

Dear Customer

**DAWSON VALLEY WATER SUPPLY SCHEME
END OF WATER YEAR 2015-2016**

2016-2017 WATER YEAR ANNOUNCED ALLOCATIONS

SunWater will calculate the initial Announced Allocations for 2016-2017 within the time frames specified in the Resource Operations Plan and publish the announcements accordingly. Customer notifications will be provided by email and/or SMS and will be made available on the SunWater website. Please call 13 15 89 if you need to update your contact details.

END OF WATER YEAR METER READINGS

SunWater Water Officers will be conducting the final round of meter readings for the 2015-2016 water year during the September 2016.

SunWater will be reading your meter during September 2016 but if you wish to record water used up to and including 30 September 2016 as being used in the 2015-2016 water year, you can do this by providing the details of the reading to SunWater **no later than 4:30pm on Monday 3 October 2016** via the methods listed below.

- SunWaterOnline - www.sunwater.com.au
- Email – customersupport@sunwater.com.au
- Phone – 13 15 89
- Fax – (07) 3120 0249

Please note Monday 3 October is a Public Holiday, to submit a meter read via phone, call 13 15 89 and select 0 to speak to SunWater's answering service. Please have your Customer Number, Offtake number and meter reads available to give to the operator.

Please Note: Any readings received after this time will not be considered in the 2015-2016 water year.

If you do wish to provide a final meter reading, please provide the details for each offtake as set out below to SunWater by SunWaterOnline, email, fax or telephone. (Refer to SunWater contact details included in this newsletter for further details).

Customer Number	Offtake Number	Meter Reading (All digits/dials)	Date Read
«Party_Code»			

CARRYOVER

Carryover will be made available to all allocation holders in the Dawson Valley Water Supply Scheme in line with the rules as specified in the Fitzroy Basin Resource Operations Plan.

Please note if on 1 October 2016:

- Gylanda Weir is spilling then Carryover will not be available on the Upper Subscheme
- Neville Hewitt Weir is spilling then Carryover will not be available on the Lower Subscheme

The Carryover arrangements enable customers to carryover unused announced allocation water at the end of 2015-2016 water year to become available in the 2016-2017 water year within the limits and subject to the special conditions outlined in the application form.

The key conditions are:

- Any outstanding monies **including interest** must be paid for your Carryover Application to be processed. If you are unsure if you have outstanding monies please call 13 15 89 and talk to one of our Customer Support Team.
- The maximum volume that can be carried into the new water year has been capped at **10% of the total nominal allocation for a sub-scheme** with a loss of 5%
- If the sum of the Carryover volumes applied for exceed the cap, individual carryover volumes above 10% of an individuals nominal allocation will be reduced proportionally
- Please note Cancellation Rule on back of carryover form
- Carryover water is not transferable and must be used on the Water Account that it is applied for on

ONLINE CARRYOVER APPLICATION: Carryover applications can now be lodged on SunWaterOnline or alternatively download the form from our website: www.sunwater.com.au.

Please Note: It is the responsibility of the applicant to ensure that SunWater receives the application before the closing date by email to customersupport@sunwater.com.au or fax on (07)3120 0249. If faxing your application, we advise that you retain the confirmation slip for your records. Applications forms must be signed by all signatories.

ANNOUNCED ALLOCATION GRAPH

A prediction graph has been created to assist you in providing an indication of what the Announced Allocation may look like at the start of the water year depending on the volume held in the storage at the time. Many variables can affect these predictions and as such if you rely on them for any purpose, you do so at your own risk.

This tool is available on our website <http://www.sunwater.com.au/schemes/dawson-valley/scheme-information/announced-allocations>

CLEAR ACCESS TO METERS

The meters and fittings must be kept free of obstruction (including long grass) to allow easy clear access for reading and maintenance purposes. Please do not bury your meter, store empty chemical containers near it, build a fence or wall close to it or enclose it in a shed. Water meters can be relocated, if necessary, upon application and approval by SunWater.

If you have locks placed on gates or meter boxes, please ensure that SunWater Water Officers have access to the property, paddock or meter box.

END OF YEAR TEMPORARY TRANSFER APPLICATIONS

Please ensure the application form is submitted at least five (5) working days prior to 30 September 2016. SunWater will send approval/refusal notification to the Buyer and Seller. For a smooth process ensure that all accounts are paid in full and that all required signatures are present.

Go to our website www.sunwater.com.au for more information regarding water trading.

UNAUTHORISED USE

SunWater would like to remind customers that they have an obligation to comply with the Water Act 2000, the relevant Resource Operations Plan (ROP) for their Water Supply Scheme, their Water Supply Contract with SunWater and the Scheme Rules and Targets.

Under section 4 of the Schedule 3 of the Water Supply Contract, the customer is only permitted to take water under the Customer's ROL contract through the SunWater Diversion Works and the Customers Offtake Works. Any other water use is considered unauthorised water use.

Customers should note there are penalties for contravening conditions of water entitlement, seasonal water assignment notice or water permit under the Water Act 2000.

Please find more information in relation to action taken by SunWater and the penalties under the Water Act 2000 when unauthorised use is detected on our website under "Scheme Information".

WATER ORDERING

The water ordering system assists SunWater to deliver water to customers in an efficient and timely way, enabling customers to plan and manage their water use. Customers who take water without ordering may reduce SunWater's ability to supply customers who have ordered according to the requirements.

It is a requirement for all customers to order any water that is required prior to take as per the SunWater Scheme Rules and Targets. Taking water without ordering is a breach of SunWater's Supply Contract under Section 4.

If you have any difficulties complying with the Water Ordering System, need information regarding the SunWaterOnline or IVR Water Ordering System, or just need a quick refresher on how to order water, please do not hesitate to call 13 15 89.

UNPLANNED SHUTDOWN NOTIFICATIONS

SunWater can provide you information on unplanned shutdown events that will affect you as soon as the information comes to hand through SMS messaging. We have received positive feedback from Customers who are already taking advantage of this service.

If you are not receiving SMS notifications of unplanned shutdown events, then you need to contact Customer Support to enable this functionality.

SunWater also has the ability now to add additional contacts to your water accounts for event notifications only. If you wish additional contacts to receive SMS messaging notifications for unplanned shutdown events please contact Customer Support.

SUNWATERONLINE CUSTOMER PORTAL

Getting access to the customer online portal has never been easier, if you would like to access to your customer account online then please call Customer Support who will be available to help.

SUNWATER MOVING TOWARDS PAPERLESS

SunWater only sends summary invoices, instead of detailed invoices every quarter. However, if you would still like to receive a detailed invoice, please contact us on 13 15 89 or email customersupport@sunwater.com.au and we will arrange for a detailed invoice to be sent to you via email every quarter.

NEED TO UPDATE YOUR PERSONAL ACCOUNT DETAILS

As an important customer, we want to ensure your details are always up-to-date so we can send you the latest SunWater news and scheme information. This is more important now with the use of SMS messaging and emails, as such please ensure we have your current mobile phone number and/or email address. To update your information, simply log into SunWaterOnline, contact us on 13 15 89 or email customersupport@sunwater.com.au

FOR YOUR INFORMATION SUNWATER CONTACT DETAILS

- SunWaterOnline - www.sunwater.com.au
- Email – customersupport@sunwater.com.au
- Phone – 13 15 89
- Fax – (07) 3120 0249
- Address – PO Box 15536, City East Qld 4002