

## End of water year 2020-21 newsletter

### Mareeba Dimbulah Water Supply Scheme

June 2021

#### Scheme overview for 2020-2021

The below table shows scheme usage and remaining balances as of 31 May 2021.

Water supply scheme	Usage from 1 July 2020 <sup>1</sup>	Remaining balance <sup>1</sup>
Mareeba Dimbulah	88,399 ML	113,628 ML

**Notes:**

1. Above data is predominantly from usage which was recorded during March 2021 meter reads. Data shown is of customer water use only and does not include Sunwater delivery losses.

#### Carryover of unused available water




With the storage level of Tinaroo Falls Dam forecast to be greater than 667m AHD on 1 July 2021, it is likely that carryover will be available for the 2021-22 water year.

The carryover guidelines and conditions can be viewed on the second page of your scheme's carryover application form, available [here](#).

Carryover applications in this scheme are recurring, meaning no further action is required for customers who have applied for carryover in the past. If you have not submitted a carryover application in the past and would like to apply, an application will need to be submitted by 23 June 2021.

#### End of water year information

For a smooth end of water year process, please ensure any overuse of water for 2020-21 is rectified, and all outstanding accounts are paid in full. To empower Sunwater customers to effectively manage their water and business, we have compiled key information and submission dates regarding meter reads, carryover and temporary transfers, which are available [here](#).

Predictions for 2021-22	
 <b>Announced allocations</b>	High priority - 100% Medium priority - 100%. (2021-22 announced allocation notifications will be sent in the first two weeks of July 2021. This is a prediction only).
Key submission dates for end of water year 2020-21	
 <b>Wednesday</b> <b>23 June 2021</b>	Carryover and temporary transfer application forms.
 <b>Monday</b> <b>5 July 2021</b>	Voluntary meter reads (for customers wishing to take water up to 30 June 2021).

#### Upgrades to improve scheme efficiency

The Mareeba-Dimbulah Water Supply Scheme is receiving a \$30.8 million investment to upgrade scheme infrastructure, improve operating efficiency and reduce water losses at key outflow locations.

Work across the five sub-projects include:

- fabrication and installation of more than 100 automated control gates in irrigation channels
- installing approximately 14 km of pipeline
- the expansion of in-channel storages
- improvements to concrete structures to install automated gates
- the monitoring of selected customer irrigation offtakes.

The works are taking place across six areas within the scheme—Atherton Creek, Biboohra, East Barron 4, North Walsh, Southedge and South Walsh. The project is receiving funding

support from the National Water Infrastructure Development Fund.

Construction works are anticipated to be completed by the end of 2021 (weather and site conditions permitting). Once water savings are validated, allocations will be made available for sale.

We appreciate your patience while the works are underway and are working closely with the contractor to minimise construction impacts. We will continue to notify customers in advance of any planned temporary disruptions to water supply.

### Irrigation discounts 2021-24

The Queensland Government [Irrigation Pricing Discounts 2021-24 fact sheet](#) outlining the discounts available to irrigators effective 1 July 2021 is now available.

Sunwater irrigation customers will automatically receive a 15 per cent discount on Sunwater bills issued from 1 July 2021. From this date, the price payable on your invoices will be inclusive of this discount. The 2021-22 fees and charges schedule for your scheme will note the irrigation tariffs less the 15 per cent discount. The 2021-22 fees and charges will be available for review [here](#), prior to the new water year commencing on 1 July 2021.

### 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](mailto:commercial@sunwater.com.au)
- phoning 13 15 89 and providing the name of your relationship manager to the customer advisor you are connected with.

### 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 [here](#). Assistance with updating contact information is available [here](#).
- emailing a [Customer Profile Form](#) to [customersupport@sunwater.com.au](mailto: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.

### Updating your invoice delivery method

Over the 2019-20 water year, a total of 19,009 invoices were generated. The vast majority of these (83 per cent) were posted, with a small portion being emailed (17 per cent).

Invoices received via post are a summary only and don't include information such as past meter reads, water usage, and a breakdown of your fees and charges.

By opting for an email invoice, your bills will be received in real time and, instead of receiving a summary invoice, bills will include all of the above information.

To update your invoice delivery method, please contact customer support by phone, email or the Sunwater website live chat.

### 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](http://sunwater.com.au) and can be used to complete a number of transactions.

Step-by-step online guides to assist customers with processing transactions are available on the Sunwater website [here](#) 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](mailto:customersupport@sunwater.com.au)

**Live chat:** [sunwater.com.au](http://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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