

## Eton 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.

To manage the water delivery to customers, arrangements for the taking of water in the Eton 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 Eton Water Supply Scheme, customers must place water orders using the IVR or SunWaterOnline ordering system at least 24 hours before taking water. This allows Sunwater to divert sufficient water into the channel system, and to minimise distribution losses.

**To place an order phone: (07) 4964 3043**

Water orders should be taken in accordance with the order, should not exceed the ordered volume and if possible be taken on a 24-hour bases. 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.

#### Access conditions

This is referred to as Access Conditions in the Channel/Pipeline Contract.

Access conditions (Roster/Working Supply rate) share channel capacity during periods where demand for water exceeds the system's capacity to deliver. The original design philosophy of the channel system was to provide water to customers on a 24-hour basis on a 1 in 3 rosters, to 80% of the total area under production in 1987, in a five-day period. However, these access conditions are based on the current management strategy of a proportional reduction in the flow rate to all customers with peak flow rates during times of restrictions and/or when total orders exceed channel capacity.

Details on Peak Flow Rates for individual outlets are available at the Eton Depot. In order to appropriately share channel capacity, customers must comply with these access conditions. Failure to do so will adversely affect supplies to other customers and is in breach of your Water Supply Contract with Sunwater.

In order to minimise the period of rationing, water should be taken on a continuous 24-hour basis.

### **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. Customers are only permitted to operate this gate-valve following the placement of a water order. For on farm flow regulation, customers must install an approved valve downstream of the meter. Customers should consult with the Operations Supervisor at Eton to determine the most suitable valve for their needs.

### **Rain Shutdown**

Customers must notify the operator as soon as possible of any rain event that substantially lessens their water requirements. To conserve water, the operator may shutdown the system when there is widespread general rain.

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

Customers wishing to:

- have multiple delivery points; or
- 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 the Department of Regional Development, Manufacturing and Water (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.

## General

### New applications for rural residential (S&D) offtakes

Sunwater will not take applications for the installation of new Rural Residential (S&D) offtake or small-bore meters. Customers can continue to use and sell allocation to existing installations, but no new meter outlets will be installed within the Eton Irrigation Area. Consideration will be given to modifications of existing and/or historical arrangements.

### 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.

Phone: 13 15 89

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

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

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Water operations enquiries can be directed to the local storage supervisor via telephone (07) 4168 4803 or mobile 0407 739 313.

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 Eton s 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               | 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               | Sunwater will complete all planned shutdowns within the period notified to customers (unless later 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               | 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. |

| Delivery service type | Scheme target  |
|-----------------------|--|
|                       | <p>For shutdowns planned to exceed five days, at least three 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 two weeks 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> |

## 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)<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   |
|-----------------------|---|
| 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>• 72 hours of Sunwater being notified of the event, during a peak demand period</li> <li>• five working days of Sunwater being notified of the event, outside peak demand period</li> <li>• the definition of peak demand periods are to be set in consultation with the Irrigation 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  |
|-----------------------|--|
| River                 | <p>Sunwater will notify all affected customers requiring water by SMS, email, verbally or by phone 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.</p> |

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

## Unplanned shutdown – meter repairs

| Delivery service type | Scheme target  |
|-----------------------|--|
| River                 | Faults causing restrictions to supply will be repaired within two working days of Sunwater being notified. |

## Total frequency of interruptions to supply

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

## Complaints and enquiries

Sunwater will provide an initial response to customer complaints within five business days of receiving the complaint through the following channels:

- in writing; or
- by telephoning 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.