



9 March 2018

**ETON WSS – END OF WATER YEAR 2017-2018 NEWSLETTER**

**END OF WATER YEAR METER READINGS**

SunWater will be reading your meter for the final time for the current water year (2017-18) shortly, however, you may wish to record your water use up to and including 31 March 2018 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 Tuesday 3 April 2018** 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 2018 will be recorded as your final read for the 2017-18 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 2018. 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.

**KINCHANT DAM STORAGE FORECAST MODEL**

SunWater's water storage forecast tool allows customers to examine 12 month outlooks for future storage volumes in Kinchant Dam. The tool forecasts the future 12 month dam volumes for two different inflow scenarios. The first scenario shows the dam volume that could be expected under average monthly inflows while the second scenario shows the dam volume that might be possible under minimum monthly inflows that have been experienced historically for Kinchant Dam.

<b>As at 8 March 2018:</b>	
<b>Scenario</b>	<b>Forecast Storage Volume on 1 April 2018</b>
Based on average monthly inflows	44,459ML or 79.79%
Based on minimum monthly inflows	35,771ML or 56.96%

**Prediction of 2018-2019 Start of Water Year Announced Allocation**

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 April 2018, SunWater has predicted the start of water year Announced Allocation for the 2018-2019 Water Year using the levels indicated above from the forecast storage level tool that is available on our website.

The **predicted** Announced Allocation for 1 April 2018 as at 8 March 2018:

- High A Priority is **predicted** to be 100%
- High B Priority is **predicted** to be in the range of 35% to 48%

**These are PREDICTIONS ONLY and are intended to provide you an indication of what the Announced Allocation may be for the new water year.**

These tools are available on our website for your use:

Forecast Storage Tool:

[http://www.sunwater.com.au/\\_data/storageforecast/Forecast\\_Portal.htm](http://www.sunwater.com.au/_data/storageforecast/Forecast_Portal.htm)

Start of Water Year AA Prediction Tool:

<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 you are only permitted to take water under your ROL contract through the SunWater Diversion Works and the Customers Offtake Works. Any other water use is considered unauthorised water use.

If you think you will/have used more water than you were permitted to, you will need to arrange a temporary transfer being the 31 March. You can check your remaining allocation balance any time either by calling Customer Support with your current meter reads or entering your read yourself on SunWaterOnline.

## **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.

## **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](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