

Proposed change to annual maintenance shutdowns

Burdekin Haughton Water Supply Scheme

15 December 2020

Summary

- Sunwater currently undertakes one major shutdown of the entire Burdekin Haughton Water Supply Scheme for two weeks in June each year
- This shutdown is used for all works that require complete removal of water in specific sections of the channel
- Sunwater has conducted a review of these shutdowns and would like to seek customer feedback on a proposed change whereby individual channel systems are shut down for maintenance in a coordinated rolling program between February and June each year, in addition to the general two-week shutdown.

Background

Currently, Sunwater undertakes one major shutdown of the entire Burdekin Haughton Water Supply Scheme for two weeks in June of each year. This shutdown is used for all works that require complete removal of water in specific sections of the channel and is the only opportunity to complete required works each year. This approach has resulted in:

- increased pressure on Sunwater to plan and execute a wide variety of works within a very restrictive time period.
- numerous works being completed at the same time which can limit resources and our ability to deliver water
- a limit on the total works able to be scheduled and completed due to the two-week maintenance timeframe.

Sunwater has conducted a review of this annual scheduled maintenance to identify opportunities for improvement. The review identified opportunities to:

- target resources in smaller sections of the scheme to minimise time lost between travelling to sites and supervision of contracted resources
- improve the safety and productivity of Sunwater staff by concentrating on specific operational systems
- increase engagement with irrigators on issues that require attention
- align planned maintenance with irrigation demands based on the types of crops in each system.

Proposed additions to shutdown schedule

Sunwater is considering a plan where individual systems are shut down for maintenance in a coordinated rolling program between February and June each year.

To achieve this rolling shut down program, we will require an additional planned shutdown for each channel system in the scheme. We have outlined the proposed shutdown periods per system below.

Channel system	Commencement date	Duration
Clare (A & B)	14 February 2021	7 days
Millaroo	21 March 2021	7 days
Elliott	18 April 2021	7 days
Dalbeg	9 May 2021	7 days

Sunwater will also undertake the general two-week shut down in June of each year. This will be for all operational systems (Haughton, Barratta, Clare (A&B), Elliott, Millaroo and Dalbeg). The scope of work in this shutdown will be prioritised and will mainly focus on the Haughton and Barratta assets and any additional works in other systems where required. Acrolein shutdowns will also continue as per the standard yearly schedule.

We acknowledge this change will result in an additional shutdown for each channel system, however, this will allow Sunwater to undertake scheduled preventative, corrective and capital works to ensure reliability and availability of Sunwater assets. We note, even with these proposed changes, we will still adhere to the current [scheme rules and targets](#) of up to ten shutdowns per channel system.

Submitting feedback

We encourage customers to provide their feedback on the above proposal via one of the following methods by Tuesday 5 January 2021:

- your local irrigation or cane grower representative
- phone customer support on 13 15 89, Monday-Friday 8:30-4:30pm
- emailing customersupport@sunwater.com.au with your customer account number, full name and best contact number.

Next steps

Pending the review of customer feedback, we will communicate a final decision regarding the Burdekin Haughton Water Supply Scheme shutdowns in January 2021.

To further discuss any information in this fact sheet or for general enquiries, please contact customer support on 13 15 89 Monday-Friday 8:30am-4:30pm. Please note, our contact centre will be closed from 25 December 2020 and reopening on Monday 4 January 2021.