

Scheme Distribution Rules and Service Targets

(Effective from 31 March 2020)



ETON IRRIGATION CHANNEL SCHEME

Water Supply Arrangements

*This is referred to as the Scheme Distribution Rules in the Eton Irrigation Cooperative Standard Customer Distribution Contract (**Standard Customer Contract**).*

To manage the water delivery to our customers, arrangements for the taking of water in the Scheme are outlined below. These arrangements are aimed at achieving the cost efficient and effective delivery of water to customers in the Scheme that best meets their needs.

Channel Supplies

Taking Water from the Scheme

In the Eton Irrigation Scheme, customers are requested to place water orders using the telephone water ordering system at least 24 hours before taking water. This allows for the coordination of timely releases from the Kinchant Dam into the channel system and pumping stations to minimise water distribution losses.

Customers should place a water order using the telephone water ordering system on Tel. 07 4977 5840.

Water orders should be taken in accordance with the order and if possible be taken on a 24 hour basis. The water ordering system assists Eton Irrigation to deliver water ordered to customers in an efficient and timely way, enabling customers to plan and manage their water use. Water orders should be taken in accordance with water orders placed by customers and should not exceed the water volume ordered. Customers who take water without ordering or pumping water only during off-peak electricity periods may reduce the ability to supply customers who have ordered water.

Furthermore, customers who place a water order and fail to take the water ordered increase the channel system's distribution losses, which could result in Eton Irrigation restricting water supplies to customers.

Water orders may not be available:

- during interruptions to supply (both scheduled and unscheduled); or
- 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); and
- during periods of peak demand resulting in restrictions.

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

Access Conditions

This is referred to as Access Conditions in the Standard Customer Distribution Contract

Access conditions determine the time and rate of taking water in the channel system during periods where demand for water exceeds the channel system delivery capacity. Access conditions are based on a proportional reduction in the flow rate to all customers during times of restrictions or when total water orders exceed channel capacity. The original design philosophy of the channel system was to provide water to customers on a 24-hour basis on a 1 in 3 roster to 80 percent of the total area under production in 1987, in a 5-day period.

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Water demand will be supplied in accordance with customer's orders up to the outlet design flow rate. When water demand is greater than the channel system capacity, restrictions may apply. Failure to adhere to any flow rate restriction will impact on other customers and represents a breach of contract.

In order to minimise losses and periods of rationing, water must be taken on a continuous 24 hour basis.

Supply Rate Control

On-farm flow rate is **not** permitted to be controlled through the use of the gate-valve installed upstream of customer water meters. Customers are only permitted to fully open this gate-valve following placement of water order and with the permission of the duty Water Officer. For on-farm flow regulation, customers must install a gate-valve downstream of the meter. Customers should consult with the Eton Irrigation Operations Supervisor to determine the most suitable valve for their needs.

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) must first obtain the approval of Eton Irrigation. For their own benefit, customers should obtain the approval of Eton Irrigation before finalising any dealings with another party (eg. a temporary transfer).

Eton Irrigation may require operational and other issues to be resolved before granting approval. This will be discussed with customers during the application and approval process.

Applications forms are available by contacting Eton Irrigation on Tel. 07 4977 5840.

Stopping or restricting supply

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

- during maintenance of Eton Irrigation assets;
- during aquatic weed control;
- if supply could cause Eton Irrigation to breach the law;
- during a peak demand period when rosters or water rationing may apply;
- when the demand for water is so small it is impractical to supply water;
- 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.

Customers who require water all year should make arrangements for on-farm water storage for a minimum of one month to provide their ongoing water requirements during interruptions.

Rain Shutdown

Customers must notify the duty Water Officer as soon as possible of any rain event or other circumstances that they wish to substantially reduce their water order.

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

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General

New Applications for Rural Residential (S&D) Offtakes

Eton Irrigation will not take applications for the installation of new Rural Residential (S&D) offtakes or small bore meters. Customers can continue to use and sell allocation to existing installations, but no new meter outlets of this type will be installed within the Eton Irrigation Area. Consideration may be given to modification of existing and/or historical arrangements.

Complaints and Dispute Resolution

Eton Irrigation aims to resolve problems and complaints quickly and effectively. Where a customer has a concern that is not able to be resolved, they can choose to initiate a formal dispute resolution process by writing to the Eton Irrigation 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 must be paid within 30 days. Payments are allocated to the customer's oldest debt first, unless an invoice is in dispute.

Notices

Correspondence should be sent to:

Eton Irrigation

PO Box 226

ETON QLD 4719

Email: accounts@etonirrigation.com.au

Communication – Contact Arrangements

Eton Irrigation has staff available to assist with customer enquiries and business transactions (billing, temporary transfers, etc.) between normal business hours during the irrigation season on Tel. 07 4977 5840. Further information about contacting Eton Irrigation can be obtained from our website at www.etonirrigation.com.au.

Customers should provide an offtake number when reporting supply problems. Offtake numbers are recorded on quarterly water statements and on metal tags physically attached to meter installations.

In the event of an emergency, please call the duty Water Officer or any Eton Irrigation staff.

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SERVICE TARGETS

This is referred to as Service Targets in the Eton Irrigation Cooperative Standard Customer Distribution Contract

We are committed to publishing service targets and reporting to customers on our performance against the targets. This document contains service targets that have been set for the Eton Irrigation Channel Scheme.

Planned Shutdowns

Planned shutdowns have been included as a target and Eton Irrigation recognises that the following are important service issues for customers:

- ***That customers will be notified about a shutdown so that they 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 Eton Irrigation to safely perform maintenance on the 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 Shutdowns – Timing

| Delivery Service Type | Scheme Target |
|-----------------------|--|
| Channel | The timing of all planned shutdowns will be set by Eton Irrigation following consultation with customers (for a shutdown affecting a large part of the scheme) or customer groups (for shutdowns effecting small areas). |

Planned Shutdowns – Duration

| Delivery Service Type | Scheme Target |
|-----------------------|---|
| Channel | Eton Irrigation 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 the control of Eton Irrigation, such as adverse weather conditions. |

Planned Shutdowns - Notice

| Delivery Service Type | Scheme Target |
|-----------------------|---|
| Channel | <p>For shutdowns planned to exceed 2 weeks, at least 8 weeks written notice will be provided to each customer affected by the shutdown.</p> <p>For shutdowns planned to exceed 5 days, at least 3 weeks written notice or verbal advice will be provided to customers affected by the shutdown.</p> <p>For shutdowns planned to be less than 5 days, at least 2 days' notice will be provided at least verbally to each customer affected who have placed a water order.</p> <p>Each notice will state the start date and anticipated shutdown duration.</p> <p>A reminder will be placed in a local newsletter approximately one week before any planned shutdowns of 2 weeks or greater commence.</p> |

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Unplanned Shutdown

Unplanned shutdowns have been included as a target and Eton Irrigation recognises the importance of the information provided to customers about an interruption and the period of time taken to resume supply.

Definition: An Unplanned Shutdown is an unforeseen or unplanned mechanical or operational failure of Eton Irrigation'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 the control of Eton Irrigation (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">▪ 72 hours of Eton Irrigation being notified of the event, during a peak demand period; or▪ 5 working days of Eton Irrigation being notified of the event, outside a peak demand period. <p>Peak demand periods are to be set by Eton Irrigation in consultation with customers.</p> <p>Some events may interrupt supply for longer than the above standard and are excluded from these targets. Eton Irrigation will notify customers of these events.</p> |

Unplanned Shutdown – Notice

| Delivery Service Type | Scheme Target |
|-----------------------|--|
| Channel | <p>Eton Irrigation will notify all affected customers with valid water orders by SMS Message, telephone, radio announcement or email of the likely duration of the interruption to supply within 24 hours of being notified of the event, or by the end of the first business day following the event, whichever is earlier.</p> |

Unplanned Shutdown – Meter Repairs

| Delivery Service Type | Scheme Target |
|-----------------------|---|
| Channel | <p>Faults causing restrictions to supply will be repaired within one working day of Eton Irrigation being notified.</p> |

Total frequency of interruption to supply – Supply Interruptions

| Delivery Service Type | Scheme Target |
|-----------------------|---|
| Channel | <p>No customer will experience more than 10 planned or unplanned interruptions per water year (as defined above).</p> |

¹ This includes other events described as Events of Force Majeure in customer contracts.

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Complaints

Eton Irrigation will provide an initial response to all complaints within 5 business days of receiving a complaint by a customer in writing or by telephone.

Eton Irrigation will resolve a customer complaint or provide a written response with reasons why the complaint has not or cannot be resolved within 21 days of receiving the complaint.

Customer Obligations

Customer obligations are set out in the Standard Customer Distribution Contract.

Customer obligations include the requirement not to take more water than the Customer's Maximum Delivery Volume as allowed by the Standard Customer Distribution Contract without first obtaining approval of Eton Irrigation. If a Customer exceeds the Customer's Maximum Delivery Volume, the Customer may also be in breach of the Water Act 2000. Eton Irrigation may direct the Customer not to take any water. Depending on the circumstances of any breach, the Customer is not entitled to forward draw on the following year's water entitlements, if any, and is therefore not entitled to take water until Eton Irrigation is satisfied that any breach has been remedied.