



# Final Service and Performance Plan 2023

## Cunnamulla Bulk Water Service Contract

7 December 2023

# Contents

|   |    |
|---|----|
| At a glance .....   | 3  |
| Introduction .....  | 4  |
| Delivering services to our customers .....  | 5  |
| Cost of delivering services—Operating expenditure .....                               | 7  |
| Cost of delivering services—Renewals annuity and non-annuity funded expenditure ..... | 8  |
| Comparison of forecast and actual annuity-funded projects for 2022-23 .               | 10 |
| Annuity-funded projects for 2023-24 and 2024-25.....                                  | 11 |

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.


## At a glance

### Our customers

The majority of the 22 customers in this scheme are predominantly stock and domestic customers with two larger irrigators who mainly grow grapes, cotton, and fodder crops. Water is also supplied to the Paroo Shire Council when required, e.g. for use at parks and gardens.

### Our irrigation charges

Table 1 - Irrigation charges for 2023-24

|  <b>Charges by tariff group 2023-24</b> |        |                                |       |                                     |       |                      |       |
|--|--------|--------------------------------|-------|-------------------------------------|-------|----------------------|-------|
| Cunnamulla Bulk  |        | Irrigation charge <sup>1</sup> |       | Cost-reflective charge <sup>2</sup> |       | Δ to cost reflective |       |
| River – Medium Priority  | Part A | \$29.79                        | \$/ML | \$35.84                             | \$/ML | -\$6.05              | \$/ML |
|  | Part B | \$1.72                         | \$/ML | \$2.07                              | \$/ML | -\$0.35              | \$/ML |

- 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.
- 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.

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/)

## Our performance



### Operations and maintenance costs

|          |         | QCA \$'000 | Sunwater \$'000 | Δ to QCA |   |
|----------|---------|------------|-----------------|----------|---|
| Actual   | 2022-23 | \$48.3     | \$32.3          | -33.2%   | ▼ |
| Forecast | 2023-24 | \$49.5     | \$36.0          | -27.3%   | ▼ |



### Expenditure funded by the annuity

|                   |              | QCA \$'000 | Sunwater \$'000 | Δ to QCA |   |
|-------------------|--------------|------------|-----------------|----------|---|
| Actual            | 2022-23      | \$0.0      | \$514.6         | -        | - |
| Forecast          | 2023-24      | \$6.4      | \$253.8         | 3856.9%  | ▲ |
| Actual + Forecast | Σ Price path | \$74.2     | \$849.1         | 1045.0%  | ▲ |

|                          |                         |                             |                         |                          |
|--------------------------|-------------------------|-----------------------------|-------------------------|--------------------------|
| ▲                        | △                       | ◄                           | ▽                       | ▼                        |
| 10% above the QCA target | 5% above the QCA target | In line with the QCA target | 5% below the QCA target | 10% below the QCA target |

|  | Water delivered | Total  |    | To irrigators |    | YoY change by group |
|---|-----------------|--------|----|---------------|----|---------------------|
|   |                 |        |    |               |    |                     |
|   | 2021-22         | 1,744  | ML | 1,697.4       | ML |                     |
|   | 2022-23         | 931    | ML | 875.6         | ML |                     |
|   |                 | -46.6% | ▼  | -48.4%        | ▼  |                     |

|    |    |     |
|----|----|-----|
| ▲  | ◄  | ▼   |
| 5% | 0% | -5% |



### Service targets

### Exceedances

### Notes

|         |   |  |
|---------|---|--|
| 2021-22 | 0 | Unplanned shutdowns (duration) and maximum number of interruptions were not met. |
| 2022-23 | 0 | Unplanned shutdowns (duration) and maximum number of interruptions were not met. |

# 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 sets out Sunwater's actual costs for 2022-23.

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

- examine Sunwater's performance in 2022-23 against cost and service targets
- present to customers Sunwater's projected costs<sup>1</sup> for 2023-24 and 2024-25
- consult with our customers on forecast operating and annuity-funded costs for 2023-24 and the forward program of works.

In addition to this S&PP, Sunwater submitted its irrigation pricing proposal to the Queensland Competition Authority (QCA) on 30 November 2023 which explains the types of costs we incur in delivering water to our customers and how those costs are allocated to service contracts. The pricing proposal and associated customer material is available at: [www.sunwater.com.au/projects/price-path/](http://www.sunwater.com.au/projects/price-path/).

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.

Sunwater engages with its customers both formally and informally throughout the year and customer feedback is a valuable part of our planning process.

The publication of an annual S&PP is an important part of the formal feedback process, providing a snapshot of Sunwater's performance over the most recently completed financial year, as well as an outline of the areas of focus for the current year.

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<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.

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

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

Post: S&PP Feedback

PO Box 15536

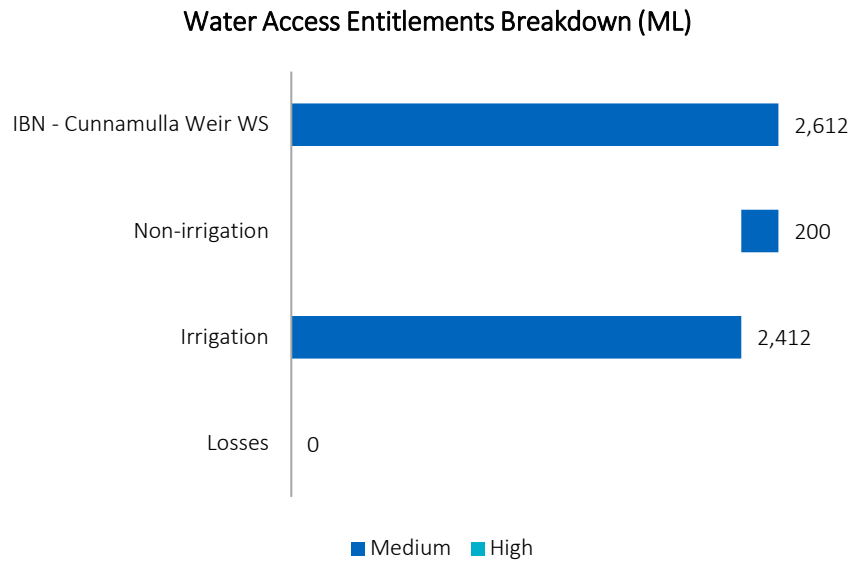
City East Qld 4002

# Delivering services to our customers

## Entitlements

The water allocations for each customer segment are shown below.

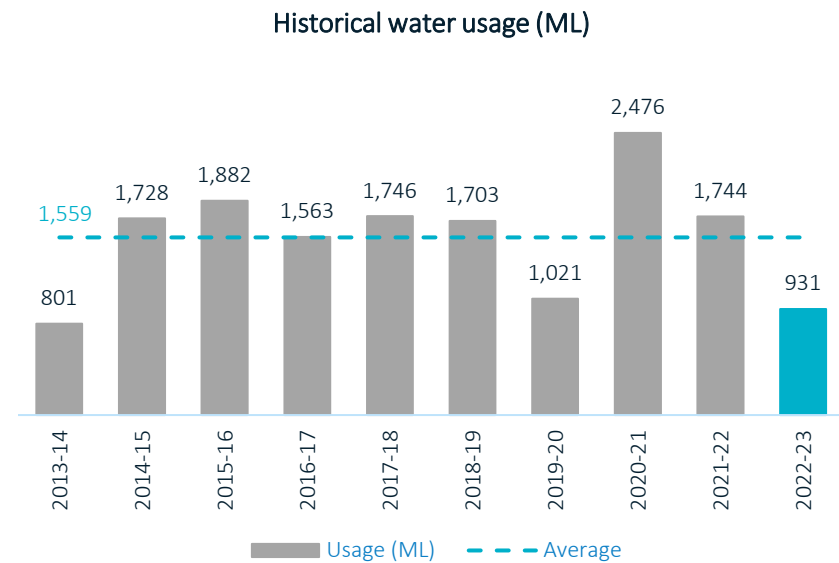
Figure 1 - Water access entitlements (as of 30 June 2023)



## Irrigation charges

The chart below shows annual water usage for the past 10-years.

Figure 2 - Scheme historical water usage for the past 10-years



- Usage in 2022-23 was below the level of the 10-year average of 1,559 ML.
- Part B prices for the current period were set using a 20-year average of 1,530 ML.

## Service targets

Sunwater and customers have agreed Water Supply Arrangements and Service Targets for the Cunnamulla Bulk Water Service Contract. Table 2 sets out our recent performance against selected service targets for this scheme.

Table 2 - Scheme service targets and performance

| Service target                              |   | Target         | Number of exceptions |         |         |
|---|---|----------------|----------------------|---------|---------|
|   |   |                | 2020-21              | 2021-22 | 2022-23 |
| 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 <sup>1</sup> | Unplanned shutdowns during Peak Demand Period     | 48 hours       | 0                    | 0       | 0       |
|   | Unplanned shutdowns outside Peak Demand Period    | 5 working days |                      |         |         |
| Maximum number of interruptions             | Planned or unplanned interruptions per water year | 6              | 0                    | 0       | 0       |

1. This is the number of times that the unplanned shutdown has exceeded the shortest of the peak/off peak periods.

In addition, Sunwater has company-wide customer interactions service targets. Our performance in 2022-23 against these service targets is shown in Table 3.

Table 3 - Customer interactions service targets and performance

| Service target   | Target   | 2022-23 |
|--|----------|---------|
| Telephone answering <sup>1</sup>   | 80.00%   | 92.50%  |
| Requests actioned within Service Level Agreement (SLA) timeframes <sup>2</sup> | > 95.00% | 99.47%  |

1. This target measures the percentage of 13 15 89 calls that are answered within 60 seconds.
2. This target measures the percentage of email or workflow requests (such as property transfers and temporary transfers) to the Customer Support team that are completed within the agreed SLAs. The SLA timeframes range between two and 10 business days, depending on the request.

## Key infrastructure

Allan Tannock Weir is the key infrastructure used to deliver bulk water services to our customers in Cunnamulla. It is a sheet piling and concrete construction with a fixed crest spillway. The total storage capacity is 4770 ML.

# 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 4 sets out actual and forecast operating expenditure for the Cunnamulla Bulk Water Service Contract.

## Our performance in 2022-23

In 2022-23, operating costs were lower than the QCA’s recommended cost target. Further information is provided in the pricing submission proposal and associated scheme summaries.

## Outlook for 2023-24

Cunnamulla Bulk Water Service Contract’s total operations budget in 2023-24 is 27.3 per cent below the QCA’s recommended cost target. 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. The escalation of insurance premiums has directly contributed to the rise in Sunwater's operating expenditure.

Sunwater's focus in 2023-24 is on maintaining current customer service levels and developing a strategy for weed management within the weir pool.

Table 4 - Operating expenditure<sup>1</sup>

|                               | Operations and maintenance costs - by sub-category |                       |                 |                         |                       |                 |
|-------------------------------|--|-----------------------|-----------------|-------------------------|-----------------------|-----------------|
|                               | 2022-23 actuals \$'000                             |                       |                 | 2023-24 forecast \$'000 |                       |                 |
|                               | QCA <sup>1</sup>                                   | Sunwater <sup>3</sup> | Δ to QCA        | QCA <sup>1</sup>        | Sunwater <sup>3</sup> | Δ to QCA        |
| Insurance                     | \$6.4  | \$8.2                 | 27.5% ▲         | \$6.6                   | \$9.8                 | 50.3% ▲         |
| Electricity                   | \$0.0  | \$0.0                 | -               | \$0.0                   | \$0.0                 | -               |
| Operations & maintenance      | \$15.5   | \$9.1                 | -41.1% ▼        | \$15.9                  | \$10.6                | -33.2% ▼        |
| Support costs                 | \$26.4   | \$15.0                | -43.3% ▼        | \$27.0                  | \$15.5                | -43.6% ▼        |
| <b>Total opex<sup>2</sup></b> | <b>\$48.3</b>                                      | <b>\$32.3</b>         | <b>-33.2% ▼</b> | <b>\$49.5</b>           | <b>\$36.0</b>         | <b>-27.3% ▼</b> |

|                          |                         |                                 |                         |                          |
|--------------------------|-------------------------|---------------------------------|-------------------------|--------------------------|
| ▲                        | △                       | ◄►                              | ▽                       | ▼                        |
| 10% above the QCA target | 5% above the QCA target | In line with the QCA target <5% | 5% below the QCA target | 10% below the QCA target |

1. Reflects the QCA’s 2020–2024 irrigation price investigation final recommendations. Excludes recreational facility costs.
2. From 1 July 2020, irrigation customers no longer contribute towards the cost of operating and maintaining recreational facilities. These costs have been excluded from the total operating expenditure.
3. Sunwater’s 2022-23 actual expenditure figures presented in this table are pre-adjustment and will differ from our Irrigation Pricing Proposal and its engagement materials. Sunwater’s 2023-24 figures align with our pricing submission, these figures may differ from the budget.

# Cost of delivering services—Renewals annuity and non-annuity funded expenditure

## Renewals discussion

Sunwater recovers expenditure required to renew (maintain the current level of service an asset provides) its assets via a renewals annuity. The annuity treats all renewals related expenditure as an expense (i.e., not capital) and amortises a multi-year expenditure forecast (30-years) such that the amount customers pay is smoothed, relative to the actual expenditure profile. Negative opening balances reflect expenditure incurred by Sunwater which has not yet been recovered via the annuity contribution amount, while positive opening balances reflect expenditure which has been pre-recovered via the annuity contribution amount. Forecast annuity balances, and the impacts of budgeted spend, are shown in Table 5 below.

The QCA and Sunwater closing balances differ due to differences in the expenditure profile allowed by the QCA in its 2020-24 final recommendations and actual expenditure incurred by Sunwater in 2022-23 and what we expect to spend in 2023-24.

Annuity-funded expenditure includes funds for planned corrective maintenance (PCM), as well as large, one-off operations activities. Activities include monitoring of the asset condition to inform when an asset needs to be refurbished or replaced under the PCM program.

Non-annuity funded expenditure largely relates to Sunwater’s Dam Improvement Program and recreational facility costs.

## Our performance in 2022-23 Performance against the QCA target

Sunwater updates our program of works based on our whole-of-life replacement and maintenance strategy, which looks at the risk and condition of each asset and uses this information to estimate the future work required to ensure the asset will continue to provide the required level of service into the future. Other factors such as changes in project delivery timing (e.g. due to weather) may also affect the program of works.

These factors mean the actual program of works delivered in any given year will differ to the program assessed by the QCA. At a project level, cost variances may also occur due to changes in the scope of work and cost inputs.

Further explanation of our performance is provided in the pricing submission and scheme summaries.

### Project level cost variances

Table 6 provides a comparison of the annuity-funded projects planned for 2022-23 and the actual projects undertaken, together with justification for the variances.

### Outlook

Details of the major annuity-funded projects planned for 2023-24 and 2024-25 period are set out in Table 7.



Table 5 - Annuity and non-annuity funded expenditure and roll-forward<sup>1</sup>

| Annuity funded expenditure (and roll forward) |                        |                  |          |                       |            |                         |                  |          |                       |                  |
|---|------------------------|------------------|----------|-----------------------|------------|-------------------------|------------------|----------|-----------------------|------------------|
|   | 2022-23 actuals \$'000 |                  |          |                       |            | 2023-24 forecast \$'000 |                  |          |                       |                  |
|   |                        | QCA <sup>2</sup> |          | Sunwater <sup>4</sup> | Δ to QCA   |                         | QCA <sup>2</sup> |          | Sunwater <sup>4</sup> | Δ to QCA         |
| Opening balance                               | O                      | \$(39.3)         | ➔        | \$(49.8)              | 26.9% ▲    |                         | \$7.7            | ➔        | \$(518.0)             | -6817.6% ▼       |
| <b>Annuity funded expenditure</b>             | <b>E</b>               | <b>\$0.0</b>     | <b>➔</b> | <b>\$(514.6)</b>      | <b>-</b>   |                         | <b>\$(6.4)</b>   | <b>➔</b> | <b>\$(253.8)</b>      | <b>3855.9% ▲</b> |
| Annuity revenue <sup>3</sup>                  | R                      | \$48.7           | ➔        | \$48.7                | -          |                         | \$49.7           | ➔        | \$49.7                | -                |
| Interest                                      | I                      | \$(1.7)          | ➔        | \$(2.2)               | -          |                         | \$0.3            | ➔        | \$(22.6)              | -                |
| Closing balance                               | C                      | \$7.7            | ➔        | \$(518.0)             | -6817.6% ▼ |                         | \$51.4           | ➔        | \$(744.7)             | -1549.4% ▼       |
| <i>C = (O + E + R + I)</i>                    |                        |                  |          |                       |            |                         |                  |          |                       |                  |
| Other expenditure (not part of prices)        |                        |                  |          |                       |            |                         |                  |          |                       |                  |
| Dam improvement program                       |                        | -                |          | \$0.0                 | -          |                         | -                |          | \$0.0                 | -                |
| Recreational facility projects <sup>1</sup>   |                        | -                |          | \$0.0                 | -          |                         | -                |          | \$0.0                 | -                |
| Metered offtakes and dividend reinvestment    |                        | -                |          | \$0.0                 | -          |                         | -                |          | \$0.0                 | -                |

|                          |                         |                                 |                         |                          |
|--------------------------|-------------------------|---------------------------------|-------------------------|--------------------------|
| ▲                        | △                       | ◄►                              | ▽                       | ▼                        |
| 10% above the QCA target | 5% above the QCA target | In line with the QCA target <5% | 5% below the QCA target | 10% below the QCA target |

- Forecast annuity-funded costs from 2020-21 exclude recreational facility projects.
- Reflects the QCA's 2020–2024 irrigation price investigation final recommendations.
- The annuity contribution is included in the prices paid by bulk water and distribution customers. From 2020-21 to 2023-24, the annuity contribution is based on the QCA's irrigation price investigation 2020–2024 final recommendations.
- Sunwater's 2022-23 actual expenditure figures presented in this table are pre-adjustment and will differ from our Irrigation Pricing Proposal and its engagement materials. Sunwater's 2023-24 figures align with our pricing submission, these figures may differ from the budget.

## Comparison of forecast and actual annuity-funded projects for 2022-23

The below table sets out the major annuity-funded projects planned for the Cunnamulla Bulk Water Service Contract in 2022-23<sup>2</sup> and the actual projects undertaken.

Table 6 - Comparison of forecast and actual annuity-funded projects for 2022-23

| Facility             | Activity description  | Forecast<br>\$'000 | Actual<br>\$'000 | Commentary   |
|----------------------|---|--------------------|------------------|--|
| Scheme               | Replace – customer meters based on known asset condition and age. | 60                 | 59               | This project was completed broadly in line with the budget.  |
| Allan Tannock Weir   | Refurbish – front face and rock protection, and clean weepholes.  | 65                 | 0                | This project was deferred due to inflows and a lack of access to the site to undertake the works.  |
| Allan Tannock Weir   | Study – bathymetric survey to determine storage volume.           | 72                 | 0                | This project was removed from the program.   |
| Allan Tannock Weir   | Replace – outlet gate seal.                                       | 30                 | 0                | This project was deferred due to inflows and a lack of access to the site to undertake the works.  |
| Allan Tannock Weir   | Replace – safety signage for public safety improvements.          | 18                 | 0                | This project was removed from the program.   |
| Multiple             | Non-scheduled projects  | -                  | 455              | This expenditure relates to: <ul style="list-style-type: none"> <li>management of water lettuce infestation in the impound of Allan Tannock Weir (\$303k).</li> <li>automation of the valve at Allan Tannock Weir required to reduce travel time (\$139k).</li> <li>a comprehensive inspection allowed for a SCI budget of \$13k.</li> </ul> |
| <b>2022-23 Total</b> |   | <b>246</b>         | <b>515</b>       |  |

<sup>2</sup> Based on information extracted from Sunwater's systems in mid-2023. See the 2023 S&PP at [www.sunwater.com.au/schemes/Cunnamulla/](http://www.sunwater.com.au/schemes/Cunnamulla/)

## Annuity-funded projects for 2023-24 and 2024-25

The below table sets out Sunwater’s currently planned annuity-funded projects for 2023-24 and 2024-25<sup>3</sup> 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. The data in Table 7 is presented at a granular level and may not align with the overarching program names in our pricing submission.

*Table 7 - Forecast annuity-funded projects planned for 2023-24 and 2024-25*

| Year    | Facility  | Activity description  | Forecast<br>\$'000 |
|---------|---|---|--------------------|
| 2023-24 | Allan Tannock Weir  | Refurbish – front face and rock protection, and clean weepholes.  | 74                 |
|         | Allan Tannock Weir  | Replace – outlet gate seal.                                       | 34                 |
|         | Scheme  | Weed infestation management at Allan Tannock Weir.                | 87                 |
|         | Scheme  | Replace – customer meters based on known asset condition and age. | 58                 |
|         | <b>2023-24 Total</b>                                      |   | <b>253</b>         |
| 2024-25 | There are no annuity-funded projects planned for 2024-25. |   | 0                  |
|         | <b>2024-25 Total</b>                                      |   | <b>0</b>           |

<sup>3</sup> The project forecasts provided in this table align with our pricing submission. It is important to acknowledge that these projects are inherently dynamic and susceptible to changes influenced by various factors.