

Nogoa Mackenzie Water Supply Scheme

Scheme Rules and Targets

Water supply arrangements

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

To manage the water delivery to customers, arrangements for the taking of water in the Nogoa Mackenzie Scheme have been discussed with the Irrigator Advisory Committee (IAC) 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.

Taking water from the scheme

Water orders

In the Nogoa Mackenzie Water Supply Scheme (River), customers who divert greater than 5 ML/d must place water orders before taking water to allow Sunwater to make timely releases from Fairbairn Dam and to minimise losses.

Travel time (minimum ordering time)

Travel time is the number of hours/days it takes from the morning after the order is placed, to get water from the dam or weirs to your pump. Travel times are approximate, please contact the Duty Officer for more information.

Nogoa River	Fairbairn Dam to Emerald	2 days
	Emerald to Bridge Flats	3 days
	Bridge Flats to Comet Junction	4 days
Mackenzie River	Comet Junction to Bedford Weir	4 days
	Bedford Weir to Bingegang Weir	3 days
	Bingegang Weir to Tartrus Weir	3 days
	Tartrus Weir to 10 Mile Waterhole	3 days

10 Mile to Spring to Ck Junction

5 days

Please make allowance for these times when placing your order. To help with this please refer to the scheme map attached which shows the sections, and appropriate travel time applying to each section, or if unsure consult with our duty officer.

Scheme Map: https://www.sunwater.com.au/wp-content/uploads/Home/Schemes/Nogoa-Mackenzie/Nogoa_Mackenzie_Schematic_Plan.pdf

To place an order customers can utilise the following ordering systems:

- Phone customer support on 13 15 89 Monday – Friday 8:30am-4:30pm
- Depot (07) 4995 5211

Note: Any changes to existing orders MUST be completed prior to 2pm the day prior to the demanded supply, to allow time for operational changes to occur.

The amount of water taken must not exceed the ordered volume. The water ordering system assists Sunwater in delivering 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 planned and unplanned)
- periods of low demand for water, when water losses or operational circumstances make it impractical to supply (e.g. during times when there is little 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 officer to obtain information regarding water availability.

Cancellations

Cancellations may be completed prior to 2pm the day prior to the demanded supply via the Sunwater ordering system. Cancellation outside of the 2pm cut-off, can only be cancelled by notification to the duty officer.

River supplies

Access to storage operating levels

Storage	Minimum operating level (m AHD)
Fairbairn Dam	185.85
Selma Weir	165.52
Bedford Weir	115.08
Bingegang Weir	97.74
Tartrus Weir	76.85

However, this range may change in the future if required for example, under Sunwater's Resource Operations Licence (ROL). Customers will be informed if such a change occurs.

Customers are responsible for locating and maintaining pumps to take water. Any works undertaken on river offtakes require approval by the Department of Regional Development, Manufacturing and Water (DRDMW).

Changes to customers' pumping arrangements

Customers must obtain approval from Sunwater before proceeding with any changes to their pumps, including changing the size/capacity of the pump. Regardless of changes in pump capacity, Sunwater approval is required to ensure compliance standards are met.

Change to the volume or location for taking water

Customers wishing to:

- have multiple delivery points
- 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 that operational, and other issues, be resolved before approval. These will be discussed with customers during the application and approval process. Application forms can be obtained from sunwater.com.au or by contacting Customer Support by phone on 13 15 89 or emailing customersupport@sunwater.com.au.

Carryover

Carryover enables customers to carry over unused available water at the end of a water year to become available in the next water year within the limits and subject to the conditions and rules below. Any riparian allowance is deemed to be the first water used through offtakes, prior to any carryover water used. Further information about carryover rules can be found here [Carryover Factsheet - Nogoa Mackenzie WSS \(sunwater.com.au\)](#).

Cancellation of carryover

The carryover arrangements for the water year cease:

1. At the end of the water year (30 June)
2. When Fairbairn Dam commences spilling
 - customers must provide current meter readings to Sunwater for all outlets within 48 hours of the spill commencing.
 - any volume of water used by the customer will be offset against the carryover volume.
 - if the carryover volume is less than the volume of water used by the customer, the difference will be deducted from the customers available water account balance.
 - all unused carryover water must be cancelled.

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.

Customers who require water all year-round should plan to house on-farm water storage to provide their ongoing water requirements during interruptions for up to three continuous weeks. When the dam level is low, the ability to release maximum flows into the Nogoa River will be impeded which may require restrictions to supply to be activated.

River restriction arrangements are discussed with the Irrigator Advisory Committee and river customers from time to time. When water demand is larger than what can be released, Sunwater may impose restrictions or load sharing on the rate at which water is taken. Customers must not take water at a rate greater than what is specified in the restriction arrangements. Customers not complying with the restrictions will be in breach of the contract with Sunwater and may be directed to cease pumping.

River restriction arrangements (page 8): https://www.sunwater.com.au/wp-content/uploads/Home/Schemes/Nogoa-Mackenzie/Nogoa_Mackenzie_Water_Supply_Scheme_ROL_Operations_Manual.pdf

Customers will be advised in writing on the way in which restrictions will be managed. For the current rules and practices agreed to by customers for river release restrictions, please contact Customer Support on 13 15 89. It should be noted that due to continuing increased river demand, these practices will be an ongoing arrangement in future years.

NOTE: 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 officer as soon as possible of any rain event that substantially lessens their water requirement.

To conserve water, the duty officer may shut down the system, without notice, when there is widespread general rain.

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 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.

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. For issues relating to your invoice, or to change your invoice delivery method, please contact Customer Support on 13 15 89.

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

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.

Water operations guideline

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

Water operations enquiries can be made between the hours of 7:30am and 3:30pm Monday to Friday at the Depot on (07) 4995 5211.

Emergency water supply issues can be directed to the duty officer on (07) 4995 5212.

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 Nogoa Mackenzie 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, 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 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 the 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.

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

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> <ul style="list-style-type: none">• 48 hours of Sunwater being notified of the event• five working days of Sunwater being notified of the event, outside the peak demand period• peak demand periods are to be set in consultation with the Irrigator Advisory Committee <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 – opportunity shutdown
Channel and river	Sunwater will notify 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 earlier.

Unplanned shutdown – meter repairs

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