

7 June 2016

MAREEBA-DIMBULAH WSS – END OF WATER YEAR 2015-2016 NEWSLETTER

ESTIMATE OF 2016-2017 INITIAL ANNOUNCED ALLOCATION FOR 1 JULY 2016

SunWater has estimated the initial Announced Allocation for the 2016-2017 Water Year, to help give you an idea of what water may be available to you.

On 1 July 2016 for the Mareeba Dimbulah Water Supply Scheme

High Priority is **estimated** to be 100%

Medium Priority is **estimated** to be 55% to 65%

Many variables affect these estimates. If you rely on these estimates, you do so at your own risk.

SunWater will calculate the actual 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.

There are a number of tools available on the SunWater website to help you plan and manage your water use. These tools can be used throughout the year and can be particularly useful when dam volumes are low.

Storage Forecast

The Storage Forecast tool provides a 12 month outlook for water volumes for major SunWater dams. The tool plots potential 12 month dam volumes for two different dam inflow scenarios.

The first plot is a water storage outlook based on average monthly inflows; 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.

The Storage Forecast Tool is available on our website http://www.sunwater.com.au/_data/storageforecast/Forecast_Portal.htm

Start of the Water Year Announced Allocation Prediction Graph

The Start of the Water Year Announced Allocation Graph allows you to estimate what your announced allocation may be at the start of the Water Year. You can use the volumes from the Storage Forecast Tool (above) to estimate the volume held in the storage. Many variables can affect these predictions and they should only be used as an indicator.

The Start of the Water Year Announced Allocation Graph is available on our website <http://www.sunwater.com.au/schemes/mareeba-dimbulah/scheme-information/announced-allocations>

If you have any questions or require assistance using these tools please call SunWater Customer Support on 13 15 89.

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

WATER ORDERING

A new water ordering system is being introduced for the Mareeba Dimbulah Water Supply Scheme from **Monday 27 June 2016**, which will make it easier for you to plan and manage your water use.

The phone number you will use from **Monday 27 June 2016** to place a water order will be the SunWater Customer Support phone number 13 15 89 and listen for the option that directs you to water ordering and then follow the prompts.

To place a water order online from **Monday 27 June 2016**, you will now log into SunWaterOnline (<https://online.sunwater.com.au/Login>).

SUNWATERONLINE TRAINING WORKSHOPS

We will be holding workshops for anyone who would like a practical demonstration on how to use the new system. One hour sessions will be held at the SunWater Mareeba Depot on Tuesday 21 June at: 7:00am, 9:00am, 11:00am, 3:00pm & 6:00pm.

You're encouraged to bring your own mobile device (smart phone, tablet or note book) so that you can log into the system and have a look at your own account.

If you are interested in attending **please RSVP by calling 13 15 89 with your contact (name and details) by Wednesday 15 June**. If Tuesday does not suit you but you are available the following day, Wednesday 22 June then please talk to the Customer Support Team as it may be possible to hold another session on Wednesday morning if there is demand.

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 reduce SunWater's ability to supply customers who have ordered according to the requirements.

When you take water without ordering this disadvantages customers who have ordered as they may not be able to access their ordered water. Additional water losses are then incurred reducing the available remaining in Tinaroo as further water has to be released to fulfil the original customers order.

Orders must be placed before taking water so as to allow SunWater to make timely releases from Tinaroo Falls Dam, and to minimise losses.

CARRYOVER OF UNUSED AVAILABLE WATER

Unless much needed rainfall occurs before the end of the current water year that results in inflows into Tinaroo Falls Dam, Carryover of unused available water from the 2015-2016 Water Year to the 2016-2017 Water Year will not be offered.

If, at 30 June 2016, the storage is below EL 667.00m AHD then Carryover cannot be offered.

For further information on Scheme Rules, the Barron Resource Operations Plan can be sourced from the DNRM website <https://www.dnrm.qld.gov.au/water/catchments-planning/catchments/barron>

In Mareeba Dimbulah Water Supply Scheme recurring Carryover Applications can be submitted either online or by downloading the form from www.sunwater.com.au.

If Carryover is not available in one Water Year due to the Guidelines for Carryover not being met, a recurring Carryover Application continues to apply every year until withdrawn by you the customer. It is the customer's responsibility to ensure they have a Carryover Application on their water account/s. If you are unsure whether you have a recurring Carryover in place, please phone 13 15 89.

As per the Guidelines, Carryover Applications will not be processed with any outstanding monies on the customer account (including interest).

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.

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.

For each individual person on a Customer Account you can choose only one preferred method of contact (SMS or Email or Postal Mail) for all notifications including **Planned Shutdowns**.

If you require notification by more than one method then a different preferred method of contact can be selected for each individual person on the same Customer Account.

To update your information, simply log into SunWaterOnline, contact us on 13 15 89 or email customersupport@sunwater.com.au

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 (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.

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". It is important to note the breach remedy process has been amended and the time given in the first instance to remedy your breach has been changed to 7 days.

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.

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.

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