



# Final Service and Performance Plan

## 2021/22

Bundaberg Bulk Water Service Contract


27 July 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 was 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:**  
\$2.26 million

Significant areas of expenditure:

- insurance (\$0.52 million)
- operations (\$1.08 million)
- preventative maintenance (\$0.38 million).



**Forecast annuity-funded costs:**  
\$2.13 million

Key projects planned:

- replace customer meters, as required, during the year (\$0.17 million)
- build and install shutters at Ben Anderson Barrage (\$0.31 million)
- comprehensive risk assessment of Fred Haigh Dam (\$1.20 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 costs<sup>1</sup> 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.

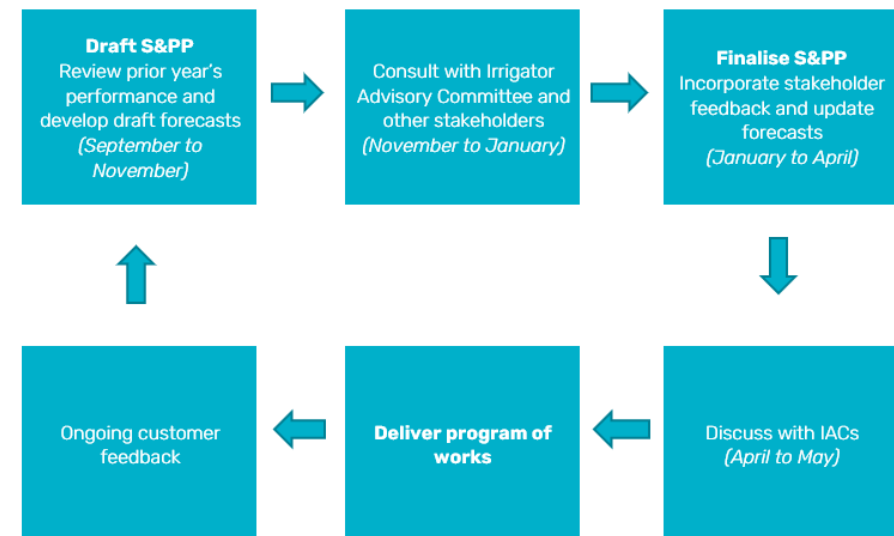
In addition to this S&PP, Sunwater has published an information sheet which explains the types of costs we incur in delivering water to our customers and how those costs are allocated to service contracts. The information sheet is available at:

[www.sunwater.com.au/customer/products-and-services/service-and-performance-plans/](http://www.sunwater.com.au/customer/products-and-services/service-and-performance-plans/)

<sup>1</sup> 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](mailto: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 data<sup>1</sup>

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 <sup>2</sup>
<b>Total</b>	<b>236,329</b>	<b>24,372</b>	<b>211,957</b>	<b>164,388</b>

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 are shown in Table 2.

Table 2: Irrigation charges for 2021/22<sup>1,2</sup>

Tariff group	Product	2021/22 (\$/ML) <sup>3</sup>	QCA cost-reflective (\$/ML) <sup>4</sup>
River	Allocation Charge – Part A	11.10	12.56
	Allocation Water – Part B	0.86	1.03
Channel or watercourse supplemented by a channel	Allocation Charge – Part A	8.58	12.56
	Allocation Water – Part B	0.86	1.03

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. Includes the Queensland Government's 15 per cent discount for irrigation customers. Refer to [www.rdmw.qld.gov.au](http://www.rdmw.qld.gov.au) for more information.
4. Is the cost-reflective price determined by the Queensland Competition Authority (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/](http://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 <sup>1</sup>	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 <sup>1</sup>	80.00%	94.87%
Requests actioned within Service Level Agreement (SLA) timeframes <sup>2</sup>	> 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

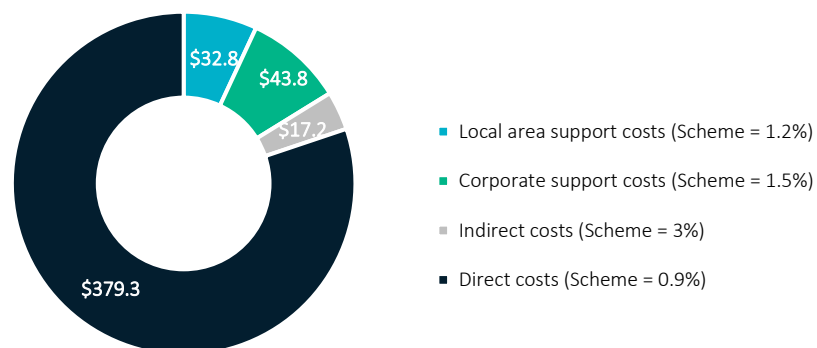
A high-level summary of the budgeted financial performance of the Bundaberg Bulk Water Service Contract is presented in Table 6.

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 a decrease in revenue for the Bundaberg Bulk Water Service Contract in 2021/22.

In 2021/22, Sunwater expects to spend \$473 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 scheme<sup>1</sup>—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 <sup>1</sup>	-	-	52.1	-	-
Urban <sup>1</sup>	650.6	661.1	671.7	671.3	692.9
Revenue transfers <sup>2</sup>	3006.5	3134.0	3595.5	3966.1	3608.7
Drainage	-	-	-	-	-
Other	1.5	4.7	6.6	2.0	2.0
<b>Revenue total</b>	<b>4122.2</b>	<b>4301.1</b>	<b>4833.6</b>	<b>5134.2</b>	<b>4798.8</b>
Less – Operating expenditure	1338.1	1145.0	1328.7	1982.1 <sup>3</sup>	2263.9 <sup>3</sup>
Less					
Annuity-funded	908.3	1460.5	2902.0	6614.1 <sup>3</sup>	2129.7 <sup>3</sup>
Non-annuity funded <sup>4</sup>	-	6.8	7.3	5.1	687.6
<b>Surplus (deficit)</b>	<b>1875.8</b>	<b>1688.7</b>	<b>595.6</b>	<b>(3467.1)</b>	<b>(282.4)</b>

- Forecast revenues for industrial and urban customers are based on current contractual arrangements.
- 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.
- Includes a share of Gin Gin main channel and Monduran pump station costs which have been transferred from the Bundaberg Distribution Service Contract.
- 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 expenditure<sup>1</sup>

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 <sup>2</sup>	Sunwater Forecast \$'000	QCA Target \$'000 <sup>2</sup>	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	1608.9	1291.7	1616.7	1661.4	1700.8	1737.7
Electricity	12.2	11.7	9.1	53.9	44.8	8.7	9.6	13.0	9.7	13.3	13.5	13.8	14.1
Insurance	241.4	256.9	284.7	293.0	8.3	395.2	323.6	518.7	330.1	529.0	539.6	550.4	561.4
Operations	662.4	516.1	952.8	631.1	(321.7)	1010.5	931.8	1077.3	951.9	1074.4	1108.2	1136.6	1162.2
Preventative maintenance	268.2	309.9	300.9	268.3	(32.6)	303.2	216.8	376.2	221.5	375.8	387.6	397.8	407.0
Corrective maintenance	153.8	50.5	219.9	82.5	(137.5)	226.6	122.1	236.3	124.8	236.3	243.5	249.9	255.6
Gin Gin main channel and Monduran pump station cost transfer from Bundaberg distribution <sup>3</sup>						37.9	34.4	42.5	38.9	43.2	44.3	45.3	46.2
<b>Operating costs total</b>	<b>1338.1</b>	<b>1145.0</b>	<b>1767.4</b>	<b>1328.7</b>	<b>(438.7)</b>	<b>1982.1</b>	<b>1638.3</b>	<b>2263.9</b>	<b>1676.9</b>	<b>2271.9</b>	<b>2336.8</b>	<b>2393.8</b>	<b>2446.5</b>
Recreational facility costs <sup>4</sup>						-		-		-	-	-	-
<b>Operating costs total (incl. recreational facility costs)</b>	<b>1338.1</b>	<b>1145.0</b>	<b>1767.4</b>	<b>1328.7</b>	<b>(438.7)</b>	<b>1982.1</b>		<b>2263.9</b>		<b>2271.9</b>	<b>2336.8</b>	<b>2393.8</b>	<b>2446.5</b>

1. Sunwater's 2022/23 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/](http://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.<sup>2</sup> 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 24.6 per cent above the QCA's recommended cost target. Escalation of insurance costs and local area and corporate support 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 69.8 per cent above the QCA's recommended cost target. 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 \$0.24 million on corrective maintenance in the Bundaberg Bulk Water Service Contract. This is 89.4 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.

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<sup>2</sup> See the 2019/20 Network Service Plan at [www.sunwater.com.au/schemes/Bundaberg/](http://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<sup>1,2</sup>

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 <sup>3</sup>	Sunwater Actual \$'000 <sup>3</sup>	Sunwater Forecast \$'000	Sunwater Actual \$'000	Variance \$'000	Sunwater Forecast \$'000	QCA Target \$'000 <sup>4</sup>	Sunwater Forecast \$'000	QCA Target \$'000 <sup>4</sup>	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000	Sunwater Forecast \$'000
<b>Annuity-funded</b>													
Operations	10.0	-	-	-	-	-	-	-	-	-	-	-	-
Preventative maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-
Planned corrective maintenance	897.8	1378.4	1220.7	817.0	(403.6)	6591.9	11,636.1	2116.1	2109.9	792.1	817.9	1479.3	1002.7
Unplanned corrective maintenance	0.5	82.1	1372.5	2084.9	712.4	-	-	-	-	-	-	-	-
Gin main channel and Monduran pump station cost transfer from Bundaberg distribution <sup>5</sup>						22.2	10.5	13.6	6.8	8.6	10.6	11.2	8.9
<b>Annuity-funded total</b>	<b>908.3</b>	<b>1460.5</b>	<b>2593.2</b>	<b>2902.0</b>	<b>308.8</b>	<b>6614.1</b>	<b>11,646.6</b>	<b>2129.7</b>	<b>2116.7</b>	<b>800.7</b>	<b>828.6</b>	<b>1490.5</b>	<b>1011.6</b>
<b>Non-annuity funded</b>													
Dam Improvement Program	-	-	-	-	-	-	-	687.6	-	1664.1	-	-	-
Recreational facility projects	-	-	-	-	-	5.1	-	-	-	-	-	-	80.6
Metered offtakes and dividend reinvestment	-	6.8	-	7.3	7.3	-	-	-	-	-	-	-	-
<b>Non-annuity total</b>	<b>-</b>	<b>6.8</b>	<b>-</b>	<b>7.3</b>	<b>7.3</b>	<b>5.1</b>	<b>-</b>	<b>687.6</b>	<b>-</b>	<b>1664.1</b>	<b>-</b>	<b>-</b>	<b>80.6</b>

1. Sunwater’s 2022/23 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 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/](http://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.<sup>3</sup>

Sunwater acknowledges there is room for improvement in our asset management system and is working on several initiatives to address these potential improvements, as outlined below.

### Predictive maintenance and asset condition reporting

A focus during 2021/22 and beyond is to better leverage data to make more informed decisions and to ensure operations and maintenance activities are implemented safely, timely and efficiently.

To achieve this, Sunwater has invested in a new Enterprise Asset Management system (SAP). The new system and other IT infrastructure changes, such as a mobility solution that enables near real-time data to be loaded into the system and data automation initiatives, have presented a significant opportunity to transition to a data driven decision-making business.

In addition, Sunwater is improving predictive maintenance capability by monitoring asset performance data of critical assets. For example, the preventative maintenance program for pump stations is transitioning to usage-based intervals and energy and condition data is being analysed via remote dashboards. The asset data will provide a greater insight to asset performance, condition, and refurbishment and replacement planning.

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<sup>3</sup> See pages 58 to 60, [www.qca.org.au/wp-content/uploads/2020/02/irrigation-price-review-part-b-sunwater-final-report.pdf](http://www.qca.org.au/wp-content/uploads/2020/02/irrigation-price-review-part-b-sunwater-final-report.pdf)

## Cost estimation approach

A change to Sunwater’s asset planning cycle in 2019 has improved the near-term cost estimation of annuity funded work. The change targets two years of fully cost-estimated work and has increased the visibility of the forward program.

Sunwater has also recently undertaken an asset valuation exercise to estimate the value of fully replacing high value assets including dams and pipelines using a bottom-up assessment of material line items. This data will inform the replacement values underpinning forecast annuity-funded costs.

### Options analyses

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 maintenance work is identified and delivered.

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 project, program and portfolio management framework (P3MF) and is subject to an options analysis.

Options analyses under P3MF examine a range of options and assess the shortlisted options against selected criteria, including financial, regulatory, social and environmental factors.

## 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 <sup>1</sup>	(9288.2)	(10,258.3)	(11,173.2)	(14,246.0)	(19,085.7)	(19,639.9)	(18,867.6)	(18,050.3)	(16,813.6)
Spend <sup>2</sup>	(908.3)	(1460.5)	(2902.0)	(6591.9)	(2116.1)	(792.1)	(817.9)	(1479.3)	(1002.7)
Insurance proceeds receipts (if applicable)									
Prior year	-	-	-	-	-	-	-	-	-
Current year	-	664.3	-	-	-	-	-	-	-
Annuity contribution <sup>3</sup>	633.9	649.7	666.0	2375.1	2396.4	2423.0	2460.1	3505.2	3604.3
Interest/financing costs	(695.7)	(768.3)	(836.9)	(622.9)	(834.5)	(858.7)	(824.9)	(789.2)	(735.1)
<b>Sunwater – Closing balance</b>	<b>(10,258.3)</b>	<b>(11,173.2)</b>	<b>(14,246.0)</b>	<b>(19,085.7)</b>	<b>(19,639.9)</b>	<b>(18,867.6)</b>	<b>(18,050.3)</b>	<b>(16,813.6)</b>	<b>(14,947.1)</b>
<b>QCA – Closing balance</b>	<b>(10,258.3)</b>	<b>(11,173.2)</b>	<b>(12,235.6)</b>	<b>(22,031.5)</b>	<b>(22,708.3)</b>	<b>(21,937.3)</b>	<b>(20,937.9)</b>		
Difference	-	-	(2010.5)	2945.8	3068.5	3069.7	2887.6		

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 <sup>1</sup>	194.0	311.6	350.8	207.3	43.6	45.7	163.9	247.6	424.6
Spend <sup>2</sup>	(119.4)	(212.2)	(403.6)	(444.3)	(272.8)	(172.3)	(213.0)	(224.9)	(178.5)
Allocated to Bundaberg bulk				(22.2)	(13.6)	(8.6)	(10.6)	(11.2)	(8.9)
Allocated to Bundaberg distribution				(422.0)	(259.1)	(163.7)	(202.3)	(213.7)	(169.6)
Insurance proceeds receipts (if applicable)									
Prior year	-	-	-	-	-	-	-	-	-
Current year	-	-	-	-	-	-	-	-	-
Annuity contribution <sup>3</sup>	222.5	228.1	233.8	271.6	272.9	288.5	289.6	391.1	395.4
Interest/financing costs	14.5	23.3	26.3	9.1	1.9	2.0	7.2	10.8	18.6
<b>Sunwater – Closing balance</b>	<b>311.6</b>	<b>350.8</b>	<b>207.3</b>	<b>43.6</b>	<b>45.7</b>	<b>163.9</b>	<b>247.6</b>	<b>424.6</b>	<b>660.0</b>
Annuity contribution to Bundaberg bulk <sup>4</sup>				13.6	13.6	14.4	14.5	19.6	19.8

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
<b>18-year historical average</b>	<b>112,242</b>

## 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
<b>Operating costs</b>													
Operations	916.0	784.7	1246.6	978.0	(268.6)	1414.3	1264.9	1608.9	1291.7	1616.7	1661.4	1700.8	1737.7
Labour	238.2	116.9	249.7	321.5	71.8	242.8	238.4	265.1	243.9	273.0	281.2	289.6	298.3
Contractors	7.6	10.6	15.0	21.7	6.7	15.0	22.7	18.5	23.1	15.3	15.6	15.9	16.2
Materials	9.8	4.7	15.0	3.5	(11.5)	15.0	5.7	15.0	5.8	15.3	15.6	15.9	16.2
Electricity	12.2	11.7	9.1	53.9	44.8	8.7	9.6	13.0	9.7	13.3	13.5	13.8	14.1
Insurance	241.4	256.9	284.7	293.0	8.3	395.2	323.6	518.7	330.1	529.0	539.6	550.4	561.4
Other	94.9	96.5	142.9	98.8	(44.1)	137.2	131.8	136.4	134.5	138.4	141.9	144.0	146.1
Local area support costs	100.4	71.0	93.6	48.6	(45.0)	135.5	100.9	161.2	103.0	166.1	171.0	176.2	181.5
Corporate support costs	67.8	107.4	186.4	71.5	(115.0)	182.1	184.2	251.8	188.2	259.4	267.1	275.2	283.4
Indirect costs	143.8	108.9	250.1	65.6	(184.6)	282.8	248.1	229.2	253.4	206.9	215.7	219.8	220.5
Preventative maintenance	268.2	309.9	300.9	268.3	(32.6)	303.2	216.8	376.2	221.5	375.8	387.6	397.8	407.0
Labour	84.1	93.2	87.9	84.3	(3.7)	82.5	65.6	100.9	67.1	103.9	107.1	110.3	113.6
Contractors	11.7	13.6	25.0	7.9	(17.1)	25.0	13.0	25.0	13.3	25.5	26.0	26.5	27.1
Materials	4.1	8.1	20.0	6.2	(13.8)	18.0	5.3	18.0	5.4	18.4	18.7	19.1	19.5
Other	5.3	7.7	6.0	7.2	1.2	6.0	7.6	6.0	7.7	6.1	6.2	6.4	6.5
Local area support costs	65.6	58.9	35.2	42.0	6.8	46.2	27.8	61.9	28.4	63.7	65.6	67.6	69.6
Corporate support costs	33.8	76.9	65.7	64.3	(1.4)	61.9	50.7	95.9	51.8	98.7	101.7	104.8	107.9
Indirect costs	63.7	51.5	61.1	56.5	(4.6)	63.7	46.8	68.5	47.8	59.4	62.2	63.2	62.8
Corrective maintenance	153.8	50.5	219.9	82.5	(137.5)	226.6	122.1	236.3	124.8	236.3	243.5	249.9	255.6
Labour	25.8	12.3	63.3	23.2	(40.0)	61.4	30.6	61.4	31.3	63.3	65.2	67.1	69.1
Contractors	17.0	12.6	25.0	4.4	(20.6)	20.0	15.9	20.0	16.3	20.4	20.8	21.2	21.6
Materials	10.2	5.4	15.0	6.0	(9.0)	15.0	13.8	15.0	14.1	15.3	15.6	15.9	16.2
Other	47.4	2.2	3.0	4.2	1.2	3.0	3.3	3.0	3.4	3.1	3.1	3.2	3.2
Local area support costs	20.1	1.7	22.5	11.4	(11.1)	33.8	13.0	36.9	13.2	38.0	39.1	40.3	41.5
Corporate support costs	13.8	9.1	47.2	18.0	(29.3)	46.1	23.7	58.3	24.2	60.1	61.9	63.8	65.7
Indirect costs	19.5	7.2	44.0	15.2	(28.7)	47.4	21.8	41.7	22.3	36.2	37.9	38.4	38.2
Cost transfer from Bundaberg distribution						37.9	34.4	42.5	38.9	43.2	44.3	45.3	46.2
<b>Operating costs total</b>	<b>1338.1</b>	<b>1145.0</b>	<b>1767.4</b>	<b>1328.7</b>	<b>(438.7)</b>	<b>1982.1</b>	<b>1638.3</b>	<b>2263.9</b>	<b>1676.9</b>	<b>2271.9</b>	<b>2336.8</b>	<b>2393.8</b>	<b>2446.5</b>
<b>Annuity-funded costs</b>													
Labour			417.9	361.0	(56.9)	1728.1	3050.4	243.8	243.1	65.9	69.1	139.3	117.8
Contractors			867.3	1750.3	883.1	1111.7	1962.4	1014.5	1011.5	208.1	268.4	586.4	261.3
Materials			508.2	63.6	(444.6)	495.7	875.0	340.9	339.9	377.3	332.4	456.4	336.1
Other			26.7	68.8	42.2	-	-	6.4	6.4	-	-	-	39.2
Local area support costs			170.8	146.4	(24.4)	626.9	1106.6	113.4	113.0	40.5	42.3	85.0	71.2
Corporate support costs			312.0	273.4	(38.6)	1296.1	2287.8	231.6	231.0	62.6	65.6	132.3	111.9
Indirect costs			290.4	238.3	(52.1)	1333.4	2353.7	165.5	165.0	37.7	40.1	79.8	65.1
Cost transfer from Bundaberg distribution						22.2	10.5	13.6	6.8	8.6	10.6	11.2	8.9
<b>Annuity-funded total<sup>1</sup></b>	<b>908.3</b>	<b>1460.5</b>	<b>2593.2</b>	<b>2902.0</b>	<b>308.8</b>	<b>6614.1</b>	<b>11,646.6</b>	<b>2129.7</b>	<b>2116.7</b>	<b>800.7</b>	<b>828.6</b>	<b>1490.5</b>	<b>1011.6</b>
<b>Total costs<sup>2</sup></b>	<b>2246.4</b>	<b>2605.5</b>	<b>4360.6</b>	<b>4230.7</b>	<b>(129.9)</b>	<b>8596.2</b>	<b>13,284.9</b>	<b>4393.6</b>	<b>3793.6</b>	<b>3072.6</b>	<b>3165.4</b>	<b>3884.3</b>	<b>3458.2</b>

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 shipping from overseas. The project continued into 2020/21 and was completed that year.
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. The project continued in 2020/21 to redesign the gates with a planned replacement starting in 2021/22.
Other works	764	400	Key reasons for the cost variance are: <ul style="list-style-type: none"> <li>the contingency budget (\$256k) for the stage one spillway repairs at Fred Haigh Dam was not used during 2019/20 (20BUN17C)</li> <li>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)</li> <li>the supervisory control and data acquisition (SCADA) computer at Ned Churchward Weir was replaced under a broader ICT program (20BUN11)</li> </ul>

Project	Forecast \$'000	Actual \$'000	Commentary
			<ul style="list-style-type: none"> <li>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.</li> <li>modelling of the spillway at Fred Haigh Dam was incorporated into the spillway repair project (18BUN04)</li> <li>fewer customer meters required replacement than budgeted for (20BUN06; \$18k less than forecast)</li> <li>lower contractor costs for refurbishment/repair work on cranes (20BUN07; \$4k less than forecast)</li> <li>a re-allocation of the unplanned capital replacement allowance to additional priority projects within the scheme (20BUN16)</li> <li>repairs to cracks in the structure at gate 6 at Ben Anderson Barrage were completed with less labour (20BUN15; \$11k less than forecast).</li> </ul>
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.
<b>2019/20 Total</b>	<b>2593</b>	<b>2902</b>	



## 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	Facility	Activity description	Forecast \$'000
2020/21 <sup>4</sup>	Ben Anderson Barrage	Replace – ten shutters based on known asset condition and age.	287
	Fred Haigh Dam	Repair – unlined spillway discharge chute to prevent further back scour towards the dam, and of the chute wall adjacent to Monduran pump station. The budgeted amount includes a contingency.	5314
	Ned Churchward Weir	Repair – left abutment protection works joint seal and patch the spalling. 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
	Scheme	Replace – customer meters based on known asset condition and age.	144
	Ned Churchward Weir	Replace – sluice gates 1, 2 and 3 based on known asset condition and age. The seals and ropes will also be replaced.	82
	Multiple	There were 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
	<b>2020/21 Total</b>		<b>6591</b>
2021/22	Ben Anderson Barrage	Replace – ten shutters based on known asset condition and age.	310
	Ben Anderson Barrage	Replace – sluice gates 3 and 6 based on known asset condition and age.	104
	Scheme	Replace – customer meters based on known asset condition and age.	165
	Fred Haigh Dam	Study – comprehensive inspection based on regulatory requirements and to better understand asset condition and risk.	86
	Fred Haigh Dam	Study – comprehensive risk assessment to assess the recommendations from the 20-year dam safety review.	1201

<sup>4</sup> Based on the program of works underpinning the 2020/21 annuity-funded budget figures presented in this S&PP. This data was extracted from Sunwater’s systems in mid-2020 and has been provided to facilitate future reporting of our performance against forecast costs. Changes to the 2020/21 program of works since the date of extraction are not incorporated here.

Year	Facility	Activity description	Forecast \$'000
	Multiple	There are 15 other annuity-funded projects planned for 2021/22. The projects include: refurbishing bulkhead gates 1 to 4 at Fred Haigh Dam; a comprehensive inspection of Kolan Barrage; refurbishing trash racks at Fred Haigh Dam; refurbishing baffle supports at Ben Anderson Barrage; inspecting and testing cathodic protection systems at Ben Anderson Barrage (compliance with Electrical Safety Act); a survey of field connections at Ben Anderson Barrage; repairs to the Fred Haigh inlet tower and spillway bridges; scour repairs at Bucca Weir; a bathymetric survey of the downstream apron and dissipator at Bucca Weir to identify scour; and upgrading fencing at Kolan Barrage.	249
	<b>2021/22 Total</b>		<b>2115</b>
2022/23	Ben Anderson Barrage	Replace – ten shutters based on known asset condition and age.	314
	Ben Anderson Barrage	Replace – sluice gates 1 and 2 based on known asset condition and age.	106
	Scheme	Replace – customer meters based on known asset condition and age.	167
	Ben Anderson Barrage	Study – options to replace upstream crane rail.	53
	Ben Anderson Barrage	Replace – fishway baffle supports based on known asset condition and age.	51
	Multiple	There are three other annuity-funded projects planned for 2022/23. The projects include: comprehensive inspections at Ben Anderson Barrage and Ned Churchward Weir; and refurbishing valves at Fred Haigh Dam.	100
	<b>2022/23 Total</b>		<b>791</b>
2023/24	Ben Anderson Barrage	Replace – ten shutters based on known asset condition and age.	325
	Scheme	Replace – customer meters based on known asset condition and age.	171
	Ben Anderson Barrage	Replace – upstream crane rail based on the outcomes of the options study.	109
	Fred Haigh Dam – spillway bridge	Study – Level 2 Bridge inspection based on Department of Transport and Main Roads Structures Inspection Manual.	40
	Fred Haigh Dam – intake tower bridge	Study – Level 2 Bridge inspection based on Department of Transport and Main Roads Structures Inspection Manual.	40
	Multiple	There are four other annuity-funded projects planned for 2023/24. The projects include: refurbishing regulating valves at Fred Haigh Dam; and undertaking an options study to replace internal settlement instrumentation.	132
	<b>2023/24 Total</b>		<b>817</b>
2024/25	Ben Anderson Barrage	Replace – ten shutters based on known asset condition and age.	333
	Scheme	Replace – customer meters based on known asset condition and age.	175
	Ben Anderson Barrage	Replace – upstream crane rail based on the outcomes of the options study.	112
	Fred Haigh Dam	Replace – internal settlement instruments based on known asset condition and age. Covers design and procurement.	111

Year	Facility	Activity description	Forecast \$'000
	Ben Anderson Barrage	Replace – cathodic protection components based on known asset condition and age.	400
	Multiple	There are 10 other annuity-funded projects planned for 2024/25. The projects include: a comprehensive inspection of Bucca Weir; refurbishing the inlet tower access road at Fred Haigh Dam; electrical work at Ned Churchward Weir, Ben Anderson Barrage and Fred Haigh Dam; and refurbishing or replacing trash screens and guides at Bucca Weir.	349
	<b>2024/25 Total</b>		<b>1480</b>
2025/26	Ben Anderson Barrage	Replace – ten shutters based on known asset condition and age.	343
	Scheme	Replace – customer meters based on known asset condition and age.	178
	Fred Haigh Dam	Replace – internal settlement instruments based on known asset condition and age. Covers installation and commissioning.	196
	Ben Anderson Barrage	Replace – switchboard 2 based on known asset condition and age.	59
	Ben Anderson Barrage	Replace – switchboard 1 based on known asset condition and age.	59
	Multiple	There are six other annuity-funded projects planned for 2025/26. The projects include: refurbishing a low-level guard valve at Fred Haigh Dam; replacing a recorder; an asset valuation; refurbishing the Monduran pump station pipe; refurbishing weep holes at Kolan Barrage; and pre-planning costs for the Fred Haigh Dam comprehensive inspection.	168
	<b>2025/26 Total</b>		<b>1003</b>

## 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	Facility	Activity description	Total forecast project costs \$'000	Bulk water share of forecast project costs \$'000
2020/21 <sup>5</sup>	Monduran pump station	Refurbish – pump unit 1 based on known asset condition and age.	245	12
	Monduran pump station	Replace – access stairs as the metal work is corroding and boards are splitting.	100	5
	Monduran pump station	Study – options study to assess the cost effectiveness of installing variable speed drives.	21	1
	Monduran pump station	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	Repair – minor bank slips.	38	2
	Gin Gin main channel	Replace – sections of fencing along the main channel to maintain adequate levels of public safety.	27	1
	<b>2020/21 Total</b>			<b>445</b>
2021/22	Monduran pump station	Refurbish – pump unit 2 based on known asset condition and age.	75	4
	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 1).	58	3
	Monduran pump station	Refurbish – pump unit 2 discharge and suction valves based on known asset condition and age.	44	2
	Monduran pump station	Refurbish – electrical switchboard based on known asset condition and age.	39	2
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 1).	28	1

<sup>5</sup> Based on the program of works underpinning the 2020/21 annuity-funded budget figures presented in this S&PP. This data was extracted from Sunwater’s systems in mid-2020 and has been provided to facilitate future reporting of our performance against forecast costs. Changes to the 2020/21 program of works since the date of extraction are not incorporated here.

Year	Facility	Activity description	Total forecast project costs \$'000	Bulk water share of forecast project costs \$'000
	Monduran pump station	Refurbish – reflux valve No. 2 based on known asset condition and age.	29	1
	<b>2021/22 Total</b>		<b>273</b>	<b>13</b>
2022/23	Monduran pump station	Refurbish – pump unit 4 suction valve based on known asset condition and age.	19	1
	Monduran pump station	Refurbish – pump unit 4 discharge valve based on known asset condition and age.	23	1
	Monduran pump station	Study – electrical meter compliance tests based on regulatory requirements.	31	2
	Monduran pump station	Inspect and test – HV equipment in accordance with Asset Management Standard AM26.	12	1
	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 2).	59	3
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 2).	28	1
	<b>2022/23 Total</b>		<b>172</b>	<b>9</b>
2023/24	Monduran pump station	Refurbish – control system based on known asset condition and age.	124	6
	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 3).	60	3
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 3).	29	1
	<b>2023/24 Total</b>		<b>213</b>	<b>10</b>
2024/25	Monduran pump station	Replace – SCADA computer based on known asset condition and age.	15	1
	Monduran pump station	Replace – 415v station services based on known asset condition and age.	89	4
	Monduran pump station	Replace – switchboard vacuum priming system based on known asset condition and age.	11	1
	Monduran pump station	Refurbish – town water pump unit 2 and electric motor based on known asset condition and age.	19	1
	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 4).	62	3
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 4).	30	2
	<b>2024/25 Total</b>		<b>226</b>	<b>12</b>
2025/26	Gin Gin main channel	Refurbish – concrete lining based on known asset condition and age (Stage 5).	63	3
	Gin Gin main channel	Refurbish – fencing, gates and grids based on known asset condition and age (Stage 5).	30	2
	Monduran pump station	Replace – uninterruptible power supply (UPS) based on known asset condition and age.	20	1
	Gin Gin main channel	Replace – weed deflector based on known asset condition and age.	20	1
	Gin Gin main channel	Refurbish – siphon 4 fencing based on known asset condition and age.	18	1
	Monduran pump station	Inspect and test – HV equipment in accordance with Asset Management Standard AM26.	15	1

Year	Facility	Activity description	Total forecast project costs \$'000	Bulk water share of forecast project costs \$'000
	Gin Gin main channel	Replace – water level sensor and stilling well based on known asset condition and age.	12	1
	<b>2025/26 Total</b>		<b>178</b>	<b>10</b>

## Contact us

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

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This Service and Performance Plan has been prepared by Sunwater to provide indicative information to our customers for the purpose of consultation. It contains estimates and forecasts which are based upon a number of assumptions. The actual financial performance of the service contract to which this plan relates, and the operations and activities actually undertaken by Sunwater during the relevant periods, may vary materially from the information contained in this plan. This plan should not be relied upon beyond its purpose as a tool for consultation and you should not rely on the information contained in this plan in making decisions about your circumstances. Sunwater will not be responsible or liable for any loss (including consequential loss), claim or damage (including in tort) that is in any way connected with the use of this plan or the information contained within it.