

## End of water year 2019-2020 newsletter

### Burdekin Haughton Water Supply Scheme

June 2020

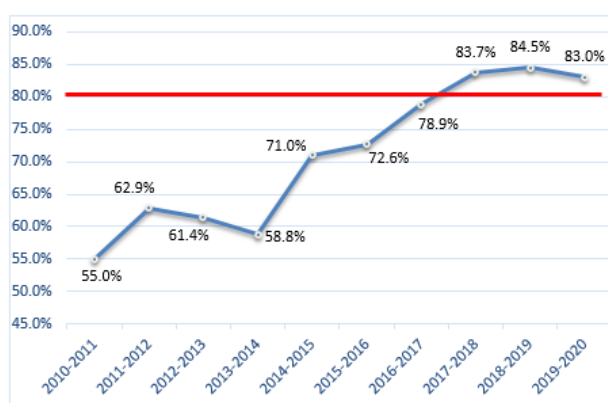
#### Scheme overview for 2019-2020

Burdekin Falls Dam received inflows in January and February 2020 peaking at 2,132,118 ML (114.63 per cent) on 1 March 2020.




The table below shows the scheme delivery efficiency results to 31 March 2020, which have been excellent to date.

Area	Diverted	Metered usage	Losses	Efficiency
Millaroo	24,068	19,412	4,656	<u>81%</u>
Dalbeg	9,048	5,442	3,606	60%
Clare	25,334	22,455	2,879	<u>89%</u>
New BRIA	262,458	219,102	43,356	<u>83%</u>
All	320,908	266,412	54,496	<u>83%</u>

≥80%	Met or exceeded target
<80%	Under target



Scheme efficiency historical results

Predictions for 2020-2021	
 <b>Announced allocations (prediction only)</b>	<ul style="list-style-type: none"> <li>100% - High Priority</li> <li>70% - 75% Medium Priority</li> </ul>
Key dates end of water year 2019-2020	
 <b>Tuesday 23 June 2020</b>	<b>Last day to submit:</b> <ul style="list-style-type: none"> <li>Carryover application forms</li> <li>Temporary Transfer forms</li> </ul>
 <b>Thursday 2 July 2020</b>	<ul style="list-style-type: none"> <li>Last day to submit meter reads</li> </ul>

#### Are your contact details up to date?

We generally use SMS and email to communicate planned works and critical customer information. To ensure all account contacts remain up to date, please:

- complete a [Customer Profile Form](#) and email it through to the Customer Support team at [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au), or
- contact Customer Support on 13 15 89 between 8.30am and 4.30pm, Monday to Friday.

## End of water year information

For a smooth end of water year process please ensure any overuse of water for 2019-2020 is rectified and all outstanding accounts are paid in full. Sunwater must receive all Temporary Transfer applications by 4:30pm, Tuesday 23 June 2020.

Please visit the [Managing your account](#) section at [www.sunwater.com.au/customer/](http://www.sunwater.com.au/customer/) for further end of water year information.

## Would you like to receive your invoice via email?

Over the 2018/19 year, a total of 19,074 invoices were generated. The vast majority of these (87 per cent) were posted, with a small portion being emailed (13 per cent).

If you would prefer to receive a detailed invoice and water statement electronically via email, please contact Customer Support on 13 15 89 or [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au) to update your preference.

## Water ordering

The table below compares the water ordered versus usage percentage for the same period last year. Scheme target is 85% compliance so year to date results are exceeding the target.

	Jul 2018 - Mar 2019	Jul 2019 - Mar 2020
Barratta	76%	76%
River and Dam	59%	116%
Clare	111%	105%
Dalbeg	137%	148%
Elliot	91%	75%
Giru Benefited Area	37%	42%
Haughton	84%	86%
Millaroo	116%	116%
<b>Scheme total</b>	<b>70%</b>	<b>98%</b>

## Carryover of unused available water

Carryover will be made available to Channel and River allocation holders for the 2020-2021 water year subject to the rules for this scheme.

All Channel and River irrigation customers who are metered in the Burdekin Haughton Water Supply Scheme and have remaining allocation water at the end of the water year will automatically get carryover applied to their account therefore an application is not required to be completed. To be eligible for carryover, all outstanding account balances need to be paid.

## Burdekin Falls Dam projects update

Sunwater is working with Business Queensland on a detailed business case (DBC) for the Burdekin Falls Dam Improvement project and the Dam Raising project.

The Burdekin Falls Dam Improvement Project will ensure the dam's long-term viability by:

- increasing its resilience to extreme weather events
- bringing it in line with modern engineering design standards
- ensuring it meets the safety requirements set out in the *Water Supply (Safety and Reliability) Act 2008 (Qld)*.

The Burdekin Falls Dam Raising Project is a proposal to raise the existing dam as a potential means to augment and increase water security and supply in the Burdekin and surrounding regions. As part of the project, an Environmental Impact Statement process will be undertaken as well as a detailed demand study on the future water needs across a range of water users in the region. The DBC will evaluate a potential raising of the dam wall between two and six metres.

Coordination is underway on the delivery of both projects to ensure the optimal long-term plan is achieved for the dam and the region. Investigations to help inform the DBC is in progress, including geotechnical, ecological and survey works.

For more information visit the Sunwater website at [www.sunwater.com.au/projects](http://www.sunwater.com.au/projects), contact the Sunwater project team on 1800 325 145 or email [Burdekin.Projects@sunwater.com.au](mailto:Burdekin.Projects@sunwater.com.au).

## Water pricing

The Queensland Competition Authority (QCA) has completed its investigation into water prices for Sunwater's irrigation customers from 1 July 2020 to 30 June 2024. The irrigation price review allowed for a thorough examination of our costs and provided an opportunity for stakeholders to present their views on issues affecting them before the QCA recommended future irrigation water prices to the Queensland Government. The QCA's final recommendations are available at: [www.qca.org.au/project/rural-water/irrigation-price-investigations/](http://www.qca.org.au/project/rural-water/irrigation-price-investigations/)

For 2020/21, the Queensland Government has announced that prices will be the lower of:

- the existing 2019/20 price
- the 2020/21 price recommended by the QCA.

Sunwater will notify irrigation customers of the actual prices to apply in 2020/21 once we receive the Rural Water Pricing Direction Notice from the Queensland Government.

At this stage, the Queensland Government has not announced the irrigation prices that will apply for the remainder of the price path period (2021/22 to 2023/24). The Queensland Government has however, confirmed that it will continue to subsidise the irrigation customer's share of Sunwater's Dam Improvement Program costs

## New Customer App

Customers are at the heart of everything we do. We want to make doing business with us easier and provide options to streamline the management of your water accounts.

We have listened to your feedback and have developed a new App as a mobile solution (phone and tablet) that will assist you (our customers).

In addition to [Sunwater Online](#), the new App will allow you to carry-out four activities from your phone or tablet:

1. Access your water account details and current information about offtakes and allocations
2. Order water
3. Temporary transfer water to other Sunwater accounts holders
4. Enter meter read data.

The Customer App is in its final stages of development and is due for release by the end of June 2020. Further details about the release date and how you can access the App will be provided in the coming weeks.

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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