

End of water year 2022-23 newsletter Dawson Valley Water Supply Scheme

September 2023

Scheme overview for 2022-23

The Dawson Valley Water Supply Scheme received a significant amount of rain this year. There have been several water harvesting opportunities, resulting in minimal usage of allocations.

The Customer Advisory Committee (CAC) engagement model provides customers with a diverse forum for engagement with us on a range of strategic matters relating to our innovation, management, and maintenance of assets to ensure the reliable and efficient delivery of service. The Dawson Valley CAC currently meets quarterly.

Sub-scheme	Usage from 1 Oct 2022	Remaining balance
Lower Dawson	2866 ML	5951 ML
Upper Dawson	25,666 ML	27,972 ML

Notes:

1. Above data is predominately from usage which was recorded during the June 2023 meter reads.

Carryover of unused available water

Carryover will be made available for the 2023-24 water year, subject to the rules specified in the Dawson Valley Water Supply Scheme Operations Manual.

If Neville Hewitt Weir is spilling on 1 October 2023 carryover will not be available in the Lower Dawson sub-scheme.




If Gylanda Weir is spilling on 1 October 2023 then carryover will not be available in the Upper Dawson sub-scheme.

The carryover guidelines and conditions can be viewed on the second page of the Dawson Valley carryover application form, available on the Sunwater [website](#).

End of water year information

For a smooth end of water year process, please ensure any overuse of water for 2022-23 is rectified, and all outstanding accounts are paid in full.

To ensure Sunwater customers can effectively manage their water and business, we have compiled key information and submission dates regarding meter reads, carryover, and temporary transfers, which are available in this newsletter.

Predictions for 2023-24	
 Announced allocations (carryover available)	Lower Dawson High Priority – 100% Medium Priority – 24-35% Upper Dawson High Priority – 100% Medium Priority – 0% Medium A Priority – 0-13%
Key submissions for end of water year 2022-23	
 Monday 28 September 2023	Carryover and temporary transfer application forms
 Close of business Monday 2 October 2023	Voluntary meter reads (for customers wishing to take water up to 30 September 2023)

Water trading

Sunwater customers, or others, seeking additional water allocations on either a temporary or permanent basis, can view available water allocations for trade, guidelines and the required forms by visiting the below Sunwater website pages:

- [Temporary transfers](#)
- [Water trading board](#)
- [Property and Water Allocation Transfer Process.](#)

Customers who exceed their water allocation are encouraged to consider temporary transfers, to remedy their contract breach.

Irrigation prices 2021-22 to 2024-25

From 2021-22 to 2024-25, every irrigator who buys water from Queensland's state-owned irrigation schemes is eligible for a 15 per cent discount.

Irrigators supplied with water from Sunwater-owned water supply schemes will automatically receive the 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices will reflect the discounted price. The current year fees and charges schedules, available on the Sunwater [website](#), are also reflective of irrigation tariffs less the 15 per cent discount.

For the 2021-22 to 2023-24 period, horticultural growers can apply to receive a further 35 per cent rebate, which will be assessed and administered by the Queensland Rural and Industry Development Authority (QRIDA).

For more information about the Horticulture Irrigation Pricing Rebate Scheme, see the [rebate scheme fact sheet](#), visit the QRIDA [website](#) or call 1800 623 946.

For more information about irrigation pricing discounts, see the [Irrigation Pricing Discounts fact sheet](#), visit the Queensland Government [website](#) or email irrigationenquiries@rdmw.qld.gov.au Irrigation Price Path Review 2025-29

Sunwater is developing a pricing proposal to submit to the Queensland Competition Authority later this year. It will inform irrigation prices for the period 1 July 2025 to 30 June 2029 in 26 price-regulated schemes.

In August 2023, we concluded the second stage of customer engagement. This involved open customer forums where we shared draft future prices.

At the start of 2023, we established a Consultative Committee to represent the interests of our irrigation customers and advise Sunwater on engagement matters. The committee includes representatives from Queensland Farmers Federation, Cotton Australia, Queensland Fruit & Vegetable Growers, and CANEGROWERS Queensland.

Once we've considered customer feedback, our final pricing proposal will be shared during Stage 3 engagement (August to November 2023).

All price path fact sheets developed to date can be found at sunwater.com.au/projects/price-path/

You can also get in touch with us at pricepath@sunwater.com.au.

Commercial and industrial customers

To assist with preparing for end of water year, commercial and industrial customers should contact their relationship manager to discuss any special arrangements currently in place. The Sunwater Commercial team can be contacted directly by:

- emailing commercial@sunwater.com.au
- phoning 13 15 89 and providing the name of your relationship manager.

Are your contact details up to date?

To avoid missing critical communications and streamline managing your Sunwater business, customers are encouraged to check their contact details and authorised account contacts are up to date by:

- logging into your Sunwater Online account on the Sunwater [website](#). Assistance with updating contact information is available on the Sunwater [website](#)
- emailing a [Customer Profile Form](#) to customersupport@sunwater.com.au
- chatting with an advisor via the [Sunwater website](#) live chat or phoning 13 15 89 Monday-Friday 8:30am – 4:30pm, email or the Sunwater website live chat.

Updating your invoice delivery method

To update your invoice delivery method, please contact customer support by phone, email or the Sunwater website live chat. By opting for an email invoice, your bills will be received in real time.

Registered for Sunwater Online?

Sunwater Online is available to customers 24 hours a day, seven days a week. This system puts you in control of your water and business via a secure online portal. The online portal is accessed via sunwater.com.au and can be used to:

- view alerts and messages
- update account details
- view and print account information
- submit requests for carryover
- view, enter, and export meter reads
- submit, view, and accept temporary transfer requests
- create, amend, and cancel water orders.

Step-by-step online guides to assist customers with processing transactions are available on the Sunwater website under subheading 'Help with Sunwater Online'. To register for Sunwater Online, please contact customer support by phone or live chat.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Live chat: sunwater.com.au (Monday to Friday, 8:30am – 4:30pm)

Post: PO Box 15536 City East QLD 4002

Fax: (07) 3036 6482

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