

Lower Mary River 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 the water delivery to customers, arrangements for the taking of water in the Mary River 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

The Mary River Water Supply Scheme (Lower Mary – Channel) operates as an on-demand water supply with no water ordering system in place. During times of peak demand, roster periods or restrictions may be required in accordance with the Access Conditions.

Access conditions (working supply rates/roster)

This is referred to as access conditions in the channel/pipeline contract.

The channel system's capacity is generally based upon the principle of supplying 100mm of irrigation water on-farm to 80% of the 1975 Total Gross Assigned area in 15 days. This translates to a 1 in 3 roster in the scheme design.

If and when demand at anytime is great than the design capacity of the scheme, a roster system will need to be introduced. This will be based on the Design Supply Rate or a Working Supply Rate will be determined for each outlet. The development of any working supply rate or roster systems will be developed in consultation with the Irrigator Advisory Committee.

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. For on farm flow regulation customers must install an approved valve downstream of the meter outlet.

Customers must ensure that the flow rate at which water is taken, remains within the meter's operating range. Taking of water at flow rates above or below the meter's operating range is not permitted. If a meter installation is no longer suitable for your irrigation practices, please discuss replacing the installation with the service manager in Bundaberg.

Rain and breakdown shutdown

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

River Supplies

Taking water from the scheme

The Mary River Water Supply Scheme (Lower Mary - River) currently operates as an on-demand water supply.

Access to storage

Storages are currently operated in the following nominal operating range:

Mary River Barrage	2.5 metres below Full Supply Level (FSL)
Tinana Barrage	2 metres below FSL

It may be necessary in times of limited supply to operate at levels lower than those quoted above.

This range may change in the future if required; for example, under Sunwater's Interim Resource Operations Licence (IROL) or Resource Operations Licence (ROL) and for other licence changes. Customers will be informed if such a change occurs.

Customers should note that they are responsible for locating and maintaining pumps to take water.

Changes to customers' pumping arrangements

Customers must obtain approval from both Sunwater and the Department of Regional Development, Manufacturing and Water (DRDMW) or any other approvals necessary, before proceeding with any changes to their pumps, including changing size/capacity of the pump. Customers are advised to contact Sunwater to clarify any requirements before lodging applications to the DRDMW.

Water harvesting

Water harvesting is announced and charged for by the DRDMW. Any enquiries with regard to water harvesting should be directed to your local office of the DRDMW. The DRDMW will inform Sunwater of readings so that Sunwater can record this use as water harvesting.

If no meter readings are received from the DRDMW then all water taken will be treated as announced allocation.

Channel & river supplies

Changes 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)

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: sunwater.com.au

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- 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.

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 on-going water requirements during interruptions.

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.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: sunwater.com.au

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Sunwater Limited
PO Box 15536
CITY EAST QLD 4002

Facsimile: (07) 3120 0249

Email: 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 for help with Sunwater Online.

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

Water operations enquiries can be directed to the local storage supervisor on (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

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: sunwater.com.au

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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 Mary River Water Supply Scheme (channel and 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 and 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 and river	Sunwater will complete all planned shutdowns within the period 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 and river	<p>For shutdowns planned to exceed two weeks, at least eight weeks written notice will be provided to each customer affected by any 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 be less than three days, at least five days notice will be provided at least verbally to each customer affected.</p>

Delivery service type	Scheme target
	Each notice will state the start date and the anticipated shutdown duration. A reminder SMS messaging and email will be sent before the planned shutdowns commence.

Unplanned shutdowns

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
Channel and river	<p>Unplanned shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water within.</p> <p>48 hours of Sunwater being notified of the event.</p> <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 or by telephone, radio announcement. SMS Messages 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 interruption 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).

¹ This includes other events described as Events of Force Majeure in your contract.

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.