

End of water year 2023-24 newsletter Upper Condamine Water Supply Scheme

June 2024

Scheme overview for 2023-24

The below table shows scheme water usage and remaining balance as at 1 April 2024, when the last quarterly meter reads were completed.

Scheme	Usage from 1 July 2023	Estimated remaining balance
Upper Condamine	10,762 ML	14,844 ML

End of water year information

For a smooth end of water year process, please ensure any water overuse for 2023-24 is rectified, and all outstanding accounts are paid in full.

To ensure Sunwater customers can effectively manage their water and business, this newsletter outlines key information and submission dates regarding meter reads, carryover and temporary transfers.

Customers who exceed their water allocation are encouraged to consider temporary transfers to address the overuse.

Leslie Dam Open Day

Pack a picnic rug and bring the kids along to a free, family-friendly day out at the Leslie Dam Open Day, **Saturday 8 June from 10:00am to 2:00pm**. There will be plenty of activities on offer including live music, emergency service displays, a free BBQ and much more.

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 Commercial team can be contacted directly by:

- emailing commercial@sunwater.com.au
- phoning 13 15 89 and asking for your relationship manager.

Predictions for 2024-25



Announced allocations

High A priority - 100%

High B priority - 100%

Medium priority - 100%

Risk B - 0%

(This is a prediction only. 2024-25 announced allocation notifications will be sent in the first two weeks of July 2024).

Key submission dates for end of water year 2023-24



24 June 2024

Temporary transfer application forms.



3 July 2024

Voluntary meter reads (for customers wishing to take water up to 30 June 2024).

Mandatory changes to water trading requirements

The Australian Government is introducing new water trading requirements in the Murray-Darling Basin under the *Water Amendment (Restoring Our Rivers) Act 2023*.

From 1 July 2024, trade and transfer application forms must be completed comprehensively and accurately, to help improve transparency in the water trading market. Customers should be aware of the new requirements for reporting and retaining information about their trading activities.

Find out more at www.dcceew.gov.au/water/policy/markets

Back-to-base meter installations

Sunwater has been trialling back-to-base metering technology over the past 18 months. Results have shown that back-to-base telemetered readings can be provided in areas with limited network service.

The telemetry devices are being installed on surface water meters and will transmit meter data in near real-time. Improved data will help water users monitor their own water take, helping on-farm business decisions. Telemetry will reduce the need in future for manual data collection from the physical meter site.

The benefits of back-to-base metering and remote operations include:

- improved lead and water order times (due to remote visibility of water levels)
- reduced releases (due to remote visibility of orders and pumping in real time)
- fewer driving hours for Sunwater staff reducing a key safety risk
- increase in operator availability
- improved order vs pumping ratio.

Sunwater has proposed to complete the dual-purpose meter validation in the Upper Condamine Water Supply Scheme on behalf of customers, with 53 meters to be validated and installed with telemetry. Sunwater has arranged for an authorised meter validator to undertake this work between May and July 2024.

Irrigation prices 2021-22 to 2024-25

From 2021-22 to 2024-25, irrigators who buy water from Queensland's state-owned irrigation schemes are eligible for a 15 per cent discount.

Irrigators supplied with water from Sunwater-owned schemes will automatically receive the 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices issued by Sunwater will reflect the discounted price. The current year fees and charges schedules available on the Sunwater website also reflect irrigation tariffs including the 15 per cent discount.

For further information view the Irrigation Pricing Discounts fact sheet on Sunwater's website, visit the Queensland Government website or email

irrigationenquiries@rdmw.qld.gov.au

Irrigation prices 2025-26 to 2028-29

Irrigation prices that will apply from 1 July 2025 will be advised in early 2025 following the irrigation pricing review process that was initiated in March 2023.

This process involves the Queensland Competition Authority (QCA) reviewing costs and tariffs set out in Sunwater's Irrigation Pricing Proposal 2025-26 to 2028-29, submitted in November 2023. The QCA is required to recommend prices for the Queensland Government's consideration in its Final Report due in January 2025.

The QCA spent the first half of 2024 reviewing Sunwater's proposal and seeking customer feedback to inform the QCA's Draft Report expected in July 2024. Both Sunwater and customers will have the opportunity to make formal submissions on the Draft Report in the second half of this calendar year.

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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 <https://online.sunwater.com.au/Login>.
- chatting with an advisor via the [Sunwater website](#) live chat or phoning 13 15 89.

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. To register for Sunwater Online, please contact customer support.

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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