

End of water year 2019-2020 newsletter

Bundaberg Water Supply Scheme

June 2020

Scheme overview for 2019-2020

Works to lower Paradise Dam spillway commenced last month to reduce the risk of a dam failure. This is a short term risk reduction measure while the long term remediation of the dam is planned. Sunwater has secured an amendment to water sharing rules that will maximise allocations in the Burnett sub-scheme whilst the dam is maintained at 42 per cent.

Growers may also be able to access additional water without debit of their existing allocation and at no charge from Sunwater as releases are made to maintain the dam's storage level at 42 per cent. We are committed to ongoing customer and stakeholder engagement to ensure that water users have their voice heard as the detailed business case process to determine the future of Paradise Dam is developed.

Works were also undertaken at Fred Haigh Dam downstream of the spillway to ensure continued safe operation of the dam. More erosion control works are scheduled at this site in the coming year.

Are your contact details up to date?

We generally use SMS and email to communicate planned works and critical customer information. To ensure all account contacts remain up to date, please:

- complete a [Customer Profile Form](#) and email it through to the Customer Support team at customersupport@sunwater.com.au, or
- contact Customer Support on 13 15 89 between 8.30am and 4.30pm, Monday to Friday.

Predictions for 2020-2021	
 Announced allocations (prediction only)	Kolan Subscheme: <ul style="list-style-type: none"> • 100% - High Priority • 100% - Medium Priority Burnett Subscheme: <ul style="list-style-type: none"> • 100% - High Priority • 68% - 74% - Medium Priority
Key dates end of water year 2019-2020	
 Tuesday 23 June 2020	Last day to submit: <ul style="list-style-type: none"> • Carryover application forms • Temporary Transfer forms
 Thursday 2 July 2020	<ul style="list-style-type: none"> • Last day to submit meter reads
Key dates 2020-2021	
 Annual Shutdown	Gooburrum <ul style="list-style-type: none"> • 4pm 5 June - 10am 14 June Isis Lower <ul style="list-style-type: none"> • 4pm 3 July - 10am 12 July Isis Upper <ul style="list-style-type: none"> • 4pm 10 July - 4pm 18 July

End of water year information

For a smooth end of water year process please ensure any overuse of water for 2019-2020 is rectified and all outstanding accounts are paid in full. Sunwater must receive all Temporary Transfer applications by 4:30pm, Tuesday 23 June 2020.

Please visit the [Managing your account](#) section at www.sunwater.com.au/customer/ for further end of water year information.

Carryover of unused available water

Carryover will be made available to Medium Priority allocation holders for the 2019-2020 water year subject to the rules in your scheme. Please note if Paradise Dam (Burnett subscheme) or Fred Haigh Dam (Kolan subscheme) is spilling on 1 July 2020 then carryover will not be available in that subscheme.

More information regarding the rules for carryover can be found on the carryover application form here: <https://bit.ly/2UwkUtl>. If you wish to carryover your available water you must apply via Sunwater Online, by contacting Customer Support (13 15 89) or emailing the completed [form](#) to customersupport@sunwater.com.au.

Sunwater must receive all applications by 4:30pm, Tuesday 23 June 2020. To be eligible for carryover, all outstanding account balances need to be paid.

Water pricing

The Queensland Competition Authority (QCA) has completed its investigation into water prices for Sunwater's irrigation customers from 1 July 2020 to 30 June 2024. The irrigation price review allowed for a thorough examination of our costs and provided an opportunity for stakeholders to present their views on issues affecting them before the QCA recommended future irrigation water prices to the Queensland Government. The QCA's final recommendations are available at: www.qca.org.au/project/rural-water/irrigation-price-investigations/

For 2020/21, the Queensland Government has announced that prices will be the lower of:

- the existing 2019/20 price
- the 2020/21 price recommended by the QCA.

Sunwater will notify irrigation customers of the actual prices to apply in 2020/21 once we receive the Rural Water Pricing Direction Notice from the Queensland Government.

At this stage, the Queensland Government has not announced the irrigation prices that will apply for the remainder of the price path period (2021/22 to 2023/24). The Queensland Government has however, confirmed that it will continue to subsidise the irrigation customer's share of Sunwater's Dam Improvement Program costs.

Would you like to receive your invoice via email?

Over the 2018/19 year, a total of 19,074 invoices were generated. The vast majority of these (87 per cent) were posted, with a small portion being emailed (13 per cent).

If you would prefer to receive a detailed invoice and water statement electronically via email, please contact Customer Support on 13 15 89 or customersupport@sunwater.com.au to update your preference.

New Customer App

Customers are at the heart of everything we do. We want to make doing business with us easier and provide options to streamline the management of your water accounts.

We have listened to your feedback and have developed a new App as a mobile solution (phone and tablet) that will assist you (our customers).

In addition to [Sunwater Online](#), the new App will allow you to carry-out four activities from your phone or tablet:

1. Access your water account details and current information about offtakes and allocations
2. Order water
3. Temporary transfer water to other Sunwater accounts holders
4. Enter meter read data.

The Customer App is in its final stages of development and is due for release by the end of June 2020. Further details about the release date and how you can access the App will be provided in the coming weeks.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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