

End of Paradise Dam Out of Allocation Event

29 May 2020

Summary

- The Out of Allocation event for Paradise Dam will end at midday, Monday 8 June 2020.
- Customers must submit end water meter readings by close of business Wednesday 10 June 2020.
- For questions or concerns, contact Sunwater on 13 15 89 Monday to Friday between 8.30am and 4.30pm.

Sunwater wish to advise that the Out of Allocation Event that commenced on 13 February this year will come to an end at midday on Monday 8 June 2020.

To access Out of Allocation water at no charge, customers must notify Sunwater of their end meter readings by close of business Wednesday 10 June 2020. If no reading is supplied to Sunwater, the water used during this period will be charged at the standard rate

Customers are required to submit a photo with their name, account number, contact number and final meter reading via email to customersupport@sunwater.com.au or SMS to 0400 601 795. If you have difficulty providing this information, please contact Sunwater on 13 15 89 Monday to Friday between 8.30am and 4.30pm or your grower representative group before close of business Wednesday 10 June 2020.

Will further water be made available at no cost?

As previously advised, the dam must be maintained at 42 per cent capacity during Essential Work to lower the dam spillway. If inflows require further releases during the Essential Works, then Sunwater will again announce an Out of Allocation event for access to water without cost.

Confirmation the dam is being lowered by 5.8 metres

We have shared a [Fact Sheet](#) on our website confirming the need to lower the spillway a total of 5.8 metres for essential works. The Essential Works are a short-term risk reduction measure while the long-term remediation of the dam is designed and implemented.

Essential Work Timeframe

Lowering the dam spillway is scheduled to be completed by December 2020.

Customer Allocations

The amendment to water-sharing rules will enable Sunwater to maximise allocations in the Burnett sub-scheme whilst works are underway at Paradise Dam, with high priority allocations continuing at 100% and medium priority allocations expected to be in a similar range as for the past five years. Allocations for the next water year will be announced on 1 July.

If you have any questions regarding the Paradise Out of Allocation Event, please contact our Customer Interactions Team on 13 15 89, Monday to Friday between 8:30 am and 4:30 pm.