

### PREDICTION OF 2019-2020 START OF WATER YEAR ANNOUNCED ALLOCATION FOR 1 JULY 2019

Due to the current low storage volume of Bjelke-Petersen Dam, Sunwater is predicting the start of water year Announced Allocation for the 2019-2020 Water Year to be:

The **predicted** Announced Allocation for 1 July 2019:

- High Priority is **predicted** to be 100%
- Medium Priority is **predicted** to be 0%

**These are PREDICTIONS ONLY and are intended to provide you an indication of what the Announced Allocation may be for the new water year.** We understand these dry times can be challenging times for our customers given the lack of meaningful inflows. We are hopeful for inflows sooner than later and will continue to keep you updated if there are any changes to the current conditions.

From 1 July 2019 Sunwater will calculate the actual start of water year Announced Allocations for 2019-2020 and will publish the announcements accordingly. Customer notifications will be provided by email and/or SMS and will be made available on the Sunwater website. **Please call us 13 15 89 if you need to update your contact details.**

### CARRYOVER OF UNUSED AVAILABLE WATER

As per the carryover rules if the storage volume of Bjelke-Petersen Dam is less than 10,000ML on 1 July 2019, carryover will not be available. Current storage level is approximately 9,160ML.

### UNAUTHORISED USE

With the Medium Priority announcement predicted to be 0% on 1 July 2019, it is important for you to track your water usage closely in the current water year and ensure you don't use more than you have available in your account. Arranging temporary transfers in the current water year to cover your excess usage may be easier for you before 30 June 2019 rather than after in the 2019-2020 water year.

After Sunwater receives the final meter reads for the 2018-2019 water year, we will give you an opportunity to remedy the breach before the 2018-2019 water year is closed off if you have a negative balance. You will receive an SMS and/or email to remedy the over use within 3 business days. To do this you need to arrange a temporary transfer from someone who has any 2018-2019 water left over in their account. Please do not hesitate to contact your Customer Support Team if you need any assistance.

If you need any more information, our "Unauthorised Use Policy" can be found on our website under "Home>Customer>Managing your account>Water orders and account balances".

### END OF WATER YEAR METER READINGS

Sunwater will commence the final round of meter readings for the 2018-2019 water year towards the end of June.

Although Sunwater will read your meter/s during June if you wish to record water used up to and including the 30 June as being used in the 2018-2019 water year, you have the option of providing your final meter reading for each offtake to Sunwater by SunwaterOnline, email, fax or telephone. Alternatively take a photo of your meter dial/s and email the photo/s to the Customer Support team ensuring each photo is identified with an offtake number. These reads must be received **no later than Close of Business on Tuesday 2 July 2019.** (Refer to Sunwater contact details below for ways you can provide these reads to us).

**Please Note: Any readings received after this time will not be considered in the 2018-2019 water year.**

### END OF YEAR TEMPORARY TRANSFER APPLICATIONS

Please ensure applications are submitted at least two (2) working days prior to 30 June. Sunwater will send approval/refusal notification to the buyer and seller. For a smooth process ensure that all accounts are paid in full and that the application has been signed by all relevant parties.

### SUNWATER MOVING TOWARDS PAPERLESS

Electronic Billing is better for our environment. Sign up today to receive your detailed invoice and water statement electronically - it's fast, secure and easy. Call us on 13 15 89 or email [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)