



Water Supply Arrangements and Service Targets

FAIRBAIRN IRRIGATION NETWORK

Water Supply Arrangements

*This is referred to as the Scheme Distribution Rules in Fairbairn Irrigation Network Limited (FIN) standard Customer Distribution and Drainage Contract available on the FIN website (**Standard Customer Contract**).*

To manage the water delivery to our customers, arrangements for the taking of water in the Scheme have been discussed with the (Irrigator Advisory Committee) and are outlined below. These arrangements are aimed at achieving cost efficient and effective delivery of water to our customers in the Scheme that best meets their needs.

Channel Supplies

Taking Water from the Scheme

In the Nogoia Mackenzie Water Supply Scheme (Channel), now referred to as the Fairbairn Irrigation Network, customers are requested to place water orders using the telephone ordering system. To assist in managing water demand and to comply with our obligations for Dam releases, customers are required to order in advance and to draw water on a continuous 24 hour basis. (where ever possible)

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

Note: Water orders must be recorded before 1.00pm, any orders/changes after 1.00pm will be recorded for the following day unless operational circumstances allow enable facilitation of the late request.

- Phone Water Ordering System (Interactive Voice Response – IVR); Telephone **4982 4311**

After a shutdown which has involved the total drainage of a channel, 3 days notice is required when recommencing irrigation.

Placing water orders by 1.00pm enables FIN to divert sufficient water into the channel system, to allow for water changes to be made at customer offtakes in the morning (generally between 7 am and 9:30 am). Customers must not adjust outlets earlier than these times and without the consent of the duty Water Officer as this will impact on other customers' water orders.

Water orders must be taken in accordance with the order and must not exceed the ordered volume. Water that is taken without being ordered will impact FIN's ability to supply customers who have ordered according to the above requirements.

Customers who order water and fail to take it without a satisfactory explanation will be assessed and billed for any consequential losses.



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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)
- During periods of peak demand resulting in restrictions.

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

Access conditions (Roster/Working Supply Rate)

This is referred to as access conditions in the Standard Customer Contract

Access conditions determine the time and rate of taking water in the channel system during periods where demand for water exceeds the system's capacity to deliver. When demand is greater than the system capacity restrictions will apply the duty Water Officer will advise you if a reduction to your order is required due to restrictions.

Failure to adhere to the restriction procedures impacts on other customers and is in breach of your contract. Further information about individual farm peak supply flow rate can be obtained from our Emerald Office.

During restrictions, no water will be available to customers with off-peak allocations. In order to minimise periods of rationing, water is supplied on a continuous 24 hour basis.

Supply Rate Control

On-farm flow rate is controlled through the use of the FIN gate/valve installed upstream of the meter. Customers are only permitted to operate the gate/valve with the verbal permission of the duty Water Officer.

In order to maintain flows to all users, customers must have the permission of the duty Water Officer before adjusting any structure in the distribution system, including their gate/valve.

In most cases, water is supplied at a level no less than the minimum operating level (MOL), where meter outlets are connected directly to channels. The design MOL varies depending on the location of the individual meter. A small number of outlets do not receive this MOL because of adverse geographic location.

Rain Shutdowns

Customers must notify the duty Water Officer as soon as possible of any rain event that substantially lessens their water requirements. To conserve water and minimise losses, customers are required to do the following in rain shutdowns:

- Customers should contact their water office on duty as soon as possible during/after a rain event if they wish to shutdown. The final decision is at the duty Water Officer's discretion.
- Customers are not permitted to shutdown without arranging this with the duty Water Officer.
- The benchmark for shutting down has been 25 mm or 1 inch of rainfall over the irrigation area.
- Customers shutting down are required to re-order using the telephone ordering system (for example if you shutdown on a Tuesday night you will be required to re-order the following day, resulting in the earliest possible re-start being the Thursday morning – this needs to be considered when making the decision to shutdown). There have been instances where wheels have been re-started the following



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morning after shutdown; in most cases this affects the customers that elected to keep their water running especially those at the end of the channel.

Additional Water made available by FIN

FIN may offer additional water to customers from time to time (eg. to assist in drawing down channels before shutdown). Such water is additional to the customer's announced allocation (maximum distribution volume).

FIN may advise when additional water is available, indicating:

- The time from which it is available;
- When the additional water will cease to be available;
- Where it is available; and
- The price for the additional water taken

Unless otherwise notified customers wishing to take additional water must:

- Provide their meter readings to FIN in writing (legible Photo), before taking the additional water; and
- Provide the end meter reading (Legible Photo) when the additional water is no longer required; or when FIN announces that the additional water is no longer available

Channel Supplies

Changes to the volume or location for taking water

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

must first obtain FIN's approval. For their own benefit, customers should obtain FIN's approval before finalising any dealings with another party (eg. a temporary transfer).

FIN 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.

Applications forms are available on our website <https://fairbairnirrigation.com.au> or please call our office on 07-4982 4446.

Stopping or restricting supply

FIN may suspend or restrict supply in a number of circumstances, including:

- during maintenance of SunWater's or FIN's assets;
- if supply could cause SunWater or FIN 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;



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- when there is a need to make special releases to maximise efficiency at times of limited supply; or
- during rain shutdown.
- The customers account, water or financial, is in arrears.

Customers who require water all year round should make arrangements for on-farm water storage to provide their on-going water requirements during interruptions.

Surface Drainage

The FIN drainage system was designed to remove storm runoff from certain storm events and excess irrigation water. Customers are required to discharge water from their farm blocks through the drainage inlet provided.

New drainage inlets are funded by the customer but become the property of FIN or SunWater (if located in the Sunwater owned part of the LN1 drain) 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.

General

Complaints and Dispute Resolution

FIN'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 General 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 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. FIN will email your detailed invoice to your registered email address. FIN will post your detailed invoice, if you don't have a registered email. Please contact us on 07-4982 4446 if you require a copy of your invoice.

Notices

Correspondence should be sent to Fairbairn Irrigation Network as per the details below.

Fairbairn Irrigation Network Ltd
PO Box 571
87 Esmond Street
EMERALD QLD 4720
Phone: 07-4982 4446
Email: admin@fairbairnirrigation.com



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SERVICE TARGETS

As described under clause 16.2 of the Standard Customer Contract:

Planned Shutdowns

Planned shutdowns have been included as a target and FIN 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 FIN to perform and/or facilitate maintenance on the Supply scheme.*

Definition: A Planned Shutdown occurs when a customer's supply is interrupted or restricted due to the performance of work that is planned in advance. Planned Shutdown's can occur due to works being carried out by FIN/SunWater. These targets relate only to shutdowns required and carried out by FIN.

Planned Shutdowns – Timing (FIN only)

Delivery Service Type	Scheme Target
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) or customer groups or individuals (for shutdowns effecting small areas).

Planned Shutdowns – Duration (FIN only)

Delivery Service Type	Scheme Target
Channel	FIN 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 FIN's control, such as adverse weather conditions.



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Planned Shutdowns - Notice

Delivery Service Type	Scheme Target
Channel	<p>For shutdowns planned to exceed 2 weeks, at least 4 weeks written notice will be provided to each customer affected by any shutdown.</p> <p>For shutdowns planned to exceed 3 days, at least 2 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 3 days, at least 5 days notice will be provided by letter, sms messaging, email or verbal advice to each customer affected.</p> <p>Each notice will state the start date, and anticipated shutdown duration.</p> <p>A reminder sms messaging and email will be sent before the planned shutdowns commence. .</p>

Unplanned Shutdown

Unplanned shutdowns have been included as a target and FIN 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 FIN'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 FIN'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
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 FIN being notified of the event, during a peak demand period; or • 5 working days of FIN being notified of the event, outside peak demand period. • Peak demand periods are to be set in consultation with Irrigator Advisory Committee. <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. FIN will notify effected customers by SMS Messaging, email or verbal advice.</p>

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



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Delivery Service Type	Scheme Target – Opportunity Shutdown
Channel	Unplanned Shutdowns for maintenance purposes, in periods of no demands, e.g. significant rainfall event, and with agreement of the majority of customers, FIN may elect to shutdown and drain the channel system, in full or in part, by providing 48 hours verbal/SMS messaging. Should any subsequent water order occur the channel shutdown will cease.

Unplanned Shutdown - Notice

Delivery Service Type	Scheme Target
Channel	Fin will notify all affected customers requiring water by SMS Messaging, email, verbally or by telephone, 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	Faults causing restrictions to supply will be repaired within one working day of FIN being notified.

Total frequency of interruption to supply

Frequency of interruptions to supply

Delivery Service Type	Scheme Target
Channel	No customer will experience more than six planned or unplanned interruptions per water year (as defined above).

Complaints

FIN will provide an initial response to all complaints within five working days of receiving a complaint by the customer:

- in writing; or
- by telephoning Customer Support on

FIN 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 4 of the Standard Contract.