

Bed sands explanation and impact on announced allocation

Boyne River and Tarong Water Supply Scheme

Summary

- When the medium priority announced allocation is 0 per cent, customers can access waterholes and bed sands under the provisions of stage 1 of the Critical Water Supply Arrangements
- Customers wishing to access bed sands water must contact the Department of Regional Development, Manufacturing and Water to apply and be approved for the relevant permit prior to excavation works and pumping of bed sands water
- Should customers access bed sands water, they are responsible for ensuring their combined allocation and bed sands water usage does not exceed the total volume of water on their water allocation title (nominal volume)

Background

Under the provisions of the Critical Water Supply Arrangements, (outlined in the [Boyne River & Tarong Water Supply Scheme Operations Manual](#), Chapter 3, section 8 Taking water during critical water shortage) when the medium priority announced allocation for the scheme is 0 per cent, customers are able to access water from water holes and bed sands.

Customers wishing to access water from bed sands must contact the Department of Regional Development, Manufacturing and Water, Bundaberg on 13 QGOV (13 74 68) to arrange the appropriate permitting arrangements prior to excavation works and pumping of water from the bed sands.

Taking bed sands water

By taking bed sands water customers are still obligated to ensure their usage for the water year does not exceed the nominal volume as displayed on the allocation holder's water title(s). Should customers use bed sands water, any volumes taken must be deducted from the total nominal allocation volume. Customers are responsible for monitoring bed sands water usage as this is not shown on your Sunwater water statements as allocation usage.

To assist in explaining the impacts taking bed sands water will have on customers available water entitlement we have prepared the following examples.

Example 1

Nominal volume 100ML	80 ML	Announced allocation water (80% announced allocation)	80 ML	Remaining allocation water available according to Sunwater records (as this won't factor in beds and usage)
	25 ML	Bed sands water usage This usage would not be displayed on customer Sunwater statements	25 ML	Bed sands water usage
	0 ML	Actual allocation water usage	75 ML	Remaining water entitlement factoring in customer total water usage

Of the 80 ML showing in the customer's available water balance, the customer is only entitled to take 75 ML of water. Which is broken down as follows:
 100 ML – shown on allocation title
 25 ML – less bed sands usage
 = 75 ML available to take

1. Megalitres (ML)
2. Nominal volume is the volume of water displayed on the allocation holder's water title

Example 2

Nominal volume 100ML	0 ML	Announced allocation water (0% announced allocation)	0 ML	Remaining allocation water available according to Sunwater records (as this won't factor in beds sands usage)
	15 ML	Bed sands water usage This usage would not be displayed on customer Sunwater statements	15 ML	Bed sands water usage
	0 ML	Actual allocation water usage	85 ML	Remaining water entitlement factoring in customer total water usage

This customer will have 0 ML of available water showing when viewing their current Sunwater account balances. However, due to the 15 ML of bed sands water usage, should the announced allocation increase to 100% later in the water year, the customer would only be able to take up to 85 ML where Sunwater's records would show a total available balance of 100 ML as it will not factor in bed sands usage.

Example 3

Nominal volume 100ML	80 ML	Announced allocation water (80% announced allocation)	20 ML	Remaining allocation water available according to Sunwater records (as this won't factor in bed sands usage)
	45 ML	Bed sands water usage This usage would not be displayed on customer Sunwater statements	45 ML	Bed sands water usage
	60 ML	Actual allocation water usage	-5 ML	Remaining water entitlement factoring in customer total water usage

As the customer's total water usage was 105 ML (60 ML of allocation usage + 45 ML of bed sands water) this has resulted in the customer exceeding their entitlement by 5 ML.

Viewing your available water balance

Customer can view current available water balances by:

- logging in to your Sunwater Online account [here](#). For instructions on viewing your current water account balances use [this](#) online guide.
- contacting customer support by phone on 13 15 89 or using live chat via sunwater.com.au

More information

Should you wish to discuss any content in this fact sheet further, or for general enquiries, please contact customer support on 13 15 89, via live chat at sunwater.com.au, Monday-Friday 8.30am-4.30pm or email your enquiry through to customersupport@sunwater.com.au.