

17 March 2016

ETON WSS – END OF WATER YEAR 2016-2017 NEWSLETTER

END OF WATER YEAR METER READINGS

SunWater will be reading your meter for the final time for the current water year (2016-17) shortly, however, you may wish to record your water use up to and including 31 March 2017 as being used in the current water year, if so, you can do this by providing the details of the reading as set out below to SunWater **no later than 12 Noon on Monday 3 April 2017** via SunWaterOnline, email, fax or telephone. (Refer to SunWater contact details included in this newsletter for further details).

Please Note: If you don't supply a reading the SunWater reading taken during March 2017 will be recorded as your final read for the 2016-17 water year.

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

END OF YEAR TEMPORARY TRANSFER APPLICATIONS

Please ensure the application form is submitted at least two (2) working days prior to 31 March 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.

Temporary Transfers can be submitted using our customer online portal if the Buyer and the Seller are both registered users.

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

STORAGE FORECAST MODEL AND ANNOUNCED ALLOCATION GRAPH

SunWater's Storage Forecast Tool - This tool allows the public to examine 12 month outlooks for future dam water volumes across regional Queensland. The tool plots the future 12 month dam volumes for two different dam inflow scenarios. The first plot shows the dam volumes that could be expected under the average monthly inflows that relate to each dam. The second plot is a much drier scenario and shows the dam volumes that might be possible under the minimum monthly inflows that have been experienced for each dam. Please be aware that the forecast graphs are intended as a guide only, and are subject to many assumptions.

This tool is available on our website http://www.sunwater.com.au/_data/storageforecast/Forecast_Portal.htm

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/eton/scheme-information/announced-allocations>

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.

Call 07 4964 3043 to place water orders using the telephone ordering system.

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".

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.

SUNWATER APP

The SunWater App brings you real time updates and information on SunWater dams and water infrastructure across Queensland and can keep you informed of announced allocations and community messages.

The SunWater App is available to download from Google Play and the App Store. Once you have downloaded the App you can register for push notifications or email alerts for specific schemes and types of messages that are relevant to you.

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. If you are not receiving SMS and/or email notifications from SunWater, then you should contact Customer Support to enable this functionality.

Updating your contact information is easy, simply log into SunWaterOnline, contact the Customer Support Team 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