

## Dawson Valley Water Supply Scheme

### Water Supply Arrangements and Service Targets

#### Water supply arrangements

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

To manage water delivery to customers, arrangements for the taking of water in the Dawson Valley Scheme have been discussed with the Irrigator Advisory Committee and are outlined below. These arrangements are aimed at achieving the efficient delivery of water to customers in the scheme that best meets their needs.

#### Channel supplies

##### Taking water from the scheme

In the Dawson Valley Water Supply Scheme (Channel), customers must place water orders using the Telephone Water Ordering System or Sunwater Online at least 72 hours before taking water. This allows Sunwater to make timely releases from the system's weirs and pumping station to minimise losses.

##### To place an order customer can utilise the following ordering systems:

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

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 reduce Sunwater's ability to supply customers who have ordered according to the above requirements.

##### 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. during times when there is no irrigation demand
- 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 duty water officer to obtain information regarding water delivery.

## Supply Rate Control

On-farm flow rate must not be regulated through the use of the Sunwater's gate/valve installed upstream of the meter. In order to maintain flows to all users, customers are only permitted to operate this gate/valve with the permission of the duty Water Officer. For on farm flow regulation, customers must install a gate-valve downstream of the meter. Customers should consult with the Service Supervisor at the Theodore Depot to determine the most suitable valve of their needs.

In most cases water is supplied at a level no less than the minimum operating level (MOL) at most locations where meter outlets are connected directly to channels. The MOL varies depending on the location of the individual meter. A small number of outlets do not receive this MOL because of adverse geographic location.

## River supplies

### Taking water from the scheme

In the Dawson Valley Water Supply Scheme (River), customers must place water orders using the telephone water ordering system or Sunwater Online. Orders must be placed before taking water so as to allow Sunwater to make timely releases from the weirs on the Dawson River, and to minimise losses. Advanced water orders prior to taking water are required as follows:

Above Theodore Weir	4 days
Moura Weir to Atkinson	4 days
Theodore Weir to Paranui Crossing	6 days
Neville Hewitt Weir to Duaringa	15 days
Cancellation of original River order	1 day

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- Phone 13 15 89

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 reduce Sunwater's ability to supply customers who have ordered according to the above requirements.

## Cancellations

Cancellations may be carried out either online or through the Phone Water Ordering system if water order is outside of the notice period. Water Orders within the notice period can only be cancelled by notification to the duty water officer.

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- 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. during times when there is no irrigation demand
- 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 duty water officer to obtain information regarding water delivery.

Phone: 13 15 89

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

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

## Access to storage

Storages are currently operated in accordance with the Fitzroy Basin Resource Operations Plan and the maximum operating range for each storage is:

Glebe Weir	9.88 metres below Full Supply Level (FSL)
Gyranda Weir	7.17 metres below FSL
Theodore Weir	6.68 metres below FSL
Moura Weir	7.75 metres below FSL
Neville Hewitt Weir	7.77 metres below FSL

This range may change in the future if required as a result of an amendment to the Fitzroy Basin Resource Operations Plan, customers will be informed if such a change occurs. Customers should note that they are responsible for locating and maintaining pumps to take water.

## Waterharvesting

Waterharvesting is announced and charged for by the Department of Regional Development, Manufacturing and Water (DRDMW). Some customers waterharvest through a pump metered by Sunwater. To account for the water taken as waterharvesting, customers must advise the DRDMW of their start and stop meter readings. The DRDMW then informs Sunwater of these readings so that Sunwater can record this use as waterharvesting. The phone number for the DRDMW is (07) 4938 4600.

If no meter readings 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.

## Draw down of waterholes

To ensure compliance with the Fitzroy Basin ROP customers must not draw down waterholes further than 0.5m below the cease to follow level without written authorisation from Sunwater.

Authorisation may only be granted where:

- A reliable water level measuring system is in place
- Reliable daily water levels are recorded whenever the water hole is 0.5m below the cease to flow level. The water levels must be reported to Sunwater on a weekly basis.
- Any other conditions stipulated by Sunwater or the DRDMW are adhered to.

Failure to comply may result in an order to cease pumping. Authorisation may require approval from the DRDMW.

Further details can be obtained from Sunwater Customer Support on 13 15 89.

## Channel & river supplies

### Change 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 operational and other issues to be resolved before approving. These will be discussed with customers during the application and approval process. Application forms can be obtained by calling Customer Support on 13 15 89 and from [sunwater.com.au](http://sunwater.com.au).

### Stopping or restricting supply

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

- during maintenance of Sunwater's assets
- if supply could cause Sunwater to break the law
- during a peak demand period, when rosters or rations may apply
- when the demand for water is so small it is impractical to supply it
- infrastructure limitations which make delivery impractical
- when there is a need to make special releases to maximise efficiency at times of limited supply, or during rain shutdown or customer pump breakdown situations
- when operating under special notices or regulations issued by DRDMW.

In the event that Sunwater restricts or suspends supplies customers should make arrangements for on-farm water storage to provide their ongoing water requirements during interruptions.

### Rain shutdown

Customers must notify the duty Water Officer as soon as possible of any rain event or other circumstances that substantially lessens their water requirements.

To conserve water, the duty Water Officer may shutdown the system when there is widespread general rain.

### Surface drainage

The Dawson Valley 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.

Phone: 13 15 89

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

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

## 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 Sunwater Customer Support on 13 15 89.

## General

### Complaints and dispute resolution

Sunwater's aim is to resolve problems and complaints quickly and effectively. Where a customer has a concern that is not able to be resolved, customers can choose to initiate a formal dispute resolution process by writing to the customer accounts manager.

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.

### 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. Sunwater only posts summary invoices, however, you can receive a detailed invoice via email. Contact Customer Support on 13 15 89 to receive invoices via email.

### Notices

Correspondence should be sent to Sunwater Customer Support as detailed below.

Sunwater Limited  
PO Box 15536  
CITY EAST QLD 4002

Facsimile: (07) 3120 0249  
Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

### Communication – contact arrangements

Sunwater Customer Support is available for enquiries and business transactions (billing, temporary transfers, etc.) between the hours of 8.30am and 4.30pm Monday to Friday on 13 15 89. Sunwater Online is also available to all account holders and gives customers the ability to enter meter reads, view and print Invoices, update account details, enter water orders, submit temporary transfer and carryover applications. Call 13 15 89 to set up access or visit the managing your account page at [sunwater.com.au](http://sunwater.com.au) for help with Sunwater Online.

When calling Customer Support, please have your customer number and water allocation/offtake number when reporting supply problems.

In the event of an emergency, please call 13 15 89 and press 1 (24 hours a day, 7 days a week). Further information about Sunwater can be obtained from our website: [sunwater.com.au](http://sunwater.com.au)

## 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 Irrigator Advisory Committee, this document contains service targets that have been set for the Dawson Valley Water Supply Scheme (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 Irrigator 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	<p>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.</p> <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 exceed 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>

	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.
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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 period of time taken to resume supply are 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 2 hours (including emergency repairs). It does not include events that are beyond Sunwater’s control (e.g. power failure or storm)<sup>1</sup> 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</li> <li>• five working days of Sunwater being notified of the event, outside peak demand period</li> <li>• peak demand periods are to be set in consultation with Irrigator Advisory Committee.</li> </ul> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. Sunwater will notify affected customers by SMS Messaging, email or verbal advice.</p>

### Unplanned shutdown – notice

Delivery service type	Scheme target
Channel & river	Sunwater will notify all affected customers requiring water verbally, SMS Messages or by telephone, radio announcement or fax of the likely duration of the interruption to supply within 24 hours of learning of the event, or by the end of the first business day following the event, whichever is the earlier.

### Unplanned shutdown – meter repairs

Delivery service type	Scheme target
Channel & river	Faults causing restrictions to supply will be repaired within one working day of Sunwater being notified.

### Total frequency of interruptions to supply

Delivery service type	Scheme target
Channel & river	No customer will experience more than six planned or unplanned interruptions per water year (as defined above).

<sup>1</sup> This includes other events described as Events of Force Majeure in your contract

## Complaints & Enquiries

Sunwater will provide an initial response to all complaints within five working days of receiving a complaint by the customer:

- in writing; or
- by telephoning Sunwater Customer Support on 13 15 89
- Sunwater will either resolve a customer's complaint, or provide a written response providing reasons why the complaint has not or cannot be resolved within 21 days of receiving the complaint.

## Customer Obligations

The Customer principal obligations are set out in clause four of the Standard Contract.

## Warning to Customers

In particular, customers must not take more than the customer maximum delivery volume as allowed by the customer standard contract without first obtaining Sunwater approval. 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. Depending on the circumstances of the breach, the customer is not automatically entitled to forward draw on the following year's water entitlements, if any, and is therefore not entitled to take water until Sunwater is satisfied that the breach has been remedied.