

End of water year 2022-23 newsletter Nogoa Mackenzie Water Supply Scheme

June 2023

Scheme overview for 2022-23

The table below shows scheme water usage and remaining balance as at 1 April 2023, when the last quarterly meter reads were completed and after carryover losses have been applied.

Asset	Usage from 1 July 2022 (ML)	Remaining balance (allocation)	Remaining balance (carryover) ¹	Remaining balance (total)
Channel	41,316	91,395	7403	98,798
River	26,634	100,485	9488	109,973
Pipeline	5440	7048	114	7,162
All	73,390	198,927	17,006	215,933

Note:

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

Sunwater 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 197m AHD on 1 July 2023, it is likely the amount of water available to be carried over will be capped at 150,000 ML (including losses). A fact sheet containing important information relating to your carryover application can be found on the [Sunwater website](#).

The carryover guidelines and conditions can be viewed on the second page of your scheme's carryover application form, available on the [Sunwater website](https://www.sunwater.com.au/customer/forms/).



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.


Predictions for 2023-24

 Announced allocations	High priority - 100% Medium priority - 44% to 55% (This is a prediction only. 2023-24 announced allocation notifications will be sent in the first two weeks of July 2023).
 Forecast storage volume	Fairbairn Dam forecast storage level on 1 July 2023 is 197.4 m AHD (38.2%) - 197.7 m AHD (40.3%).
 Forecast carryover	Capped at 150,000 ML (including losses)

Key submission dates for end of water year 2022-23

 26 June 2023	Carryover and temporary transfer application forms.
 4 July 2023	Voluntary meter reads (for customers wishing to take water up to 30 June 2023).

Planned service interruptions

 3 - 28 July 2023	Nogoa River customers. More information available on the Sunwater website .
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Updating your invoice delivery method

If you would like to receive your invoice via email, please contact customer support.

Water trading

If seeking additional water allocations on either a temporary or permanent basis, please visit the following pages on the Sunwater website:

- [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 late May 2023, we concluded the first stage of customer engagement. This involved open customer forums, where we shared how our pricing proposal will be developed and how customers can be involved.

We also 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.

In early June 2023, Stage 2 engagement will commence on our draft price proposal for customer feedback. Once we've considered that feedback, our final pricing proposal will be shared during Stage 3 (August to October 2023).

The Stage 2 engagement schedule, as well as scheme-level fact sheets, 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 [via 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.

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.

2023-24 announced allocations

From 1 July 2023, Sunwater will calculate the start of water year announced allocations for 2023-24 and will notify customers by email and/or SMS. The scheme page on the Sunwater website will also be updated. Please call us on 13 15 89 if you need to update your contact details.

See scenario table below. Scenarios are based on heavy, average, and low water use and weir water levels being the same as last year on 1 July 2022 (Bedford Weir 122.80 m AHD (100%), Bingegang Weir 102.9m AHD (100%) and Tartus Weir 81.75 m AHD (100%)).

Scenario	Estimated Q4 water use by Scenario	Date	Assumed level of Fairbairn Dam - 1 July 2023		Estimated Announced Allocation (%)		Estimated Carryover
			mAHD	% of Capacity	HP	MP	
Heavy water usage	41,000 ML	1 July 2023	197.4	38.2	100	44	150,000
Average water usage	36,000 ML	1 July 2023	197.45	38.6	100	46	150,000
Low water usage	15,700 ML	1 July 2023	197.7	40.3	100	55	150,000

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Live chat: [sunwater.com.au](https://www.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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