

## End of water year 2025-26 newsletter *Pioneer Bowen Basin Region*

### End of water year (EOWY) information

The below table shows scheme water usage and remaining balances as at 19 May 2026, using the most recently recorded meter reads.

For a smooth EOWY process, please ensure any water overuse for 2025-26 is rectified, and all outstanding accounts are paid in full. Sunwater must report to the

Department of Local Government, Water and Volunteers (DLGWV) any customers who have not rectified excess use by the end of the current water year. Customers may also be in breach of their supply contract.

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

Scheme	Usage from 1 July 2025	Estimated remaining balance	Announced allocation predictions for 2026-27*	
Bowen Broken	10,899 ML	27,969 ML	High priority	100%
			Medium priority	100%
Pioneer River	17,177 ML	60,877 ML	High A priority	100%
			High B priority	100%

\*This is a prediction only. 2026-27 announced allocation notifications will be sent in the first two weeks of July 2026

### Key submission dates for EOWY 2025-26



24 June 2026

Carryover and temporary transfer application forms



2 July 2026

Voluntary meter reads for customers wishing to take water up to 30 June 2026

## Customer survey program

Thank you to everyone who took the time to respond to our Touchpoint Survey in November 2025 and the recent Customer Survey which closed on 31 May 2026. In the coming months, we will review your feedback and consider what changes and improvements we can make. We've run our biannual survey program for six years, and your valuable feedback has led to improvements in customer engagement, flexible water supply arrangements and a greater focus on long-term water security planning.

Next year, we are moving to an annual schedule for our surveys. We will share further information in advance of the next survey in May 2027.



## 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 the Sunwater 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](#). You will need to apply by **24 June**.

## RAB Irrigation Price Review

In late 2025, the Queensland Competition Authority (QCA) was tasked by the Queensland Government to investigate and report on appropriate prices under a RAB methodology for potential introduction in 2027-28 and 2028-29.

We communicated with irrigation customers in relevant schemes and made a series of materials available on dedicated webpages between November 2025 and January 2026.

As well as discussing the review in all scheduled Customer Advisory Committee meetings over this period, we:

- > held four online meetings open to all customers
- > uploaded an Irrigation Customer Invoice Calculator to help customers estimate prices in 2007-29 under both the annuity and RAB methodologies
- > shared an independent report written by a respected economic consultancy comparing the methodologies.

On 27 February 2026, Sunwater made a submission to QCA with proposed RAB-based prices across 26 regulated service contracts and posted it on our website shortly afterwards. At the time of this newsletter's publication, QCA indicated the Draft Report to the Minister would be published in early July. Please see the [QCA website](#) for updates.

## Irrigation Pricing Rebate Scheme

In May 2025, the Queensland Government announced the 15 per cent discount for eligible irrigators would be continued for two more years (2025-26 and 2026-27).

The scheme is now administered by the Queensland Rural and Industry Development Authority (QRIDA). This means that Sunwater does not include the discount on its bills as it did previously. Irrigators must apply directly to QRIDA, and successful applicants will receive a 15 per cent rebate on their Sunwater bills. Further details are available [here](#).

## Asset Management Improvement Program

The Asset Management Improvement Program (AMIP) is focused on delivering an improved model to manage planned maintenance and works delivery and, in turn, reduce unplanned disruptions to services.

The program will look at new digital tools to help us better anticipate maintenance needs, manage risks and prioritise investment.

## Customer systems renewal

We are committed to extending the operational life of our customer systems and are currently putting interim measures in place to improve stability and strengthen cybersecurity. This includes the planned introduction of multifactor authentication.

We will actively engage with customers as we plan for the long-term replacement of these systems, ensuring all regulatory, water accounting, data security, privacy, customer and supportability requirements are met.

Customers will have the opportunity to share feedback on additional features and services before any major decisions are made. Lessons learnt from the CASPr project are helping guide the selection of a future-fit customer water accounting and billing system. Our priority is to minimise risk while providing reliable, secure and compliant services.

Improvements will be delivered in a staged and considered way, rather than through a single large-scale system replacement. This will ensure we take a thoughtful and informed approach before making significant investments.

## 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. Our commercial customer team can be contacted directly by:

@ emailing [commercial@sunwater.com.au](mailto:commercial@sunwater.com.au)

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

## 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 that you can access through our website. Sunwater Online 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 assist customers with processing transactions are available on our website.

To register for Sunwater Online, please contact Customer Support.



### Are your contact details up to date?

To avoid missing important information 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.sunwater.com.au/Login](https://online.sunwater.com.au/Login)



contacting Customer Support on **13 15 89**  
**(8:30am–4:30pm, Monday to Friday).**

## Contact details:

☎ 13 15 89

@ [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

🌐 [www.sunwater.com.au](http://www.sunwater.com.au)

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