

2017-2018 START OF WATER YEAR ANNOUNCED ALLOCATION PREDICTED FOR 1 OCTOBER 2017

To assist in giving you an indication of what water may be available to you at the start of the new water year on 1 October 2017, SunWater has predicted the start of water year Announced Allocation for the 2017-2018 Water Year.

Based on the current storage volumes and predicted demand from now until the 30 September, SunWater have predicted the Announced Allocation for the start of the new water year, 1 October 2017 to be likely:

Upper Dawson Subscheme

- High Priority is **likely** to be 100%; Medium Priority is **likely** to be 0%; Medium A Priority is **likely** to be 0%

Carryover

Carryover will be made available however there is likely to be a restriction on the total scheme volume to be carried over. This means that the volume made available to be carried may be considerably less than the scheme CAP of approx 5,325ML.

Please note if Gylanda Weir is spilling on 1 October 2017 then Carryover will not be available in the Upper Dawson Subscheme.

Lower Subscheme

- High Priority is **likely** to be 100%; Medium Priority is **likely** to be between 32% to 35%

Carryover

Carryover will be made available with no restrictions to the scheme CAP. This means that the volume made available to be carried will be the scheme CAP of approx 849ML.

Please note if Neville Hewitt Weir is spilling on 1 October 2017 then Carryover will not be available in the Lower Dawson Subscheme.

To calculate these predictions above, SunWater has made an assumption on the volume of water in storage on 1 October 2017, however many variables affect this assumption which may include inflow, releases and evaporation that may occur between now and 30 September 2017. As such, **these are PREDICTIONS ONLY and are intended to provide you an indication of what the Announced Allocation and Carryover may be for the new Water Year.**

From 1 October 2017 SunWater will calculate the actual start of Water Year Announced Allocations for 2017-2018 and will 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 us on 13 15 89 if you need to update your contact details.

CARRYOVER

Carryover enables customers to utilise unused available water at the end of the Water Year to become available in the next Water Year within the limits and subject to the conditions and set rules and is only available to customers that have a metered offtake on their Water Account and must be used on the Water Account that it is applied for on.

If you wish to Carryover your available water you **MUST** submit an application. Carryover applications can be lodged on SunWaterOnline or alternatively download the form from our website: www.sunwater.com.au or call us on 13 15 89. **SunWater must receive all applications by close of business Thursday 28 September 2017.**

To assist with your decisions around Carryover, and you want to see how much water you have remaining in your account please enter your reads now via SunWaterOnline or email, fax or telephone the reads to the Customer Support Team.

END OF YEAR TEMPORARY TRANSFER APPLICATIONS

Please ensure applications are submitted at least two (2) working days prior to 30 September 2017. 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 the application has been signed by all relevant parties.

END OF WATER YEAR METER READINGS

SunWater plan to undertake the final round of meter readings for the 2016-2017 water in the last week of September 2017.

This means if you wish to record water used up to and including the 30 September as being used in the 2016-2017 water year, you have the option of providing your final meter reading for each offtake, as set out below to SunWater by SunWaterOnline, email, fax or telephone. Alternatively take a photo of your meter dial/s and email the photo/s to the Customer Support team ensuring each photo is identified with an offtake number. These reads must be received **no later than 4:30pm on Tuesday 3 October 2017**. (Refer to SunWater contact details included in this Newsletter for further details).

Please Note: Any readings received after this time will not be considered in the 2016-2017 water year.

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

SUNWATER MOVING TOWARDS PAPERLESS

Electronic Billing is better for our environment. Sign up to day to receive your detailed invoice and water statement electronically - it's fast, secure and easy. Call us on 13 15 89 or email customersupport@sunwater.com.au and we will arrange for a detailed invoice/water statement to be sent to you via email.

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

SUNWATER CONTACT DETAILS

We appreciate your assistance and patience as we work through this busy period; please do not hesitate to contact SunWater Customer Support if you need any clarification or assistance. The Customer Support team contact details are:

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