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## THEODORE WATER CHANNEL SCHEME

### Water Supply Arrangements

*This is referred to as Scheme Distribution Rules in the Theodore Channel Scheme Distribution 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 efficient delivery of water to customers in the Scheme that best meets their needs.

### Channel Supplies

#### Taking Water from the Scheme

In the Theodore Channel Scheme, customers must place water orders using the Telephone Water Ordering System at least 72 hours before taking water. This allows for the coordination of timely releases from the weirs and pumping station to minimise losses. Where it can be facilitated without detriment to the efficient management of the scheme, orders provided in a lesser time frame may be accepted.

#### Customers can place a water order by utilising the following:

- Telephone Water Ordering Message service. Phone or SMS your water order to 0484999102: Provide; your name, Outlet No., required flow rate, start date and estimated finish date.

The water ordering system assists Theodore Water to deliver water ordered to customers in an efficient and timely way, enabling customers to plan and manage their water use. Customers who take water without ordering may reduce the ability of Theodore Water to supply customers who have ordered water.

Furthermore, customers who order water and fail to take it increase the channel system's distribution losses, which could result in Theodore Water 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 (e.g. **for up to one month during times when there is no irrigation demand**).

**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.**

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

#### Access Conditions

*This is referred to as Access Conditions in the Theodore Channel Scheme Distribution 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. Water demand will be supplied in accordance with customer's orders up to the outlet design flow rate.

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When demand is greater than the system capacity, water may be delivered according to the published Water Rationing Guidelines. Failure to adhere to any flow rate restriction, as outlined in the Water Rationing Guidelines, will impact on other customers and represents a breach of contract.

Water Rationing Guidelines have been determined for each outlet. Customers who do not have a copy of these guidelines or are unsure of the rationed flow rate to their outlet should contact Theodore Water.

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

## Supply Rate Control

On-farm flow rate must not be regulated through the use of any Theodore Water's gate/valve installed upstream of the meter. In order to maintain flows to all users, customers are only permitted to operate this gate/valve 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 Theodore Water Service Supervisor to determine the most suitable valve for their needs.

In most cases water is supplied at a level no less than the minimum operating level (MOL) at most locations where meter outlets are connected directly to channels. The 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.

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

Theodore Water 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 by contacting Theodore Water.

### Stopping or restricting supply

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

- during maintenance of Theodore Water assets;
- if supply could cause Theodore Water to break 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.

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## Rain Shutdown

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

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

## Surface Drainage

The Theodore Water drainage network has been provided to remove storm runoff from certain rain 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 become the property of Theodore Water 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. Theodore Water 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 from Theodore Water.

## General

### Complaints and Dispute Resolution

Theodore Water aim 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 General Manager, Theodore Water.

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.

## Notices

Correspondence should be sent to Theodore Water as detailed below:

Theodore Water

PO Box 319

THEODORE QLD 4719

Email: [admin@theodorewater.com.au](mailto:admin@theodorewater.com.au)

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## Communication – Contact Arrangements

Theodore Water has staff available for enquiries and business transactions (billing, temporary transfers, etc.) between the hours of 8.30am and 4.30pm on Monday to Friday – Tel. 07 4993 5310.

It is of great assistance if customers can provide an offtake number when reporting supply problems.

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

Further information about Theodore Water can be obtained from our website at [www.theodorewater.com.au](http://www.theodorewater.com.au).

## SERVICE TARGETS

*This is referred to as Service Targets in the Theodore Channel Scheme Distribution Contract*

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

### Planned Shutdowns

***Planned shutdowns have been included as a target and Theodore Water 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 Theodore Water 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 following consultation with the Shareholder 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

Delivery Service Type	Scheme Target
Channel	Theodore Water 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 Theodore Water'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 8 weeks written notice will be provided to each customer affected by the annual shutdown.</p> <p>For shutdowns planned to exceed 3 days, at least 2 weeks written notice 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 at least verbally to each customer affected.</p> <p>Each notice will state the start date and anticipated shutdown duration.</p> <p>A reminder will be placed in a local newsletter circulating in the district one week before the planned shutdowns commence.</p>

## Unplanned Shutdown

Unplanned shutdowns have been included as a target and Theodore Water recognises that the information provided to customer 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 Theodore Water'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 Theodore Water's control (eg. power failure or storm)<sup>1</sup> 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"><li>▪ 48 hours of Theodore Water being notified of the event, during a peak demand period; or</li><li>▪ 5 working days of Theodore Water being notified of the event, outside a peak demand period.</li></ul> <p>Peak demand periods are to be set in consultation with the Shareholder Advisory Committee.</p> <p>Some events may interrupt supply greater than the above standard and are excluded from these targets. Theodore Water will email or SMS Message these events from time to time.</p>

<sup>1</sup> This includes other events described as Events of Force Majeure in customer contracts.

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## Unplanned Shutdown – Notice

Delivery Service Type	Scheme Target
Channel	Theodore Water will notify all affected customers requiring water in person, SMS, telephone, email or letter drop 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
Channel	Faults causing restrictions to supply will be repaired within one working day of Theodore Water being notified.

## Total frequency of interruption to supply – Supply Interruptions

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

## Complaints

Theodore Water will provide an initial response to all complaints within five working days of receiving a complaint by a customer in writing or by telephone.

Theodore Water 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 the Standard Contract.

## Warning to Customers

In particular, customers should note that a customer must not take more than the Customer's Maximum Delivery Volume as allowed by the Customer's Standard Contract without first obtaining Theodore Water's approval. If a Customer exceeds the Customer's Maximum Delivery Volume, the Customer may also be in contravention of the Water Act 2000. Theodore Water 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 Theodore Water is satisfied that the breach has been remedied.