

St George Water Supply Scheme

Water Supply Arrangements and Service Targets

Water supply arrangements

This is 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 our customers, arrangements for the taking of water in the St George Water 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

Sunwater is able to offer numerous water products through the channel system and as such it is necessary to prioritise the types of water deliveries. The priority of water deliveries within the channel system, from highest to lowest, is as follows:

- Allocation water
- Channel harvesting water
- Relocation water

In the St George Water Supply Scheme (Channel), customers must place water orders using the IVR or SunwaterOnline systems at least 20 hours before taking water, taking into consideration the 12-noon cut off period. Customers who place orders before 12 noon can receive water after 8am the following day whereas customers who place orders after 12 noon will not be eligible to take water until after 8am, two days from the date of order. For example:

Water Ordered	Water Available
Monday prior 12 noon	Tuesday after 8am
Monday after 12 noon	Wednesday after 8am

This allows Sunwater to make timely releases from Buckinbah Weir and St George Pumping Station to minimise losses.

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

- Sunwater Online – sunwater.com.au
- Phone Water Ordering System (Interactive Voice Response – IVR);
- Phone 13 15 89

The water ordering system assist Sunwater to deliver water to customers in an efficient and timely manner, which is a requirement under the Continuous Sharing Operating Rules and enables customers to plan and manage their water use. Customers who take without ordering may 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)
- during 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)

Customers requiring water during these times should contact the duty water officer to obtain information regarding water delivery.

Access conditions (working supply rates/roster)

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

The capacity of the channel system was based originally upon the principle of supplying 5ML per hectare of irrigable land. Based on these calculations Peak Flow Rates were determined for individual channel sections.

All relevant customers must adhere to Peak Flow Rates to share channel capacity during periods when demand for water exceeds the system's capacity to deliver. This demand is irrespective of water product type. Peak Flow Rates have been distributed to each customer. If you do not have a written record of your Peak Flow Rate, please contact Sunwater Customer Support on 13 15 89.

Failure to adhere to a Peak Flow Rate when requested may impact on other customers and is in breach of your contract.

Operation of Thurragi Watercourse

The Thurragi Watercourse is operated as an extension to the St George Irrigation area, where all take along the Watercourse is regulated based on water orders and peak flow entitlements. This is applicable for both supplemented water and unsupplemented water. All take of water from the Thurragi Watercourse regardless of product type must be ordered as per the Water ordering protocol in this document.

The Thurragi Watercourse provides priority distribution of 900ML/day to the Buckinbah offtake. This is irrespective of the water product that is taken through this offtake. Additional capacity can then be distributed to "River Customers" and other offtakes along the Thurragi Watercourse.

During times of supply constraints – The Thurragi Watercourse must provide priority to the Buckinbah Offtake to allow for delivery of peak flow entitlement and pumped peak flow entitlement to channel and pipe customers. Additional capacity above peak flow entitlement can be distributed to "River Customers" and other offtakes along the Thurragi Watercourse once supply capacity becomes available.

Rain Shutdowns

Customers must notify the duty Water Officer as soon as possible of any rain event or other circumstances that substantially lessens their water requirements.

When widespread rain occurs the duty Water Officers close down the release points and customers are informed by radio or telephone when they can stop taking water, this ensures limited channel overflow occurs.

Channel harvesting

Sunwater may offer channel harvesting water to customers from time to time. Such water is additional to the customer's announced allocation (maximum distribution volume) or Individual Resource Cap.

Sunwater will announce when channel harvesting water is available, providing as much lead time as possible to allow customers to place channel harvesting orders in the same manner as orders are placed for the delivery of allocation water. Sunwater will announce through SMS and Email or contact by the duty water officer when channel harvesting water is available, indicating:

- the time from which channel harvesting water is available;
- when channel harvesting water will cease to be available.

Unless otherwise notified customers wishing to take channel harvesting water must:

- provide their meter reading to Sunwater by telephone, email or SunwaterOnline immediately before taking the channel harvesting water; and
- provide the end meter reading immediately after the channel harvesting water is no longer required; or when Sunwater announces that the channel harvesting water is no longer available.

Customers may also be requested by Sunwater to provide meter readings during a channel harvesting event.

Please note that customers have the choice not to take channel harvesting water. If customers do not want to take channel harvesting water, no action is required.

Customers cannot divert in excess of their Channel Harvesting Diversion/Multi-year Volumetric Limit Volume (CHDV). Customers' CHDV is defined in their Channel Harvest Diversion Contract. Current balances are available on request from the duty water officer.

Water delivered to customers based on a Channel Harvesting Diversion Contract, will be delivered by the DOL holder according to their water order, CHDV and at a rate of take based on the contracts working in conjunction. This only applied to licenses delivered through either the St George Pump Station or the Buckinbah Offtake.

Available channel harvesting water will be first distributed to those customers who order channel harvesting water, up to their Peak Flow Entitlement. Any excess water will then be redistributed in proportion to the Peak Flow Entitlement held by the customer, up to the volume ordered to a maximum rate of take constrained by supply system capacity. Customers with 0 ML/day Peak Flow Entitlement will only be able to access their CHDV once excess capacity becomes available after the system (or sub-system) comes off a peak supply period as a result of the full requirements of customers with Peak Flow Entitlement having been met. If instances occur where more than one customer with 0 ML/day Peak Flow Entitlement are competing for capacity, the available capacity will be shared in proportion to their unused CHDV.

Customers are able to trade their CHDV and change the location from which channel harvested water may be taken. Peak Flow Entitlement for the new location will remain as prior to their trade. Application forms are available from Customer Support or SunwaterOnline. Sunwater will consider contractual, infrastructure and regulatory constraints in considering the application.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: sunwater.com.au

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River Supplies

Taking water from the scheme

In the St George Water Supply Scheme, customers must place water orders using the IVR or SunwaterOnline systems before taking water. This allows Sunwater to make timely releases from Beardmore Dam, and to minimise losses.

For orders:

- downstream of Jack Taylor Weir – 10 days’ notice required taking into consideration the 12-noon cut off period; and
- upstream of Jack Taylor Weir – minimum 20 hours’ notice required taking into consideration the 12-noon cut off period.

For example:

Downstream of Jack Taylor Weir

Water order placed prior 12 noon Wed 7/12	Water available after 12 noon Sat 17/12
Water order placed after 12 noon Wed 7/12	Water available after 12 noon Sun 18/12

Upstream of Jack Taylor Weir

Monday prior 12 noon	Tuesday after 8am
Monday after 12 noon	Wednesday after 8am

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

- Sunwater Online – sunwater.com.au
- Phone Water Ordering System (Interactive Voice Response – IVR);
- Phone 13 15 89

The water ordering system assists Sunwater to deliver water to customers in an efficient and timely way, which is a requirement under the Continuous Sharing Operating Rules and enables customers to plan and manage their water use. Customers who take without ordering may 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)
- During periods of low demand for water, when water losses or operational circumstances make it impractical to supply (eg during times when there is no irrigation demand).

Customers requiring water during these times should contact the duty Water Officer to obtain information regarding water delivery.

Access to storage

Storages are currently operated in the following nominal operating range:

Beardmore Dam	11 metres below Full Supply Level (dead storage)
Jack Taylor Weir	6.8 metres below Full Supply Level (dead storage)
Buckinbah & Moolabah Weirs	Are operated to Dead Storage

This range may change in the future if required; for example, under Sunwater’s Resource Operations Licence (ROL) and for other licence changes.

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

Waterharvesting

Waterharvesting from the Balonne River is announced and charged for, by the Department of Regional Development, Manufacturing and Water (DRDMW). Some customers waterharvest through a pump metered by Sunwater. To account for the water taken as waterharvesting, customers must advise the DRDMW during and Water of their start and stop meter readings. The DRDMW then informs Sunwater of these readings so that Sunwater can record this use as waterharvesting. The phone numbers for the DRDMW are Water Harvesting – (07) 4620 8109, Office (07) 4625 3299 and Fax (07) 4625 3892.

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

Changes to customer's pumping arrangements

Customers must obtain approval from Sunwater before proceeding with any changes to their pumps, including changing size/capacity of the pump.

Rain Shutdown

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

If early shutdown changes the volume ordered then these changes are to be sent by IVR, SunwaterOnline, telephone (during office hours) or facsimile to Customer Support for adjustments in the Continuous Sharing Allocation System.

- Telephone 13 15 89 during office hours (8.30am and 4.30pm Monday to Friday)
- SunwaterOnline – sunwater.com.au
- Interactive Voice Response (IVR) Telephone 13 15 89;
- Fax (07) 3120 0249 (8.30am and 4.30pm Monday to Friday)
- Email customersupport@Sunwater.com.au

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); or
- transfer water outside the channel system to another location on the river

River

Customers wishing to:

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

Must first obtain Sunwater's approval. For their own benefit, customers should obtain Sunwater's approval before finalising any dealings with another party (eg. A temporary transfer). Sunwater may require operational and other issues to be resolved before granting its approval. These will be discussed with customers during the application and approval process. Application forms are available by telephoning Customer Support on 13 15 89 and 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 ongoing water requirements during interruptions.

Surface drainage

The St George drainage network has been provided to remove storm runoff from certain storm events. Customers are required to discharge water from their farm blocks through the drainage inlet provided.

New drainage inlets are funded by the customer but the property of Sunwater for ongoing maintenance.

Additional services

Drainage diversion

In addition to the core use of drains (removing rainfall runoff from land) there are other ancillary services such as enabling customers to take water from drains, or use drains to provide tail water storage. Sunwater has a standard contract for diversion from drains and permitted structures, a copy of the contract or further information about drainage diversion can be obtained by telephoning Customer Support on 13 15 89.

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.

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.

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

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 St George Water Supply Scheme.

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.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: sunwater.com.au

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Planned shutdowns - timing

Delivery service type	Scheme target
River & 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
River & 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
River & 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 annual shutdown</p> <p>For shutdowns planned to exceed three days, at least two weeks written notice by letter, fax, telephone, 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> <p>Each Notice will state the start date, and anticipated shutdown duration</p> <p>A reminder SMS message/email may be sent one week 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 period of time taken to resume supply are 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 2 hours (including emergency repairs). It does not include events that are beyond Sunwater's control (eg. 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 & channel	<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 peak demand period

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

Delivery service type	Scheme target
	<ul style="list-style-type: none"> 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 publish in the local newspaper and SMS Messages, these events from time to time.</p>

Unplanned shutdown – notice

Delivery service type	Scheme target
River & channel	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
River & channel	Faults causing restrictions to supply will be repaired within one working day of Sunwater being notified.

Total frequency of interruption of supply

Delivery service type	Scheme target
River & channel	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.