

Eton Water Supply Scheme

Scheme Rules and 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 the water delivery to customers, arrangements for the taking of water in the Eton Scheme have been outlined below. These arrangements are aimed at achieving the efficient delivery of water to customers in the scheme that best meets their needs.

Taking water from the scheme

The Eton Water Supply Scheme currently operates as an on-demand supply with no water ordering system in place.

Scheme map: www.sunwater.com.au/wp-content/uploads/Home/Schemes/Eton/Eton_Schematic_Map.pdf

Supply Rate Control

On-farm flow rate must not be regulated using the Sunwater 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.

Changes to the volume or location for taking water

Sunwater approval must be sought prior to customers wishing to:

- have multiple delivery points; or
- transfer water to another customer

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 approval. 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.

Stopping or restricting supply

Sunwater may suspend or restrict supply in several 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 that 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.

Overuse of water

Warning to customers

Customers must not exceed their allocation or take more than the maximum delivery volume, as allowed by the customer's 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. A customer may not be permitted to remedy the breach by reducing the following years water entitlements, if any, by the overuse volume, and is therefore not entitled to take water until Sunwater is satisfied that the breach has been remedied.

If a customer is unable to remedy a breach with a temporary transfer prior to the end of the current water year, the Department of Regional Development, Manufacturing and Water (DRDMW) require Sunwater to report the overuse at the conclusion of that water year.

General customer support

Sunwater will provide an initial response to customer enquiries, feedback, and complaints within five business days of receiving them through the following channels:

- by emailing customersupport@sunwater.com.au; or
- by calling Customer Support on 13 15 89; or
- by filling out the Information Request and Feedback Form on sunwater.com.au.

Sunwater customer support is available between the hours of 8:30am - 4:30pm, Monday to Friday, on 13 15 89, or via live chat on sunwater.com.au. Customer support can assist with the following account enquiries and transactions:

- billing and invoices
- temporary transfer and carryover applications
- meter reads
- updating account details
- water orders
- property transfers
- Sunwater Online support

When calling Customer Support, for security reasons, please have two account identifiers, e.g. account name, customer number, water account/offtake number, water allocation number, contract holder names and email/postal address for invoices.

Sunwater aims to resolve customer enquiries, feedback and complaints quickly and effectively. Customers can choose to initiate a formal dispute resolution process by writing to the Customer Interactions Team Leader. Where a customer has a concern that is not able to be resolved, Sunwater will provide a written response providing reasons why the complaint has not or cannot be resolved within 21 days of receiving the complaint.

If a resolution cannot be reached through discussions, 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.

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 www.sunwater.com.au

Customer obligations

The customer principal obligations are set out in clause four of the standard contract.

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

Water operations guideline

Please note: General enquiries, customer account and transactional enquiries, and emergencies should all be directed to customer support.

Emergency water supply issues can be directed to Customer Support on 13 15 89.

Use of Sunwater Land by Third Parties

Sunwater land, including easements around our drains, channels, pipelines, and other assets, must be kept clear and safe for Sunwater staff so that Sunwater can promptly address any operational issues without complication.

Access to, or works on, Sunwater Land is not permitted without first obtaining written authority, except for public recreation areas. Customers and communities seeking to access Sunwater land or infrastructure are required to complete an [Application for Access to Sunwater Land or Infrastructure and Events](#) form, available on the Sunwater website.

Please help us keep our workplace safe.

Emergency Shutdowns

In an equipment or power failure emergency, give immediate notice via 13 15 89 and press 1 (24 hours a day, 7 days a week).

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. This document contains service targets that have been set for the Eton 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
Mirani Diversion Channel	The timing of all planned shutdowns will be set following consultation with the customer groups or individuals.

Planned shutdowns – duration

Delivery service type	Scheme target
Mirani Diversion 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
Mirani Diversion Channel	<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 five days, at least three weeks notice by letter, SMS, email or verbal advice will be provided to each customer affected by the shutdown.</p> <p>For shutdowns planned to be less than three days, at least two days notice by letter, SMS, 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 message 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)¹ 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 during peak demand periods 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"> • 72 hours of Sunwater being notified of the event, during a peak demand period • five working days of Sunwater being notified of the event, outside the peak demand period • the definition of peak demand periods is to be set in consultation with the customer groups or individuals. <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. Sunwater will notify affected customers by SMS, email or verbal advice.</p>

Unplanned shutdown – notice

Delivery service type	Scheme target
River	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.

¹ 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).