

## End of water year 2020-21 newsletter Bundaberg Water Supply Scheme

June 2021

### Scheme overview for 2020-21

In March 2021 Sunwater confirmed that essential works to lower the spillway at Paradise Dam to improve the safety of the downstream community had been completed. The essential works, which reduced pressure on the dam wall in the case of a significant flood event, are a short-term risk reduction measure while a longer-term dam remediation plan is confirmed. The Queensland Government is expected to make a decision about the long-term future of Paradise Dam by the end of 2021.

Sunwater has quarantined unsold water allocations in Paradise Dam to maximise available water to existing customers while the Dam Improvement Project (DIP) works are conducted at the dam. Once a decision is made regarding the future of Paradise Dam, Sunwater will confirm the volumes available for future sale. Sunwater will not be able to sell permanent water until the DIP works are complete, the scope of which will be determined by the results of further technical investigation.

It is expected that the temporary transfer market will remain active until permanent water is again available for sale.





Works also continued at Fred Haigh Dam downstream of the spillway to ensure the continued safe operation of the dam. These works were completed in January 2021.

### Carryover of unused available water

Carryover will be made available to medium priority (MP) allocation holders for the 2021-22 water year, subject to the rules in your scheme.

Please note if Paradise Dam (Burnett sub-scheme) or Fred Haigh Dam (Kolan sub-scheme) are spilling on 1 July 2021 then carryover will not be available in these sub-schemes.

The carryover guidelines and conditions can be viewed on the second page of your scheme's carryover application form, available [here](#).

Predictions for 2021-22	
 <b>Announced allocations</b>	<p><b>Kolan sub-scheme:</b></p> <ul style="list-style-type: none"> <li>High priority - 100%</li> <li>Medium priority - 93%-96%.</li> </ul> <p><b>Burnett sub-scheme:</b></p> <ul style="list-style-type: none"> <li>High priority - 100%</li> <li>Medium priority - 14%-17%.</li> </ul> <p>(2021-22 announced allocation notifications will be sent in the first two weeks of July 2021. This is a prediction only).</p>
Key submission dates for end of water year 2020-21	
 <b>Wednesday 23 June 2021</b>	Carryover and temporary transfer application forms.
 <b>Monday 5 July 2021</b>	Voluntary meter reads (for customers wishing to take water up to 30 June 2021).
Key submission dates for end of water year 2020-21	
 <b>Annual Shutdowns</b>	<p><b>Gooburrum</b></p> <ul style="list-style-type: none"> <li>4:00pm 5 June - 10:00am 14 June 2021.</li> </ul> <p><b>Isis Lower</b></p> <ul style="list-style-type: none"> <li>4:00pm 3 July - 10:00am 12 July 2021.</li> </ul> <p><b>Isis Upper</b></p> <ul style="list-style-type: none"> <li>4:00pm 10 July - 4:00pm 18 July 2021.</li> </ul>

## Electricity cost pass-through trial

The Queensland Government has approved an electricity cost pass-through trial for irrigation customers in the Bundaberg distribution scheme.

The trial will operate for a three-year period (1 July 2020 to 30 June 2023) and will pass-through Sunwater's actual, scheme level electricity cost savings to irrigation customers. The pass-through credit, if applicable will be applied to the irrigation customer's first quarter bill in the following financial year.

Further information about this trial is available on Sunwater's website [here](#).

## End of water year information

For a smooth end of water year process, please ensure any overuse of water for 2020-21 is rectified, and all outstanding accounts are paid in full. To empower Sunwater customers to effectively manage their water and business, we have compiled key information and submission dates regarding meter reads, carryover and temporary transfers, which are available [here](#).

## Irrigation discounts 2021-24

The Queensland Government [Irrigation Pricing Discounts 2021-24 fact sheet](#) outlining the discounts available to irrigators effective 1 July 2021 is now available.

Sunwater irrigation customers will automatically receive a 15 per cent discount on Sunwater bills issued from 1 July 2021. From this date, the price payable on your invoices will be **inclusive** of this discount. The 2021-22 fees and charges schedule for your scheme will note the irrigation tariffs **less** the 15 per cent discount. The 2021-22 fees and charges will be available for review [here](#), prior to the new water year commencing on 1 July 2021.

## 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 Sunwater Commercial team can be contacted directly by:

- emailing [commercial@sunwater.com.au](mailto:commercial@sunwater.com.au)
- phoning 13 15 89 and providing the name of your relationship manager to the customer advisor you are connected with.

## 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 [here](#). Assistance with updating contact information is available [here](#).
- emailing a [Customer Profile Form](#) to [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au).
- chatting with an advisor via the [Sunwater website](#) live chat or phoning 13 15 89 Monday-Friday 8:30am – 4:30pm.

## Updating your invoice delivery method

Over the 2019-20 water year, a total of 19,009 invoices were generated. The vast majority of these (83 per cent) were posted, with a small portion being emailed (17 per cent).

Invoices received via post are a summary only and don't include information such as past meter reads, water usage, and a breakdown of your fees and charges.

By opting for an email invoice, your bills will be received in real time and, instead of receiving a summary invoice, bills will include all of the above information.

To update your invoice delivery method, please contact customer support by phone, email or the Sunwater website live chat.

**Phone:** 13 15 89

**Email:** [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

**Live chat:** [sunwater.com.au](http://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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