.0	70.7
Indirect costs	63.7	51.5	61.1	56.5	(4.6)	63.7	46.8	66.3	47.8	84.5	74.9	88.2	83.0
Corrective maintenance	153.8	50.5	219.9	82.5	(137.5)	226.6	122.1	233.8	124.8	252.7	250.3	265.0	266.2
Labour	25.8	12.3	63.3	23.2	(40.0)	61.4	30.6	63.3	31.3	65.2	66.8	68.5	70.2
Contractors	17.0	12.6	25.0	4.4	(20.6)	20.0	15.9	20.5	16.3	21.0	21.5	22.1	22.6
Materials	10.2	5.4	15.0	6.0	(9.0)	15.0	13.8	15.4	14.1	15.8	16.2	16.6	17.0
Other	47.4	2.2	3.0	4.2	1.2	3.0	3.3	3.1	3.4	3.2	3.2	3.3	3.4
Local area support costs	20.1	1.7	22.5	11.4	(11.1)	33.8	13.0	34.8	13.2	35.8	36.7	37.7	38.6
Corporate support costs	13.8	9.1	47.2	18.0	(29.3)	46.1	23.7	47.4	24.2	48.9	50.1	51.3	52.6
Indirect costs	19.5	7.2	44.0	15.2	(28.7)	47.4	21.8	49.4	22.3	62.9	55.7	65.6	61.8
Cost transfer from Bundaberg distribution						37.9	34.4	38.8	38.9	40.2	41.0	42.3	42.9
Operating costs total	1338.1	1145.0	1767.4	1328.7	(438.7)	1982.1	1638.3	2041.0	1676.9	2174.6	2174.4	2282.9	2292.6
Annuity-funded costs													
Labour			417.9	361.0	(56.9)	1728.1	3050.4	2342.4	586.0	69.5	70.8	142.6	134.2
Contractors			867.3	1750.3	883.1	1111.7	1962.4	1354.9	339.0	221.2	255.2	586.7	266.0
Materials			508.2	63.6	(444.6)	495.7	875.0	311.3	77.9	351.3	323.6	483.4	337.2
Other			26.7	68.8	42.2	-	-	4.1	1.0	-	-	-	47.9
Local area support costs			170.8	146.4	(24.4)	626.9	1106.6	836.2	209.2	37.7	38.0	78.1	73.2
Corporate support costs			312.0	273.4	(38.6)	1296.1	2287.8	1756.8	439.5	52.1	53.1	107.0	100.6
Indirect costs			290.4	238.3	(52.1)	1333.4	2353.7	1828.5	457.4	67.0	59.1	136.8	118.1
Cost transfer from Bundaberg distribution						22.2	10.5	50.1	6.8	6.7	7.8	8.4	5.9
Annuity-funded total¹	908.3	1460.5	2593.2	2902.0	308.8	6614.1	11,646.6	8484.3	2116.7	805.5	807.6	1542.9	1083.1
Total costs²	2246.4	2605.5	4360.6	4230.7	(129.9)	8596.2	13,284.9	10,525.3	3793.6	2980.1	2981.9	3825.8	3375.8

1. The 2017/18 and 2018/19 costs reflect the QCA's 2020–24 irrigation price investigation final recommendations, which included adjustments to Sunwater's actual costs. Sunwater has provided cost information at the lowest level of granularity available.
2. Excludes recreational facility costs from 2020/21.

Appendix 3—Comparison of forecast and actual annuity-funded projects for 2019/20

The below table sets out the major annuity-funded projects planned for the Bundaberg Bulk Water Service Contract in 2019/20 and the actual projects undertaken.

Project	Forecast \$'000	Actual \$'000	Commentary
Ben Anderson Barrage – Build and install shutters (20BUN14)	313	282	This project included the supply and manufacture of new shutters plus site works to install refurbished shutters. The works were completed under budget with less labour and time on site required, primarily due to the temporary access track being reused from previous works.
Fred Haigh Dam – Spillway repairs (20BUN17 and 20BUN18)	1116	2085	The original budget was set to address deficiencies identified within the spillway channel from routine inspections. Additional requirements to offset risk of exposure in the wet season triggered an increase in scope. A business case was approved by the Sunwater Board, and the budget was increased to match the magnitude of the works. The completed works were stage 1 in a number of stages planned across the next three financial years. Actual expenditure also included design work for stage 2 of the repair works.
Ned Churchward Weir – Replace trash racks x8 (17BUN09)	230	83	The underspend was due to COVID-19 delays on parts from overseas. The project is continuing in 2020/21 and is expected to be completed within budget.
Fred Haigh Dam – Comprehensive risk assessment (CRA) and safety review studies (20BUN03 and 20BUN04)	92	15	The seismic study was included in a broader strategy review of the timing of studies for nine other dams across the state. The Fred Haigh study was recommended for deferral to a later year. Work on the other input study commenced in 2019 but was later incorporated into 20BUN18 for efficiency reasons.
Ben Anderson Barrage – Sluice gate refurbishment (20BUN12)	78	14	Assessment of the gates prior to the commencement of work identified that it would not be economical to refurbish the gates. It was deemed that a replacement gate would yield better long-term results and reduce overall costs for the life of the gates. A project will commence in 2020/21 to redesign and replace the gates.
Other works	764	400	Key reasons for the cost variance are: <ul style="list-style-type: none"> the contingency budget (\$256k) for the stage one spillway repairs at Fred Haigh Dam was not used during 2019/20 (20BUN17C) the replacement of a horizontal trash screen was completed to scope and under budget. Installation costs were negated as they were combined with an opportunity that arose from an unplanned maintenance situation (16BUN02; \$13k less than forecast) the supervisory control and data acquisition (SCADA) computer at Ned Churchward Weir was replaced under a broader ICT program (20BUN11)

Project	Forecast \$'000	Actual \$'000	Commentary
			<ul style="list-style-type: none"> the refurbishment of trash screens and trash guides and certifying the lifting frames was completed under budget (20BUN09; \$24k less than forecast). The intended plan to complete these works involved mobilisation of a barge and specialist access equipment. The work plan was simplified prior to commencement and an alternative means was identified—this eliminated the need for specialist equipment, making the job safer and less expensive. modelling of the spillway at Fred Haigh Dam was incorporated into the spillway repair project (18BUN04) fewer customer meters required replacement than budgeted for (20BUN06; \$18k less than forecast) lower contractor costs for refurbishment/repair work on cranes (20BUN07; \$4k less than forecast) a re-allocation of the unplanned capital replacement allowance to additional priority projects within the scheme (20BUN16) repairs to cracks in the structure at gate 6 at Ben Anderson Barrage were completed with less labour (20BUN15; \$11k less than forecast).
Non-scheduled works	-	23	Most of these costs were a result of contractor invoicing delays for a project undertaken in 2018/19. The overall project costs were within budget.
2019/20 Total	2593	2902	

Appendix 4—Annuity-funded projects for 2020/21 to 2025/26

The below table sets out Sunwater’s currently planned annuity-funded projects for the 2020/21 to 2025/26 period for this scheme. While the immediate program is well defined, estimates become more uncertain further into the planning timeline. Forecasts are likely to change in future S&PPs, reflecting changes in project delivery timing; asset condition and risk updates; outcomes from scheduled asset inspections; and customer feedback.

Year	Project title	Project scope	Forecast \$'000
2020/21	Ben Anderson Barrage – Build and install shutters	The existing strategy for shutter maintenance is to refurbish 10 every year. Due to high water levels and floods during the past eight to 10 years, the refurbishment program is behind schedule. An options study identified it was more cost-effective to build 10 new shutters every year for the next 10 years then start the maintenance strategy again.	287
	Fred Haigh Dam – Spillway repairs	A detailed civil and geotechnical inspection of the unlined spillway discharge chute determined that it needs to be repaired to prevent further backscour towards the dam, and of the chute wall adjacent to Monduran pump station. The budgeted amount includes a contingency. Works are expected to continue into 2021/22.	5314
	Ned Churchward Weir – Concrete repairs	The left abutment protection works joint seal is failing in about 50% of the total length and numerous areas of concrete are spalling, more so when against the steel sheet piling. The joint sealant will be replaced, and the spalling patched with a more robust material. The spillway end sill has also lost concrete cover during floods such that the reinforcement is exposed. It will be treated so that the reo does not expand further through corrosion which would exacerbate the concrete damage.	320
	Meter replacements	This is an allowance to replace customer meters if they fail during the year. If none are replaced, the funds will remain in the annuity.	144
	Ned Churchward Weir – Sluice gate refurbishment	Sluice gates 1, 2 and 3 are deteriorating and need to be repainted. The seals and ropes will also be replaced.	82
	Other works	There are 12 other annuity-funded projects planned for 2020/21 plus a small contingency. The projects include: five at Fred Haigh Dam for conduit tunnel door refurbishment, outlet pipe patch painting, 2022 comprehensive inspection planning, pump slab removal and conduit dewatering; two at Ned Churchward Weir for tailwater curve recalculation and trash rack replacement; three at Ben Anderson Barrage for sluice gate refurbishment, downstream survey and joint filler replacement; an asset revaluation; and an arc flash study to improve electrical safety.	444
	2020/21 Total		6591
2021/22	Ben Anderson Barrage – Build and install shutters	The existing strategy for shutter maintenance is to refurbish 10 every year. Due to high water levels and floods during the past eight to 10 years, the refurbishment program is behind schedule. An options study identified it was more cost-effective to build 10 new shutters every year for the next 10 years then start the maintenance strategy again.	295
	Ben Anderson Barrage – Sluice gates 3 and 6	Sluice gates 3 and 6 have corroded beyond repair and need to be replaced to ensure water is retained by the barrage.	105

Year	Project title	Project scope	Forecast \$'000
	Meter replacements	This is an allowance to replace failed customer meters on the Burnett River. If none are replaced, the funds will remain in the annuity.	148
	Fred Haigh Dam – Spillway repairs	A detailed civil and geotechnical inspection of the unlined spillway discharge chute determined that it needs to be repaired to prevent further backscour towards the dam, and of the chute wall adjacent to Monduran pump station. The budgeted amount includes a contingency.	7483
	Fred Haigh Dam – Comprehensive risk assessment (CRA)	A CRA is conducted with new data collected from previous studies to assess the level of risks identified and further refine their priority for refurbishment.	187
	Other works	There are 13 other annuity-funded projects planned for 2021/22 consisting of eight at Fred Haigh Dam related to bulkhead gate and trash rack patch painting, a comprehensive inspection, bridge repairs and a 7-year crane inspection; three at Ben Anderson Barrage to replace the remaining baffle supports and two minor electrical repairs; a 7-year crane inspection at Bucca Weir and a comprehensive inspection of Kolan Barrage.	217
	2021/22 Total		8435
2022/23	Ben Anderson Barrage – Build and install shutters	The existing strategy for shutter maintenance is to refurbish 10 every year. Due to high water levels and floods during the past eight to 10 years, the refurbishment program is behind schedule. An options study identified it was more cost-effective to build 10 new shutters every year for the next 10 years then start the maintenance strategy again.	308
	Ben Anderson Barrage – Upstream crane rail replacement	Sections of the upstream crane rail are becoming heavily pitted to the extent that the rail should be replaced. This will ensure safe operation of the gantry crane when it is required to lift the shutters back into place.	55
	Ben Anderson Barrage – Sluice gates 1 and 2	Sluice gates 1 and 2 have corroded beyond repair and need to be replaced to ensure water is retained by the barrage.	110
	Kolan Barrage – Fishway	Many of the fishway baffle supports are badly corroded and need to be replaced to ensure the fishway remains functional.	53
	Meter replacements	This is an allowance to replace failed customer meters on the Burnett River. If none are replaced, the funds will remain in the annuity.	154
	Other works	There are four other annuity-funded projects planned for 2022/23 consisting of comprehensive inspections of Ben Anderson Barrage and Ned Churchward Weir; fill and drain valve replacements at Fred Haigh Dam; and cathodic protection surveys at Ben Anderson Barrage.	118
	2022/23 Total		798
2023/24	Ben Anderson Barrage – Build and install shutters	The existing strategy for shutter maintenance is to refurbish 10 every year. Due to high water levels and floods during the past eight to 10 years, the refurbishment program is behind schedule. An options study identified it was more cost-effective to build 10 new shutters every year for the next 10 years then start the maintenance strategy again.	312
	Ben Anderson Barrage – Upstream crane rail replacement	The upstream gantry crane rail is pitting badly through almost permanent submersion in the water. It needs to be replaced to ensure functionality and safety for the operators. This is stage 2 of the works that are expected to start in 2022/23.	112

Year	Project title	Project scope	Forecast \$'000
	Meter replacements	This is an allowance to replace failed customer meters on the Burnett River. If none are replaced, the funds will remain in the annuity.	156
	Fred Haigh Dam – Level 2 bridge inspection (spillway and intake towers)	Level 2 bridge inspections to Department of Transport and Main Roads standards are being introduced to all Sunwater intake tower and spillway bridges to ensure the safety of operators and the public. A five-year frequency is the maximum time between inspections recommended by the Department.	82
	Fred Haigh Dam – Regulating valve refurbishment	The three regulating valves at Fred Haigh Dam were identified during the 2016 comprehensive inspection as having minor leaks past the seals and corrosion on the opening/closing linkages. The rate of seepage and corrosion has been monitored during the past few years to defer the work as long as possible, however, consensus is that 2023/24 is the appropriate time to refurbish.	115
	Fred Haigh Dam – Instrument replacement options study	The Sunwater dam safety team is reviewing the need for instrumentation on some dams, particularly where the instruments have failed or are returning spurious results. Options for replacing failed internal settlement gauges will be investigated. These gauges measure the total amount of embankment settlement over time to inform the engineers if the dam is operating outside a set of agreed guidelines.	22
	Other works	There are no other annuity-funded projects planned for 2023/24.	-
	2023/24 Total		799
2024/25	Ben Anderson Barrage – Build and install shutters	The existing strategy for shutter maintenance is to refurbish 10 every year. Due to high water levels and floods during the past eight to 10 years, the refurbishment program is behind schedule. An options study identified it was more cost-effective to build 10 new shutters every year for the next 10 years then start the maintenance strategy again.	323
	Ben Anderson Barrage – Upstream crane rail replacement	The upstream gantry crane rail is pitting badly through almost permanent submersion in the water. It needs to be replaced to ensure functionality and safety for the operators. This is stage 3 of the works that are expected to start in 2022/23.	117
	Ben Anderson Barrage – Cathodic protection refurbishment	The anodes, anode beds and associated equipment will be thoroughly assessed before their replacement is confirmed. The cathodic protection system needs to operate satisfactorily to minimise the rate of corrosion on the gates, rails and all other metallic components of the barrage.	418
	Meter replacements	This is an allowance to replace failed customer meters on the Burnett River. If none are replaced, the funds will remain in the annuity.	162
	Fred Haigh Dam – Replace internal settlement instruments	This is the design and procurement phase of the instrument replacement program, if the 2023/24 options study determines the need and feasibility of replacing the instruments.	115
	Ben Anderson Barrage – Switchboard 2 cubicle replacement and switchboard 1 replacement	The cubicle containing switchboard 2 is corroding and has brittle components making it unsafe to use. In addition, switchboard 1 is starting to deteriorate and needs to be replaced with a modern equivalent. This is the design and procurement stage.	106
	Other works	There are 12 other annuity-funded projects planned for 2024/25 consisting of SCADA computer replacement and control systems options at Ned Churchward Weir; a comprehensive inspection of Bucca Weir; SCADA computer replacement, cable replacements and refurbishment of the intake tower road at Fred Haigh Dam; minor electrical repairs and two fishway gate seal replacements at Ben Anderson Barrage; and gauging station equipment replacement.	294
	2024/25 Total		1535

Year	Project title	Project scope	Forecast \$'000
2025/26	Ben Anderson Barrage – Build and install shutters	The existing strategy for shutter maintenance is to refurbish 10 every year. Due to high water levels and floods during the past eight to 10 years, the refurbishment program is behind schedule. An options study identified it was more cost-effective to build 10 new shutters every year for the next 10 years then start the maintenance strategy again.	335
	Meter replacements	This is an allowance to replace failed customer meters on the Burnett River. If none are replaced, the funds will remain in the annuity.	165
	Fred Haigh Dam – Replace internal settlement instruments	This is the installation and commissioning phase of the instrument replacement program, if the 2023/24 options study determines the need and feasibility of replacing the instruments.	204
	Ben Anderson Barrage – Switchboard 2 cubicle replacement	The cubicle containing switchboard 2 is corroding and has brittle components making it unsafe to use. This is the installation and commissioning phase.	61
	Ben Anderson Barrage – Switchboard 1 replacement	Switchboard 1 at Ben Anderson Barrage is starting to deteriorate and will be replaced with a modern equivalent. This is the installation and commissioning phase.	61
	Other works	There are 10 other annuity-funded projects planned for 2025/26 consisting of low level guard valve replacement, design of a trash rack holder, main tunnel external patch painting and pre-planning costs for a comprehensive inspection at Fred Haigh Dam; gauging station equipment replacement; an asset revaluation; left bank access road refurbishment and air conditioner replacement at Ned Churchward Weir; and cleaning out pressure relief holes and refurbishing the access road at Kolan Barrage.	251
	2025/26 Total		1077

Appendix 5—Gin Gin main channel and Monduran pump station annuity-funded projects for 2020/21 to 2025/26

The below table sets out Sunwater’s currently planned Gin Gin main channel and Monduran pump station annuity-funded projects for the 2020/21 to 2025/26 period. Customers in the Bundaberg Bulk Water Service Contract contribute towards 5 per cent of these costs.

While the immediate program is well defined, estimates become more uncertain further into the planning timeline. Forecasts are likely to change in future S&PPs, reflecting changes in project delivery timing; asset condition and risk updates; outcomes from scheduled asset inspections; and customer feedback.

Year	Project title	Project scope	Total forecast project costs \$'000	Bulk water share of forecast project costs \$'000
2020/21	Monduran pump station – Refurbish pump unit 1	Refurbishment of pump, motor and suction, discharge and non-return valves on pump unit 1 based on current known condition. None of these units have previously been refurbished.	245	12
	Monduran pump station – Replace access stairs	Replacement of the access stairs is needed as the metal work is corroding and boards are splitting.	100	5
	Monduran pump station – Variable speed drives (VSDs) options study	The efficiency of pump units at Monduran pump station could be improved by installing VSDs to counter the change in head when the dam storage level changes. An options study will determine if it is cost-effective to install the VSDs.	21	1
	Monduran pump station – Switchboard options study	The condition assessment on the high voltage (HV) switchboard at the pump station identified some minor safety hazards that need to be addressed to keep operators safe. Options will be identified and included in the 2022 switchboard refurbishment project.	14	1
	Gin Gin main channel – Rectify bank slips	Some minor bank slips were identified during a study to determine the impacts of the main channel failing. The slips will be rectified.	38	2
	Gin Gin main channel – Replace fencing	Sections of fencing along the main channel will be replaced to maintain adequate levels of public safety.	27	1
	Other works	There are no other annuity-funded projects planned for 2020/21.	-	-
	2020/21 Total		445	22
2021/22	Monduran pump station – Refurbish pump unit 2	Refurbishment of pump unit 2 pump and non-return, discharge and suction valves based on current known condition.	149	7
	Monduran pump station – Refurbish HV switchboard	The HV switchboard will undergo some small refurbishment work that has been identified during recent condition assessments. It will include overcoming safety hazards, subject to a 2020/21 options study.	39	2

Year	Project title	Project scope	Total forecast project costs \$'000	Bulk water share of forecast project costs \$'000
	Monduran pump station – Install VSDs	Installation of VSDs on the pumps will occur if the 2020/21 options study determines it is cost-effective to retrofit these units.	786	39
	Gin Gin main channel – Replace fencing	Sections of fencing along the main channel will be replaced to maintain adequate levels of public safety.	28	1
	Other works	There are no other annuity-funded projects planned for 2021/22.	-	-
	2021/22 Total		1002	49
2022/23	Monduran pump station – Refurbish pump unit 4	Pump unit 4 discharge, reflux and suction valves will be refurbished based on current known condition. There is no record of these having been refurbished previously.	60	3
	Monduran pump station – HV switchboard testing	Sunwater's HV switchboard testing standard requires condition assessment and safety testing every three years to ensure that the boards remain functional and safe for operators.	12	1
	Monduran pump station – Meter testing	Bulk water meters undergo tests every 10 years to ensure they remain functional and within the prescribed accuracy range.	32	2
	Gin Gin main channel – Replace fencing	Sections of fencing along the main channel will be replaced to maintain adequate levels of public safety.	29	1
	Other works	There are no other annuity-funded projects planned for 2022/23.	-	-
	2022/23 Total		133	7
2023/24	Monduran pump station – Refurbish control system	Refurbishment of the control system at Monduran pump station (programmable logic controller, monitors) to maintain continuity of supply.	126	6
	Gin Gin main channel – Replace fencing	Sections of fencing along the main channel will be replaced to maintain adequate levels of public safety.	30	1
	Other works	There are no other annuity-funded projects planned for 2023/24.	-	-
	2023/24 Total		156	7
2024/25	Monduran pump station – Replace SCADA computer	SCADA computer replacement and updating of the SCADA program occurs every five years to ensure the pumps remain operable.	15	1
	Monduran pump station – Replace switchboard cubicle	The low voltage (LV) switchboard runs on a vacuum priming system. The system's control cubicle is showing signs of deterioration and needs to be replaced.	11	1
	Monduran pump station – Replace pump and motor	The town water supply pump and motor that provide water to the pump station are starting to corrode and need to be replaced to ensure that water to the facilities at the pump station continues.	20	1
	Monduran pump station – Replace LV switchboard	The external coating and internal wiring on the LV switchboard are brittle, which poses a safety and supply risk. The switchboard will be replaced.	91	5

Year	Project title	Project scope	Total forecast project costs \$'000	Bulk water share of forecast project costs \$'000
	Gin Gin main channel – Replace fencing	Sections of fencing along the main channel will be replaced to maintain adequate levels of public safety.	31	2
	Other works	There are no other annuity-funded projects planned for 2024/25.	-	-
	2024/25 Total		168	10
2025/26	Gin Gin main channel – Replace fencing	Sections of fencing along the main channel and Siphon H (close to Gin Gin school) will be replaced to maintain adequate levels of public safety.	50	3
	Monduran pump station – HV switchboard testing	Sunwater's HV switchboard testing standard requires condition assessment and safety testing every three years to ensure that the boards remain functional and safe for operators.	15	1
	Monduran pump station – Replace uninterruptible power supply (UPS)	The UPS for the SCADA computer will be replaced to ensure power supply when mains power is cut.	20	1
	Gin Gin main channel – Replace weed deflector	The weed deflector at Chainage 28,140m is deteriorating and needs to be replaced to prevent blockages.	20	1
	Gin Gin main channel – Replace water level sensor	Water level sensors along the main channel provide confirmation to operators that the channel is not being overfilled and/or blocked which could cause overflows. One of the sensors is at the end of its life but will only be replaced if the data it provides is inaccurate.	13	1
	Other works	There are no other annuity-funded projects planned for 2025/26.	-	-
	2025/26 Total		118	7

Contact us

To have your say and shape future Service and Performance Plans, please contact us via email or post:

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