

Burdekin Haughton Water Supply Scheme Carryover Application Conditions

General

Carryover enables customers to carry over unused available water at the end of a water year to become available in the next water year within the limits and subject to the conditions and rules below.

Any riparian allowance is deemed to be the first water used through offtakes, prior to any carryover water used.

Application

Automatic, recurring Carryover applications are applied to a customer's active Sunwater metered water account, upon commencing their supply contract.

If you have previously cancelled your carryover application, please complete and sign this application form and submit it to Sunwater to be eligible for carryover.

Applications for carryover must be received **at least five business days** prior to the end of the water year.

Carryover does not alter the customer's peak flow rate or roster conditions.

Outstanding accounts

This application **will not be assessed** by Sunwater unless you have settled **any outstanding accounts**.

To be eligible for carryover, all outstanding balances must be paid prior to end of water year.

If you are unsure whether you have any outstanding accounts and wish to avoid unnecessary delays, please contact Sunwater on 13 15 89 prior to submitting this application.

Financial Hardship

If you are experiencing financial hardship, please contact the Sunwater Customer Support team on 13 15 89 or customersupport@sunwater.com.au

Net available water (NAW)

This is the water balance at the end of the water year after adjustment for the Scheme Cap rule and the subsequent reduction of the volume for the loss factor.

Maximum volume of carryover & storage losses

The total volume of unused water for the scheme that is permitted to be carried over to the next water year must be the lesser of -

- (a) 25% of the total nominal volume for the scheme
- (b) 94.6% of the total volume of unused water for the scheme at the end of the water year.

The volume of water that may be carried over by a water user must not be more than 94.6% of the water holder's unused volume at the end of the water year.

Should the total requested carryover volume exceed the scheme cap, any individual carryover volumes will be reduced proportionally.

A storage loss factor of 10% will be applied to the volume of water available to be carried over and the carryover volume will be adjusted accordingly.

Recurring carryover

By nominating recurring carryover, the total of the customer's NAW will be available. Sunwater or the customer can end an ongoing carryover arrangement at any time, by advising the other party in writing. The change will take effect from the commencement of the new water year.

Cancellation rule

The carryover arrangements for the water year cease:

1. Six months after the start of the water year (i.e. 31 December) whereby unused carryover water will be surrendered to the systems for redistribution; or
2. When the water level in Burdekin Falls Dam is less than, or equal to 148.1 m AHD; or
3. when the Burdekin Falls Dam spills. A spill is taken to be an overflow of 1 ML (or greater) over the Burdekin Falls Dam. Then;
 - customers must provide current meter readings to Sunwater for all outlets within 48 hours of the spill commencing.
 - any volume of water used by the customer will be offset against the carryover volume.
 - if the carryover volume is less than the volume of water used by the customer, the difference will be deducted from the customers available water account balance.
 - all unused carryover water must be cancelled.

Temporary transfer warning

Customer's intending to temporary transfer water need to be aware that carryover can be cancelled in accordance with the applicable cancellation rules. This may result in your account having a negative water balance.

In these circumstances Sunwater may be required to report you to the regulator.

Example 1: Temporary transfer with carryover

You might apply to carryover your remaining volume of 8 ML from the 2018/2019 water year. Sunwater may approve the carryover of 4 ML. As a result of the carryover (4 ML) and the 2019/2020 announced allocation (20 ML) you will have 24 ML available during 2019/2020. You have decided not to use any of this water but to temporary transfer the entire 24 ML.

However, the carryover is then cancelled in October. You have not used any of the carryover water (i.e. no water has passed through your meter) but, you have finalised the temporary transfer of 24 ML. The difference between your water use (at the time of the cancellation) (i.e. 0 ML) and the original carryover volume (i.e. 4 ML), is deducted from your water balance at the time of the cancellation. **The volume you have temporary transferred is not factored into this calculation, it is based entirely on water usage as measured at your meter.**

Therefore, you will have an entitlement to 20 ML but have temporary transferred 24 ML. You will have a negative balance and Sunwater will provide you with notice that you are in breach of the standard supply contract. If this breach is not remedied, Sunwater will be required to notify the regulator.

Example 2: Carryover with riparian allowance

You have a riparian allowance of 2 ML as well as an allocation of 20 ML. In 2018/2019 you apply for and are granted 4 ML of carryover water. If the carryover is cancelled in October and your water use in 2019/2020 is 4 ML, then the first 2 ML is considered riparian water use and 2ML is considered carryover water use. Riparian water use is always considered the first water used. Your water account will be adjusted to deduct 2 ML (4 ML approved carryover minus 2 ML carryover water use) from your available water.

Collection of your personal data

Sunwater collects and uses your Personal Information to provide products, services and information to you, its customers and for its business operations.

If you choose not to provide certain Personal Information to Sunwater, Sunwater may be unable to provide you with the services, information or other access arrangement requested.

Our Privacy Policy can be viewed at <https://www.sunwater.com.au/privacy-policy/> and tells you how we usually collect, use and disclose your Personal Information (including the types of entities we may disclose your Personal Information to) and how you can ask for access to it or seek correction of your Personal Information. Our Privacy Policy also contains information about how you may make a privacy complaint, and how we will deal with such a complaint.

If you choose not to provide certain Personal Information to us, we may not be able to provide you with the services, information or other arrangements required.

We may disclose Personal Information to recipients outside of Australia. Such recipients are likely to be located in New Zealand, Canada, India, Singapore, the United Kingdom, Germany or the United States of America.

If you would like further information about our privacy policies or practices, please contact our Privacy Officer using the contact details below.

Post to: Privacy Officer - Sunwater Limited

PO Box 15536, City East, Queensland 4002

Phone: +61 7 3120 0000

Email: IMPrivacyRequests@sunwater.com.au