

sunwater



Customer Briefing - Eton

16 & 18 March 2020

Manesh Magan / Kevin Swanepoel

Introductions

Who are we?

Kevin Swanepoel - Customer Account & Compliance Manager

Manesh Magan - Customer Engagement Coordinator

Purpose

- Outline the change Sunwater is required to make to the Supply Contract - Channel and Pipeline.
- Relay the reason for needing to make this change.
- Answer questions which relate to making this Contract Change.
- Clarify Sunwater's customer process leading to and after transitioning to Eton Irrigation.

Roles

- Sunwater
- Eton Irrigation

Required Change to Contracts

- As of 31 March 2020, Eton Irrigation will own and operate the Eton channel scheme.
- As part of this transition, Sunwater has been directed by the Department of Natural Resources Mines and Energy (DNRME) to amend our Contracts.
- This direction has been through the 2019 Rural Water Pricing Direction Notice.
- This covers the Supply Contract - Channel and Pipeline (being Sunwater's standard distribution contract) in the Eton scheme.
- The purpose of the amendment is to provide for annual price reviews, rather than the 5 yearly price reviews which are currently provided for in these contracts.
- This change means that on and from 30 March 2020, where there is a definition of 'Review Date' in your Supply Contract - Channel and Pipeline, this will be amended to read as follows:
- "*Review Date* means 1 April 2020 and each anniversary of that date".

Clarifying Customer Processes

- Majority of customers are transitioning except for those in the operational systems of Kinchant Dam and Mirani Diversion Channel.
- Eton Irrigation assumes management of remaining customers.
- 13 to 14 customers remaining with Sunwater.
- Sunwater is working on ensuring we have a strong business process with Eton Irrigation to best manage the pre and post transition.
- All EOWY activities will be undertaken by Sunwater.
- Effective from 1 April onwards – Billing of Part A & B will be undertaken by Sunwater
- Part A fixed, Part B usage will be based on usage data provided by Eton Irrigation.
- Permanent and Temporary Transfers should be directed to Eton Irrigation from 31 March 2020

Clarifying Customer Processes

- For enquiries or disputes regarding meter readings post transition, please refer to Eton Irrigation.
- Sunwater records will only be updated following advice from Eton Irrigation.
- Post transition - Sunwater online will no longer be available.
- This includes access historical data.
- Sunwater will therefore only be issuing invoices (not quarterly statements).
- Eton Irrigation will issue water statements as part of managing ongoing water accounting.
- Planned or unplanned outages - To be managed through Eton Irrigation.

Key Contacts

Sunwater Customer Interactions Team

P: 13 15 89 (8:30am – 4:30pm, Monday – Friday)

E; CustomerSupport@sunwater.com.au

Eton Irrigation

P: 07 4977 5840

Lee Blackburn (Chair, Eton Irrigation)

P: 0405 140 322

Thank you

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