

# Three Moon Creek Water Supply Scheme

## Water Supply Arrangements and Service Targets

### Water supply arrangements

Water supply arrangements are referred to as Sunwater Distribution Rules in the River/Groundwater contract.

To manage the water delivery to customers, arrangements for the taking of water in the Three Moon Creek 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.

### River Supplies

#### Taking water from the scheme

#### Releases

Sunwater makes releases from Cania Dam in accordance with the scheme's Interim Resource Operations Licence (IROL). These releases usually occur only two times each year.

#### Surface water

Surface water (water flowing or ponded in Three Moon Creek) is available from time to time. Surface water customers can take their allocation when water is available in the creek. To assist downstream water replenishment, customers are required to comply with requests from the Water Officer to restrict surface water pumping in the early stages of the release.

#### Groundwater

The releases made from Cania Dam recharge the aquifers and customers can take water when available at their bore. The availability of supply is dependent on localised aquifer characteristics and constraints; therefore the ability to extract groundwater varies from bore to bore.

#### Waterharvesting

Waterharvesting is announced and charged for by the Department of Regional Development, Manufacturing and Water (DRDMW). Any enquiries with regard to waterharvesting 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 waterharvesting.

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

## Changes to the volume or location for taking water

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 from the Sunwater Customer Support on 131589 and [www.Sunwater.com.au](http://www.Sunwater.com.au).

## Changes to customers' pumping arrangements

Customers must obtain approval from both Sunwater and the DRDMW or any other approvals necessary, before proceeding with any changes to their surface water pumps including changing size/capacity. Customers are advised to contact Sunwater to clarify any requirements before lodging applications to the DRDMW to alter pumps or replace bores. Customers must notify Sunwater before using replacement bores to arrange for metering.

## 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.

## 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,

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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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.

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 Three Moon Creek Water Supply Scheme.

## Meter repairs

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

## Releases - notice

Delivery service type	Scheme target
River & Groundwater	Sunwater will notify customers in writing two weeks before the scheduled release. The notice will include anticipated start and end dates. When the timing of the release varies

Delivery service type	Scheme target
	from the notice, Sunwater will notify Irrigator Advisory Committee members within two working days.

## 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.