

8 June 2016

## **MCINTYRE BROOK WSS – END OF WATER YEAR 2015-2016 NEWSLETTER**

### **2016-2017 WATER YEAR ANNOUNCED ALLOCATIONS FOR BULK SHARE**

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**

The final round of meter readings for the 2015-2016 Water Year will commence in June 2016. SunWater will be reading your meter during June 2016 but if you wish to record water used up to and including 30 June 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 12 Noon on Friday 1 July 2016** via the methods listed below.

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

Although SunWater will read your meter/s during June 2016 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

### **STORAGE FORECAST MODEL**

SunWater's Storage Forecast Tool - This tool provides a 12 month outlook for water volumes for the major SunWater dams. The tool plots potential 12 month dam volumes for two different dam inflow scenarios.

The first is a water storage outlook based on average monthly inflows and the second plots a much drier scenario which shows dam volumes based on minimum monthly inflows.

Please be aware that the storage 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](http://www.sunwater.com.au/__data/storageforecast/Forecast_Portal.htm)

## **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".

## **END OF WATER YEAR CALL LOAD**

The end of Water Year period (June to July) is the peak period of the year for calls to our 13 15 89 number. There is a significant increase in calls relating in particular to Carryover, Temporary Transfers, and enquiries about remaining balances. By way of example, in June 2015 we received almost 33% more calls than May 2015. Our phones are manned Mon-Fri 8:30am to 4:30pm, but the sheer volume of calls we receive means that some go to voice mail. Our aim is to return all calls within the same day, but we do request your patience as we work through this busy period, and thank you for your understanding.

## **END OF YEAR TEMPORARY TRANSFER APPLICATIONS**

Please ensure the application form is submitted at least five (5) working days prior to 30 June 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 the application has been signed by all relevant parties.

## **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.

## **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 to add additional contacts (eg Farm Manager, Lessee etc) 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.

## **WATER ORDERING**

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.

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.

Customers must place water orders using the IVR (Interactive Voice Response) or SunWaterOnline ordering system

If you do not currently have an IVR or SunWaterOnline log in or for assistance relating to training, Login ID and Pin, offtake numbers etc, please call Customer Support on 13 15 89.

## **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](mailto: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](mailto:customersupport@sunwater.com.au)

## **FOR YOUR INFORMATION SUNWATER CONTACT DETAILS**

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