

End of water year 2024–25 newsletter North 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*	
Burdekin Haughton	278,189 ML	849,878 ML	High priority	100%
			Medium priority	79% to 83%
Mareeba Dimbulah	82,549 ML	121,874 ML	High priority	100%
			Medium priority	100%
Proserpine River	8336 ML	55,719 ML	High A1 priority	100%
			Medium A1 priority	100%
			Medium A2 priority	90%
			Medium A3 priority	75%

**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.

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 www.sunwater.com.au/customer/forms

If you have not submitted a carryover application in the past, you will need to apply by **Thursday 26 June**.

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.

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.

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 www.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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