

End of water year 2021-22 newsletter

Nogoa Mackenzie Water Supply Scheme

June 2022

Scheme overview for 2021-22

The below table shows scheme water usage and remaining balances as at 15 May 2022.

Asset	Usage from 1 July 2021	Remaining balance
Channel	50,696 ML	33,681 ML
River	42,959 ML	80,723 ML
Pipeline	5,913 ML	8,519 ML
All	99,568 ML	122,923 ML
Carryover	Included above	6,711 ML ¹

Note:

1. Unused carryover for this current water year cannot be carried over into the next water year.

Fairbairn Dam received inflows throughout December and January. As a result of these events, announced allocation for medium priority increased from 32 per cent to 66 per cent, as of 1 January 2022.

Sunwater engages with the Irrigator Advisory Committees (IAC) to collaborate and consult on a range of strategic matters relating to Sunwater's innovation, management, and maintenance of assets to ensure the reliable and efficient delivery of service.

Sunwater also engages with the Nogoa Mackenzie Low Water Storage Working Group to support the maximisation of available water and to inform Sunwater's operation of Water Supply Schemes (WSS) where storages are currently critically low or approaching critical low levels in a way that is responsive to local priorities.

Carryover of unused available water

With a storage level of Fairbairn Dam forecast to be above 193m AHD on 1 July 2022, it is likely the amount of water available to be carried over will be capped at 75,000 ML (including losses). A fact sheet containing important information relating to your carryover application can be found [here](#).

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

Predictions for 2022-23



Announced allocations

High priority - 100%
Medium priority - 0%

(2022-23 announced allocation notifications will be sent in the first two weeks of July 2022. This is a prediction only).



Forecast storage volume

Fairbairn Dam forecast storage level on 1 July 2022 is 194.24 m AHD (20%) - 194.31 m AHD (20.2%).

Key submission dates for end of water year 2021-22



Friday 24 June 2022

Carryover and temporary transfer application forms.



Monday 4 July 2022

Voluntary meter reads (for customers wishing to take water up to 30 June 2022).

Planned service interruptions



1 - 31 July 2022

Nogoa River customers. More information available [here](#).

End of water year information

For a smooth end of water year process, please ensure any overuse of water for 2021-22 is rectified, and all outstanding accounts are paid in full.

Irrigation discounts 2021-24

From 1 July 2021 to 30 June 2023, every irrigator who buys water from Queensland's state-owned irrigation schemes will be eligible for the following discounts:

- 50 per cent for irrigation of horticultural crops (by way of 35 per cent rebate)
- 15 per cent for all other irrigation.

Irrigators supplied with water from Sunwater-owned schemes automatically receive a 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices issued by Sunwater reflect the discounted price.

Horticultural growers can apply to receive the balance of their 50 per cent discount through a 35 per cent rebate, which will be assessed and administered by the Queensland Rural and Industry Development Authority (QRIDA). For more information, visit the QRIDA [website](#) or contact the free call number 1800 623 946.

For further information regarding these price changes, visit the Queensland Government [website](#).

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 to the customer advisor you are connected with.

2022/23 announced allocations

From 1 July 2022 Sunwater will calculate the actual start of water year announced allocations for 2022/23 and will notify customers by email and/or SMS and will be made available on the Sunwater website. Please call us on 13 15 89 if you need to update your contact details. See scenario table below.

Scenario: water usage

Scenarios are based on heavy, average, and low water usage and Weir water levels on 1 July 2021 (Bedford Weir 122.80 m AHD (100 per cent), Bingegang Weir 102.94m AHD (100 per cent) and Tartrus Weir 80.33 m AHD (70 per cent).

Forecasting model

You can access Sunwater's model for forecasting the storage level at Fairbairn Dam using the [Prediction Graphs](#) on the Sunwater website.

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.

chatting with an advisor via the [Sunwater website](#) live chat or phoning 13 15 89 Monday-Friday 8:30am – 4:30pm.

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 [here](#) under subheading 'Help with Sunwater Online'.

To register for Sunwater Online, please contact customer support by phone or live chat.

Scenario	Estimated Q4 water use	Date	Predicted level of Fairbairn Dam – 1 July 2022		Estimated announced allocation		Estimated Carryover ML
			m AHD	% of Capacity	HP	MP	
Heavy water usage	34,000 ML	1 July 2022	194.24	19.82	100%	0%	75,000
Average water usage	30,000 ML	1 July 2022	194.28	20.00	100%	0%	75,000
Low water usage	19,300 ML	1 July 2022	194.31	20.16	100%	0%	75,000

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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