

End of water year 2022-23 newsletter St George Water Supply Scheme

June 2023

Scheme overview for 2022-23

The below table shows scheme water usage and remaining balance as at 1 May 2023, when the last monthly meter reads were completed.

Scheme	Usage from 1 July 2022		Estimated remaining balance (ML)
	Allocation	Water	CAP
St George	70,750 ML	25,720	30,658

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

Announced allocations (bulk share) update

From 1 July 2023, Sunwater will calculate the start of water year announced allocations for 2023-24 and customers whose water allocation is managed under the water sharing rules will be notified by email and/or SMS.

Individual Continuous Share update

If your water allocation is managed under the Individual Continuous Share (ICS) methodology you will be able to access your end of water year account balances through Sunwater online after the meter reads have been completed in June. CAP balances will reset on 1 July 2023 and applicable carryover will be applied once the end of water year processes have been finalised.

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.

Updating your invoice delivery method

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

Key submission dates for end of water year 2022-23

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

Carryover of unused CAP (ICS customers)

Carryover of CAP will be made available to allocation holders managed under the ICS methodology for the 2023-24 water year, subject to the rules as specified in the St George Operations Manual. The maximum carryover that can be made available must be:

- less than 20 per cent of the sum of the nominal volumes of all water allocations managed within the scheme (16,915 ML); and
- the sum of the unused nominal volume for all water allocations managed as ICS.

If the unused CAP remains above 20 per cent of the nominal volume (currently 30,658 ML, as 1 May 2023) at the end of the water year, all customers who have a CAP balance less than or equal to 20 per cent of their nominal volume will be able to carry over that balance. All other customers will only be able to carry over 20 per cent of their nominal volume plus an additional remaining amount calculated on a pro-rata basis.

Water trading

Sunwater customers, or other individuals, 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 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/.

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.

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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