

End of water year 2023-24 newsletter

Boyne River and Tarong Water Supply Scheme

May 2024

Scheme overview for 2023-24

The below table shows scheme water usage and remaining balance as at 1 April 2024, when the last quarterly meter reads were completed.

Scheme	Usage from 1 July 2023	Estimated remaining balance
Boyne River and Tarong	23,307 ML	18,864 ML

Sunwater would like to remind customers to ensure all meters are easily accessible and the grass is not overgrown in the area Sunwater staff need to access.



Scheme highlights for 2023-24

Each year Sunwater undertakes maintenance of normally submerged assets to ensure the continued reliability of delivery infrastructure. The scope of these works ranges from general preventative maintenance through to major refurbishment or replacement of end-of-life assets.



Some important work this year has included:

- the five-year comprehensive dam inspection was completed in mid-2024. The inspection is part of an ongoing assurance program to meet our safety and quality standards as well as the requirements of the Dam Safety Regulator
- routine inspections carried out in 2023 identified minor scours on the Boondooma Spillway. Mass concrete was used to fill scour holes in the rock cut spillway. Work was completed in March 2024
- the Boondooma Dam hydraulics system and electrical controls were refurbished to ensure continuing reliability of water releases from the dam. Work was completed in April 2024.

Predictions for 2024-25

 Announced allocations	High Priority – 100% Medium Priority – 100% This is a prediction only. 2024-25 announced allocation notifications will be sent in the first two weeks of July 2024
 Forecast storage volume	Boondooma Dam forecast storage level on 1 July 2024 278.56 m AHD (approx. 173,545 ML)

Key submission dates for end of water year 2023-24

 24 June 2024	Temporary transfer application forms
 3 July 2024	Voluntary meter reads (for customers wishing to take water up to 30 June 2024)

End of water year information

For a smooth end of water year process, please ensure any water overuse for 2023-24 is rectified, and all outstanding accounts are paid in full.

To ensure Sunwater customers can effectively manage their water and business, this newsletter outlines key information and submission dates regarding meter reads, carryover and temporary transfers.

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 below Sunwater website pages:

- [Temporary transfers](#)
- [Water trading board](#)
- [Property and Water Allocation Transfer Process](#)

Customers who exceed their water allocation are encouraged to consider temporary transfers to address the overuse.

Irrigation prices 2021-22 to 2024-25

From 2021-22 to 2024-25, irrigators who buy water from Queensland's state-owned irrigation schemes are eligible for a 15 per cent discount.

Irrigators supplied with water from Sunwater-owned schemes will automatically receive the 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices issued by Sunwater will reflect the discounted price. The current year fees and charges schedules, available on the Sunwater website also reflect irrigation tariffs including the 15 per cent discount.

For further information view the Irrigation Pricing Discounts fact sheet on Sunwater's website, visit the Queensland Government website or email irrigationenquiries@rdmw.qld.gov.au

Irrigation prices 2025-26 to 2028-29

Irrigation prices that will apply from 1 July 2025 will be advised in early 2025 following the irrigation pricing review process that was initiated in March 2023.

This process involves the Queensland Competition Authority (QCA) reviewing costs and tariffs set out in Sunwater's Irrigation Pricing Proposal 2025-26 to 2028-29, submitted in November 2023. The QCA is required to recommend prices for the Queensland Government's consideration, with a Final Report due to be published in February 2025.

The QCA spent the first half of 2024 reviewing Sunwater's proposal and seeking customer feedback to inform the QCA's Draft Report expected in July 2024. Both Sunwater and customers will have the opportunity to make formal submissions on the Draft Report in the second half of this calendar year.

Commercial and industrial customers

To assist with preparing for end of water year, commercial and industrial customers should contact their relationship manager to discuss any special arrangements currently in place. The Commercial team can be contacted directly by:

- emailing commercial@sunwater.com.au
- phoning 13 15 89 and asking for your relationship manager.

Are your contact details up to date?

To avoid missing critical communications and streamline managing your Sunwater business, customers are encouraged to check their contact details and authorised account contacts are up to date by:

- logging into your Sunwater Online account online.sunwater.com.au/Login
- chatting with an advisor via the [Sunwater website](#) live chat or phoning 13 15 89.

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. 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 assist customers with processing transactions are available at www.sunwater.com.au/customer/managing-your-account under subheading 'Help with Sunwater Online'.

To register for Sunwater Online, please contact customer support by phone or live chat.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Live chat: sunwater.com.au (Monday to Friday, 8:30am – 4:30pm)

Post: PO Box 15536 City East QLD 4002

Fax: (07) 3036 6482

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