

# Burdekin Haughton Water Supply Scheme

## Scheme Rules and Targets

### Water supply arrangements

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

To manage the water delivery to customers, arrangements for the taking of water in the Burdekin Haughton Scheme have been discussed with the Customer Advisory Committee (CAC) and are outlined below. These arrangements are aimed at achieving the efficient delivery of water to customers in the scheme, while best meeting their needs.

### Taking water from the scheme

#### Water orders

In the Burdekin Haughton Water Supply Scheme, customers **must** place water orders, using the below water ordering systems, at least 48 hours (channel) or 72 hours (river) prior to taking water. This allows Sunwater to divert sufficient water into the channel system, make timely releases from Burdekin Falls Dam, and to minimise losses. Sunwater shall only divert water to meet demand/orders plus a loss factor. Sunwater shall release water as per demand to a river system, however it is the customers requirement to obtain that water at the pump suction inlet, i.e., water may not pond or pool at the customers suction/pump inlet, and therefore the customer may be required to cut a channel to divert water (noting this may require department approval).

To place an order customers can utilise the following ordering systems:

- Sunwater Customer App
- Sunwater Online – [sunwater.com.au](https://sunwater.com.au)
- Phone Water Ordering System (Interactive Voice Response – IVR)
- Phone 13 15 89

*Note: Any changes to existing orders MUST be completed a minimum of 48 hours prior to the demanded supply.*

The amount of water taken must not exceed the ordered volume. The water ordering system assists Sunwater to deliver water to customers in an efficient and timely manner and enables customers to plan and manage their water use. Customers who take water without ordering will impact Sunwater's ability to supply customers who have ordered in compliance with above requirements. Sunwater may request customers stop irrigating if a water order has not been placed.

Orders may not be available during:

- interruptions to supply (both scheduled and unscheduled)
- periods of low demand for water, when water losses or operational circumstances make it impractical to supply (e.g. water order demand volume significantly less than efficient supply requirements)
- periods of peak demand resulting in restrictions to the rate at which water can be taken.

Customers requiring water during these times should contact the operations officer to obtain information regarding water availability.

## Channel supplies

### Design supply rates

The Design Supply Rate is determined by the original flow rate methodology used in the design of the irrigation area and forms the basis of the Working Supply Rate.

### Old irrigation area – Clare, Millaroo and Dalbeg

The Clare, Millaroo and Dalbeg Irrigation areas were originally designed to supply 3ML/d per 10ha of effective irrigable farm area with a minimum of 4.9ML/d per farm supplied under a three-phase roster system (where effective irrigable area is 90 per cent of total irrigable area). Each three consecutive farms formed a group requiring a minimum supply equal to the largest single demand in that group. Channel capacity was designed to meet the sum of minimum downstream group demands and the largest of any farm within the immediate group. Any channel capacity was limited to the capacity of the pump station supplying it.

Sunwater currently operates these areas to supply customers up to the channel design capacity (except where total system demands exceed pump station capacity). Available flow rates are calculated by proportioning customer's irrigable areas over the total area for that channel or section in which orders have been lodged on that day. Maximum customer diversions are limited to the nominal design capacity of the outlet and the prevailing delivery conditions.

### New irrigation area

The main channels and pump stations were designed to provide a 75mm irrigation applied continuously over 12 days to 80% of the suitable (Class one, two or three) soils of each farm at 90 per cent efficiency. The Barratta Main Channel was upgraded as the result of a partial contribution by growers and was designed to provide 100mm irrigation applied continuously over 12 days to 90 per cent of the suitable soil area of each farm.

The flow rate does not apply to areas of soils classified as unsuitable for irrigation. Ownership of allocation in excess of 8ML/ha of suitable soils does not entitle that farm to increases in flow rates.

### Conditions of Diversion (old and new irrigation areas)

This is referred to as Conditions of Diversion, under Water Distribution Services, in the Channel/Pipeline contract

Conditions of diversion restrict the time and rate of taking water in the channel system during periods where demand for water exceeds the system's capacity to deliver. These Conditions of Diversion are based on and are in proportion to the design flow rate for farms used in the design of the irrigation area.

Channel capacities were designed to serve suitable soils at the design flow rate and whenever demand exceeds channel capacity (including during times of maintenance), water is rationed on the basis of suitable (Class one, two or three) soils, in proportion to the design flow rate.

To achieve this, working supply rates have been established to distribute the available flow rate capacity during periods of peak demand in proportion to the design flow rate for each farm. To obtain details on the

method used for proportioning flow rate capacity, contacting customer support by phone on 13 15 89 or emailing [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

The Nominal Outlet Capacity is 1.42 litres/second/ha however, during off peak periods customers may draw water at a rate of up to 1.5 litres/second/ha calculated on the gross farm area.

## Supply rate control

### Gravity offtakes

Customers must operate their on-farm irrigation equipment within the operating design flow range of the system/offtake. This includes the operation of the Sunwater metered offtake through which water is taken, as per the specific system designed flow rate. Where the offtake is a dethridge wheel, on-farm infrastructure must be operated so that the headwater and tailwater depth is always within the designed metering range. It should be noted that operating conditions are different for the standard dethridge wheel and the 'long' dethridge wheel. Information on these measurement devices is available from the Sunwater Clare Depot.

### Pump offtakes

The flow rate must be able to be varied to meet the system daily supply rates. This is best achieved by fitting a return or dump valve upstream of the meter or alternatively by using a variable speed type pump/motor system. Where a customer cannot vary flow rates to meet a nominated supply, water may not be available during peak demand periods.

In order to maintain supply to all users, consultation with Sunwater is required before adjusting any structure in the distribution system, including their gate-valve.

## Additional water made available by Sunwater

Sunwater may offer additional water, such as channel harvesting, to customers in the channel systems from time to time. Additional water is supplementary to a customer's announced allocation (the maximum distribution volume already available).

Sunwater will send an SMS and/or Email when additional water is available, including:

- The time from which it is available:
- when the additional water will cease to be available
- where it is available
- and the price for the water taken.

Customers who choose to take additional water must:

- provide correct start meter readings to Sunwater by telephone (13 15 89), emailing [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au), or via their Sunwater online portal/Customer App, before taking the additional water; and
- provide the correct end meter reading when the additional water is no longer required; or when Sunwater announces that the additional water is no longer available

## River supplies

### Access to storage operating levels

Storage	Minimum operating level (m AHD)	Nominal operating level (m AHD)
Burdekin Falls Dam	124.00	N/A
Clare Weir	13.68	N/A
Val Bird Weir	3.82	6.20

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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Giru Weir	2.25	3.00
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However, this range may change in the future if required for example, under Sunwater’s Resource Operations Licence (ROL). Customers will be informed if such a change occurs.

Customers are responsible for locating and maintaining pumps to take water. Any works undertaken on river offtakes require approval by the Department of Regional Development, Manufacturing and Water (DRDMW).

### Water harvesting

Water harvesting is announced and charged for by the DRDMW. Some customer’s water harvest through a pump metered by Sunwater. To account for the water taken as water harvesting, customers must advise the DRDMW of their start and stop meter readings within the time frames specified in the announcements. The DRDMW then informs Sunwater of these readings so that Sunwater can record this use as water harvesting.

If no or incorrect meter reads are received by the DRDMW then all water taken will be treated as announced allocation.

### Changes to customers’ pumping arrangements

Customers must obtain approval from Sunwater before proceeding with any changes to their pumps, including changing size/capacity of the pump. Regardless to changes in pump capacity, Sunwater approval is required to ensure compliance standards are met.

## Channel & river supplies

### Changes to the volume or location for taking water

#### Channel

Customers wishing to:

- nominate a different location for taking water in the channel system (including a temporary transfer or combining two or more delivery points)
- transfer water outside the channel system to another location on the river.

#### River

Customers wishing to:

- have multiple delivery points
- transfer water to another customer.

For their benefit, customers should obtain Sunwater’s approval through an application form process before finalising any dealings with another party, e.g. a temporary transfer. Sunwater may require that operational, and other issues, be resolved before approving. These will be discussed with customers during the application and approval process. Application forms can be obtained from [sunwater.com.au](http://sunwater.com.au) or by contacting customer support by phone on 13 15 89 or emailing [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au).

### Carryover

Carryover enables customers to carry over unused available water at the end of a water year to become available in the next water year within the limits and subject to the conditions and rules below. Any riparian allowance is deemed to be the first water used through offtakes, prior to any carryover water used.

Application for Carryover is not required in the scheme. Carryover will be automatic (subject to the conditions and rules set for the scheme) for customers unless written advice is received from the individual customer within 5 working days of the end of the water year.

Carryover is subject to the below terms and conditions, as per the Resource Operations Licence (ROL).

## Cancellation of carryover

The carryover arrangements for the water year cease:

1. Six months after the start of the water year ,i.e. 31 December, whereby unused carryover water will be surrendered to the systems for redistribution.
2. When the water level in Burdekin Falls Dam is less than, or equal to 148.1 m AHD.
3. When the Burdekin Falls Dam spills. A spill is taken to be an overflow of 1 ML (or greater) over the Burdekin Falls Dam.
4. Then:
  - Customers must provide current meter readings to Sunwater for all outlets within 48 hours of the spill commencing.
  - Any volume of water used by the customer will be offset against the carryover volume.
  - If the carryover volume is less than the volume of water used by the customer, the difference will be deducted from the customers available water account balance.
  - All unused carryover water must be cancelled.

Carryover rules and information are detailed on the application form, available from [sunwater.com.au](http://sunwater.com.au) or by contacting customer support.

## Stopping or restricting supply

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

- during scheduled and emergency maintenance
- if supply could cause Sunwater to breach its licence to operate
- during a peak demand period when delivery must be regulated
- when infrastructure capacity limits delivery
- when release management is required to maximise efficiency, e.g. during dry conditions when losses are high
- when operating under exemption notices or specific direction from DRDMW.

*Note: If the above reasons occur, Sunwater will be required to restrict or suspend supplies. Customers should make arrangements for on-farm water storage to provide their ongoing water requirements during interruptions.*

## Rain events

Customers must notify the operations officer as soon as possible of any rain event that substantially lessens their water requirement.

To conserve water, the operations officer may shutdown the system, when there is widespread general rain. Notice will be given as per the Unplanned Shutdown service target on page 10.

## Surface drainage

The Burdekin Haughton drainage network has been provided to remove storm runoff from certain storm events. Customers are required to discharge water from their farm blocks through the drainage inlet provided. New drainage inlets are funded by the customer but become the property of Sunwater for ongoing maintenance. Customers are required to seek approval if they wish to change the drainage discharge point and/or design.

## Additional services

### Drainage diversion

In addition to the core use of drains (removing rainfall runoff from land) there are other ancillary services such as enabling customers to take water from drains or use drains to provide tail water storage. Sunwater has a

standard contract for diversion from drains and permitted structures, a copy of the contract or further information about drainage diversion can be obtained from the Sunwater customer support on 13 15 89.

## Overuse of water

### Warning to customers

Customers must not exceed their allocation or take more than the maximum delivery volume available on their water account, in accordance with the customer's standard contract.

If a customer exceeds the maximum delivery volume, the customer may also be in breach of the Water Act 2000. Sunwater may direct the customer not to take any water. A customer may not be permitted to remedy the breach by reducing the following years water entitlements, if any, by the overuse volume, and is therefore not entitled to take water until Sunwater is satisfied that the breach has been remedied.

If a customer is unable to remedy a breach with a temporary transfer prior to the end of the current water year, the DRDMW require Sunwater to report the overuse at the conclusion of that water year.

### General customer support

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

- by emailing [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)
- by calling customer support on 13 15 89
- by filling the Information Request and Feedback Form on [sunwater.com.au](http://sunwater.com.au).

Sunwater customer support is available between the hours of 8:30am - 4:30pm, Monday to Friday, on 13 15 89, or via live chat on [sunwater.com.au](http://sunwater.com.au). Customer support can assist with the following account enquiries and transactions:

- billing and invoices
- temporary transfer and carryover applications
- meter reads
- updating account details
- water orders
- property transfers
- Sunwater Online support

When calling customer support, for security reasons, please have two account identifiers, e.g. account name, customer number, water account/offtake number, water allocation number, contract holder names, email/postal address for invoices.

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

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

*In the event of an emergency, please call 13 15 89 and press 1 (24 hours a day, 7 days a week).*

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

Further information about Sunwater can be obtained from: [www.sunwater.com.au](http://www.sunwater.com.au)

## Customer obligations

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

## Billing Arrangements

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

## Notices:

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

Sunwater Limited  
PO Box 15536  
CITY EAST QLD 4002

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

## Water operations enquiries can be made to:

*Please note: General enquiries, customer account and transactional enquiries, and emergencies should all be directed to customer support.*

Clare Depot - between the hours of 7.30am and 3.30pm Monday to Friday

- Phone: (07) 4790 7336
- Facsimile: (07) 4790 8912

Emergency water supply problems can be directed to the operations officer.

- Barratta – 0407 597 907
- Haughton – 0407 124 625
- Clare – 0427 151 759
- Millaroo – 0427 125 591
- Dalbeg – 0427 652 901

## Use of Sunwater land by Third Parties

Sunwater land, including easements around our drains, channels, pipelines, and other assets, must be kept clear and safe for Sunwater staff, and so that Sunwater can promptly address any operational issues without complication.

Access to, or works on, Sunwater land is not permitted without first obtaining written authority, with exception to public recreation areas. Customers and community seeking to access Sunwater land or infrastructure are required to complete an [Application for Access to Sunwater Land or Infrastructure and Events](#) form, available on the Sunwater website.

Please help us keep our workplace safe.

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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## Emergency Shutdowns

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

## Service targets

As described under clause 3 of the standard contract:

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

We are committed to publishing service targets and reporting to customers on our performance against targets. Following discussion and consultation with the Customer Advisory Committee, this document contains service targets that have been set for the Burdekin Haughton Water Supply Scheme (channel and river).

## Planned shutdowns

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

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

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

## Planned shutdowns – timing

Delivery service type	Scheme target
Channel & river	The timing of all planned shutdowns will be set following consultation with the Customer Advisory Committee (for a shutdown affecting a large part of the scheme), customer groups or individuals (for shutdowns affecting small areas).

## Planned shutdowns – duration

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

## Planned shutdowns – notice

Delivery service type	Scheme target
Channel & river	For shutdowns planned to exceed two weeks, at least eight weeks written notice by letter will be provided to each customer affected by the shutdown.

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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	<p>For shutdowns planned to exceed three days, at least two weeks' notice by letter, SMS messaging, email or verbal advice will be provided to each customer affected by the shutdown.</p> <p>For shutdowns planned to be less than three days, at least five days' notice by letter, SMS messaging, email or verbal advice will be provided to each customer affected by the shutdown.</p> <p>Each notice will state the start date, and anticipated shutdown duration. A reminder SMS messaging and email will be sent before the planned shutdowns commence.</p> <p>For annual shutdowns, planned to be up to 14 days, a reminder will be placed in the local newspaper one week before the planned shutdown.</p>
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## Unplanned shutdown

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

*Definition: an unplanned shutdown is an unforeseen or not planned mechanical or operational failure of Sunwater's water delivery infrastructure that stops or restricts the supply of water to a customer for more than two hours (including emergency repairs). It does not include events that are beyond Sunwater's control*

*(e.g. power failure or storm) and does not include interruptions to supply caused by errors in estimating water demand and releases, or people taking water without authorisation.*

### Unplanned shutdown – duration

Delivery service type	Scheme target
Channel & river	<p>Unplanned Shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water within:</p> <ul style="list-style-type: none"> <li>• 48 hours of Sunwater being notified of the event, during a peak demand period; or</li> <li>• 5 working days of Sunwater being notified of the event, outside peak demand period</li> <li>• Peak demand periods are to be defined in consultation with Customer Representatives.</li> </ul> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. Sunwater will publish in the Burdekin Advocate and SMS messaging, these events from time to time.</p>

### Unplanned shutdown – notice

Delivery service type	Scheme target
Channel & river	<p>Sunwater will notify all affected customers the start time, and anticipated shutdown duration by email, SMS, announcement on Sunwater Online or verbal within 24 hours of learning of the event, or by the end of the first business day following the event, whichever is the earlier.</p>

### Unplanned shutdown – meter repairs

Delivery service type	Scheme target
Channel & river	<p>Faults causing restrictions to supply will be repaired within two working days of Sunwater being notified. Where the facility exists to individually isolate the meter.</p>

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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## Total frequency of interruptions to supply

Delivery service type	Scheme target
<b>Channel &amp; river</b>	No customer will experience more than 10 planned or unplanned interruptions per water year (as defined above).