

End of water year 2023-24 newsletter Bundaberg 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
Bundaberg	87,601 ML	198,086 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.

Paradise Dam Improvement Project

Sunwater is progressing a Detailed Business Case (DBC) for a new Paradise Dam wall on the Burnett River to ensure a safe and secure water supply for future generations in the Bundaberg region. A draft DBC is expected in early 2026 for consideration by government later in 2026. Costs and delivery timeframes for the new dam wall will comprise part of the DBC.

A range of activities are already in progress, including design and procurement, road upgrades, geotechnical investigations, environmental approvals, and planning for a workers' accommodation village. More information about the project is available at www.sunwater.com.au/projects/paradise-dam-improvement-project/

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.

Important work this year included:

- continuing the refurbishment program for the Ben Anderson Barrage. Work started in 2021 with completion expected around 2030. The program of works is complex and requires coordination between operational needs, irrigation demand, and environmental obligations such as fish passage and environmental flows
- planning for replacement shutters and the upstream railway line project at Ben Anderson Barrage
- starting the design phase for a major switchboard upgrade at the Quart Pot Pump Station
- planning for multiple pump station switchboard upgrades. Work will start during the planned 2024 shutdown and will continue for several years
- refurbishment works were completed at Walker Street, Bucca, Bullyard, Dinner Hill. This included maintenance activities such as refurbishing pumps, valves and motors and painting and repairing pipework to ensure optimum performance over the extended life of the assets.

Predictions for 2024-25

 <p>Announced allocations</p>	<p>Kolan sub-scheme:</p> <ul style="list-style-type: none"> • 100% - High Priority • 100% - Medium Priority
	<p>Burnett sub-scheme:</p> <ul style="list-style-type: none"> • 100% High Priority • 80- 100% Medium Priority <p>This is a prediction only. 2024-25 announced allocation notifications will be sent in the first two weeks of July 2024</p>




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. To register for Sunwater Online, please contact customer support.

Carryover of unused available water

Carryover from the 2023-24 water year will be made available to Medium Priority allocation holders for the 2024-2025 water year subject to the rules in your scheme. Please note that if Paradise Dam (Burnett sub-scheme) or Fred Haigh Dam (Kolan sub-scheme) is spilling on 1 July 2024, carryover will not be available in that sub-scheme.

The carryover guidelines and conditions can be viewed on the second page of your scheme's carryover application form available at www.sunwater.com.au/customer/forms.

Key submission dates for end of water year 2023-24	
 24 June 2024	Carryover and temporary transfer application forms
 3 July 2024	Voluntary meter reads (for customers wishing to take water up to 30 June 2024)
 Annual Shutdowns	<p>June</p> <p>Gooburrum</p> <ul style="list-style-type: none">Friday 2 – Monday 12 <p>Bingera</p> <ul style="list-style-type: none">Friday 9 – Monday 19 <p>Abbotsford</p> <ul style="list-style-type: none">Tuesday 20 – Thursday 22 <p>July</p> <p>Isis Lower</p> <ul style="list-style-type: none">Friday 7 – Monday 17 <p>Isis Upper</p> <ul style="list-style-type: none">Friday 14 – Saturday 22

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.

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.

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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