

End of water year
2024-25 newsletter
Burnett and Lower Mary Region

End of water year information

The table below shows scheme water usage and remaining balances as at 1 May 2025, using the most recently recorded meter reads.

For a smooth end of water year (EOWY) process, please ensure any water overuse for 2024-25 is rectified and all outstanding accounts are paid in full.



If you have exceeded your water allocation, please consider a temporary transfer to address the overuse.

Please ensure all meters are easily accessible and grass is not overgrown in areas our staff need to access.

Scheme	Usage from 1 July 2024	Estimated remaining balance	Announced allocation predictions for 2025-26*	
Barker Barambah	7454 ML	29,367 ML	High priority	100%
			Medium priority	100%
Boyne River and Tarong	19,956 ML	22,646 ML	High priority	100%
			Medium priority	100%
Bundaberg	80,161 ML	195,641 ML	Burnett sub-scheme	
			High priority	100%
			Medium priority	80% to 100%
			Kolan sub-scheme	
			High priority	100%
			Medium priority	100%
Lower Mary River	2065 ML	28,152 ML	High priority	100%
			Medium priority	100%
Three Moon Creek	4101 ML	10,833 ML	High priority	100%
			Medium priority	100%
Upper Burnett	12,357 ML	26,560 ML	Claude Wharton, Jones, Kirar and Wuruma sub-schemes	
			High priority	100%
			Medium priority	100%
			John Goleby Weir sub-scheme	
			Medium priority	82% to 92%

*This is a prediction only. 2025-26 announced allocation notifications will be sent in the first two weeks of July 2025

Key submission dates for EOWY 2024-25

	26 June 2025	Carryover and temporary transfer application forms
	2 July 2025	Voluntary meter reads (for customers wishing to take water up to 30 June 2025)

Customer survey program

Thank you to everyone who took the time to respond to our most recent customer surveys in November 2024 and April 2025. We've been running a biannual survey program for six years now and so far, your feedback has led to improvements in customer engagement, flexible water supply arrangements and a greater focus on long-term water security planning.

Projects

Sunwater is progressing a detailed business case for a new Paradise Dam wall to ensure a safe and secure water supply for the Bundaberg region for future generations. While planning is underway, a range of activities are progressing to support the construction of the new dam wall including road upgrades, geotechnical and quarry investigations, environmental approvals and planning for a worker accommodation village.

Sunwater is also working to deliver two new weirs at Barlil and Cooranga in the Burnett region to improve regional water security and support agricultural growth. The new weirs would increase the reliability of existing water allocations to provide opportunities for higher value cropping options or expansion of agriculture in the area.

Water trading

Sunwater customers or other individuals seeking additional water allocations on either a temporary or permanent basis can view available water allocations for trade, guidelines and the required forms by visiting our website:

- > [Temporary Transfers](#)
- > [Water trading board](#)
- > [Property and water allocation transfer process](#)

Carryover of unused available water

For schemes with carryover, guidelines and conditions can be viewed on the second page of your scheme's carryover application form, available at sunwater.com.au/customer/forms. You will need to apply by **Thursday 26 June**.

Commercial and industrial customers

To assist with preparing for EOWY, commercial and industrial customers should contact their relationship manager to discuss any special arrangements currently in place.

Sunwater's commercial team can be contacted directly by:

@ commercial@sunwater.com.au

☎ **13 15 89** and providing the name of your relationship manager.

Irrigation prices 2025-26 to 2028-29

The Queensland Competition Authority's review of irrigation prices for the 2025-26 to 2028-29 period concluded with its publication of a Final Report in February 2025.

In May 2025 the Queensland Government set irrigation prices for the 2025-26 to 2026-27 period.

It also announced a continuation of the 15 per cent discount for eligible irrigators.

Further details on how irrigators can secure the discount will be provided soon.

Registered for Sunwater Online?

Sunwater Online is available 24 hours a day, seven days a week. This system puts you in control of your water and business via a secure online portal. The online portal is accessed via sunwater.com.au and can be used to:

- > view alerts and messages
- > update account details
- > view and print account information
- > submit requests for carryover
- > view, enter and export meter reads
- > submit, view and accept temporary transfer requests
- > create, amend and cancel water orders.

Step-by-step online guides to help you process transactions are available at sunwater.com.au/customer/managing-your-account under the subheading 'Help with Sunwater Online'.

To register for Sunwater Online, please contact customer support by phone or live chat.

Are your contact details up to date?

To avoid missing critical communication and streamline managing your Sunwater business, please check your contact details and authorised account contacts are up to date by:



logging into your Sunwater Online account online online.sunwater.com.au/Login



chatting with an advisor via the [Sunwater website](#) live chat or phoning **13 15 89**.

Contact details:

☎ **13 15 89**

@ customersupport@sunwater.com.au

🌐 www.sunwater.com.au

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