

From 1 July 2017 SunWater will calculate the start of water year Announced Allocations for 2017-2018 and will publish the announcement on SunWater’s website. Customers whose water allocation is managed under the announced allocation water sharing rule will be notified by email and/or SMS when the announcement has been made. Please call us on 13 15 89 if you need to update your contact details.

If your water allocation is managed under the Individual Continuous Share methodology you will be able to access your account balances through SunWater on Line after the meter reads have been completed in June. CAP balances will reset effective 1 July for the 2017-2018 Water Year and will be applied once the end of water year processes have been finalised.

END OF WATER YEAR METER READINGS

The final round of meter readings for the 2016-2017 water year will commence in June 2017, which means SunWater will be reading your meter during June 2017.

Although SunWater will read your meter/s during June 2017 if you wish to record water used up to and including the 30 June 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 12 Noon on Monday 3 July 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

END OF YEAR TEMPORARY TRANSFER APPLICATIONS

Please ensure applications are submitted at least two (2) working days prior to 30 June 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.

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 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”.

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