sunwater

APPLICATION CARRYOVER OF ANNOUNCED ALLOCATION

CALLIDE VALLEY WATER SUPPLY SCHEME

WATER YEAR ENDING: _____/_____

Note: This form must be received at least **five business days prior** to the end of the water year. Applications will not be assessed if there are **any** outstanding funds on the account.

Part A - Customer details - Form must be completed and signed by Principal Account/Contract Holder

Customer Account ID | **Water Account ID**

Principal Account Holder name _____ **Date of birth** _____

Address _____

Select preferred notification method — **Email** ☐ **SMS** ☐ — **Email address** _____ **Mobile number** _____

****Please note, the method chosen as well as contact information supplied (if different to what is noted on your account) will be updated as your preferred contact method for all future Sunwater correspondence. Only one preferred method of contact can be selected****

Part B - Carryover details

☐ Carryover of the net available water automatically at the end of each water year, until otherwise notified by you, or ended by Sunwater

OR

☐ Carryover of all or part of the net available water for the current water year only

☐ **All** ☐ **Part Amount** _____ **ML**

Note: When nominating a 'part amount' to carryover. The figure selected is still subject to the pro rata and loss factor calculation. For example, you nominate 5ML for carryover. The pro rata factor applied is 44% (44% of 5ML is 2.2ML) and a loss factor of 20% (20% of 2.2ML is 0.44ML), the volume of water carried over would be (2.2ML – 0.44ML) 1.76ML.

Carryover statement

This document can only be signed by a party listed as a customer on the Water Supply Contract or listed as holder of the Water Allocation ("Relevant Customer"), or by one customer on behalf of, and with the authority of, all relevant customers as per the signed Customer Profile Form.

Carryover is only available to customers with a water account that is metered by Sunwater and have unused announced allocation at the end of the water year.

I agree to the increase in the volume available under the contract for the following water year in accordance with the carryover rules as published in this form.

I understand that Sunwater may vary the terms on this form from time to time, and Sunwater will inform me of the changes, or may approve a lesser volume than nominated.

Temporary transfer acknowledgement

I/We understand that where the nominated storage spills and the seller's water balance is less than the announced allocation for the water year:

- The seller's account will be reduced by the amount of the unused net available water,
- The seller will not be able to take any water until the seller's account has a positive water balance in instances where the reduction results in the seller having a negative water balance,
- Where there is a negative water balance, Sunwater may take action under my contract.

Signature	Print Name	Date

Tick where relevant:	Yes	No
Signed under Power of Attorney (copy attached/already submitted)		

Sunwater office

PO Box 15536
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Our Privacy Policy can be viewed at www.sunwater.com.au

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Callide Valley 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

To apply for carryover please complete and sign this application form and submit it to Sunwater.

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.

Carryover is only available to customers who are metered by Sunwater.

Outstanding accounts

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

To be eligible for carryover, all outstanding account balances must be paid prior to the end of the 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 maximum volume that can be carried over is not to exceed the lesser amount of 1500ML; and 80% of the total volume of unused groundwater for the scheme. If the requested carryover volumes exceed the cap, individual carryover volumes will be reduced proportionally.

The losses to be applied for the scheme are 20%.

Ongoing carryover

By nominating the ongoing carryover facility, the total of the customer's NAW will be available. Sunwater and 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 rules

The carryover arrangements for the water year cease on 31 December.

Customers are encouraged to supply a meter read prior to 31 December.

- 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 8ML from the 2018/2019 water year. Sunwater may approve the carryover of 4ML. As a result of the carryover (4ML) and the 2019/2020 announced allocation (20ML) 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 24ML.

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 24ML. The difference between your water use (at the time of the cancellation) (i.e. 0ML) and the original carryover volume (i.e. 4ML), 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 20ML but have temporary transferred 24ML. 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 2ML as well as an allocation of 20ML. 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 4ML, then the first 2ML 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 2ML (4ML approved carryover minus 2ML 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. 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, and how you can ask for access to it or seek correction of it. Our Privacy Policy also contains information about how you can make a complaint and how we will deal with such a complaint.

If you choose not to provide certain personal information to Sunwater, Sunwater may not be able to provide you with the services, information or other arrangement required.

Sunwater 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 or the United States of America.

If you would like further information about our policies or practices in relation to your personal information, please contact our Privacy Contact Officer using the contact details below.

Post to: Sunwater Information Services

PO Box 15536, City East, Queensland 4002

Phone: +61 7 3120 0000
Email: IMPrivacyRequests@sunwater.com.au