

End of water year 2023-24 newsletter St George Water Supply Scheme

June 2024

Scheme overview for 2023-24

The below table shows scheme water usage and remaining balance as at 1 April 2024, when the last quarterly meter reads were completed.

Scheme	Usage from 1 July 2023			Estimated remaining balance
	Allocation	Water	CAP	
St George	94,681ML	84,898 ML	50,990ML	

Announced allocations (bulk share) update

From 1 July 2023 Sunwater will calculate the start of water year announced allocations for 2023-2024. Customers whose water allocation is managed under the announced allocation water sharing rules will be notified by email and/or SMS.

Individual Continuous Share update

If your water allocation is managed under the Individual Continuous Share (ICS) methodology, you will be able to access your end of water year account balances through Sunwater online after meter reads have been completed in June. CAP balances will reset on 1 July 2024 and applicable carryover will be applied once the end of water year processes have been finalised.

End of water year information

For a smooth end of water year process, please ensure any overuse of water for 2023-24 is rectified, and all outstanding accounts are paid in full.

To ensure Sunwater customers can effectively manage their water and business, this newsletter outlines key information and submission dates regarding meter reads, carryover and temporary transfers.

Customers who exceed their water allocation are encouraged to consider temporary transfers to address the overuse.

Key submission dates for end of water year 2023-24

 24 June 2024	Carryover and temporary transfer application forms
 3 July 2024	Voluntary meter reads (for customers wishing to take water up to 30 June 2024)

Back-to-base meter installations

Sunwater has been trialling back-to-base metering technology. Results have shown that back-to-base telemetered readings can be provided in areas with limited network service.

The telemetry devices will be installed on surface water meters and will transmit data in near real time. Improved data will help water users monitor their own water take, helping on-farm business decisions. Telemetry will reduce the need for manual data collection from the physical meter site.

The benefits of back-to-base metering and remote operations include:

- improved lead and water order times (due to remote visibility of water levels).
- reduced releases (due to remote visibility of orders and pumping in real time)
- fewer driving hours for Sunwater staff reducing a key safety risk
- increased operator availability
- improved order vs pumping ratio.

To date, telemetry has been installed on 20 dual-purpose meters in the St George Water Supply Scheme.

Carryover of unused CAP (ICS customers)

Carryover of CAP will be made available to allocation holders managed under the ICS methodology for the 2023-2024 water year, subject to the rules outlined in the St George Operations Manual. The maximum total CAP carryover must be the lesser of 20 per cent of the sum of the nominal volumes of all water allocations managed within the scheme, and the sum of the unused nominal volume for all water allocations managed as ICS.

If the unused CAP remains above 20 per cent of the nominal volume (currently 50,990 ML as at 1 April 2022) at the end of the water year, all customers with CAP balances less than or equal to 20 per cent of their nominal volume will be able to carry over that balance.

All other customers can only carry over 20 per cent of their nominal volume plus an additional remaining amount calculated on a pro-rata basis.

Mandatory changes to water trading requirements

The Australian Government is introducing new water trading requirements in the Murray–Darling Basin under the *Water Amendment (Restoring Our Rivers) Act 2023*. From 1 July 2024, trade and transfer application forms must be completed comprehensively and accurately, to help improve transparency in the water trading market. Customers should be aware of the new requirements for reporting and retaining information about their trading activities.

Find out more at www.dcceew.gov.au/water/policy/markets

Irrigation prices 2021-22 to 2024-25

From 2021-22 to 2024-25, irrigators who buy water from Queensland's state-owned irrigation schemes are eligible for a 15 per cent discount.

Irrigators supplied with water from Sunwater-owned schemes will automatically receive the 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices issued by Sunwater will reflect the discounted price. The current year fees and charges schedules available on the Sunwater website also reflect irrigation tariffs including the 15 per cent discount.

For further information, view the Irrigation Pricing Discounts fact sheet on Sunwater's website, visit the Queensland Government website or email irrigationenquiries@rdmw.qld.gov.au

Irrigation prices 2025-26 to 2028-29

Irrigation prices that will apply from 1 July 2025 will be advised in early 2025 following the irrigation pricing review process that was initiated in March 2023.

This process involves the Queensland Competition Authority (QCA) reviewing costs and tariffs set out in Sunwater's Irrigation Pricing Proposal 2025-26 to 2028-29, submitted in November 2023. The QCA is required to recommend prices for the Queensland Government's consideration in its Final Report due in January 2025.

The QCA spent the first half of 2024 reviewing Sunwater's proposal and seeking customer feedback to inform the QCA's Draft Report expected in July 2024. Both Sunwater and customers will have the opportunity to make formal submissions on the Draft Report in the second half of this calendar year.

Commercial and industrial customers

To assist with preparing for end of water year, commercial and industrial customers should contact their relationship manager to discuss any special arrangements currently in place. The Commercial team can be contacted directly by:

- emailing commercial@sunwater.com.au
- phoning 13 15 89 and asking for your relationship manager.

Are your contact details up to date?

To avoid missing critical communications and streamline managing your Sunwater business, customers are encouraged to check their contact details and authorised account contacts are up to date by:

- logging into your Sunwater Online account <https://online.sunwater.com.au/Login>
- chatting with an advisor via the [Sunwater website](#) live chat or phoning 13 15 89.

Registered for Sunwater Online?

Sunwater Online is available to customers 24 hours a day, seven days a week. This system puts you in control of your water and business via a secure online portal. To register for Sunwater Online, please contact customer support.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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