

Interruption to water supply in sections of the Bundaberg channel system

Woongarra and Alloway Main Channels

20 April 2021

Sunwater will be conducting annual maintenance in sections of the Bundaberg channel system in the coming weeks. While this work is underway, water in these areas will be unavailable.

Planned shutdowns are included as a target in each of Sunwater's scheme rules and targets (found under Scheme Management on each scheme page of the website). Sunwater recognises that the following are important service issues for you as a customer:

- that you will be notified about a shutdown so you can plan ahead
- the timing of the shutdown should suit most customers
- the duration of the shutdown should minimise the impact on customers while enabling Sunwater to perform maintenance on the scheme.

Sunwater customers and the general public who are supplied with or use water from the following areas should take note of when the water will be unavailable. The irrigation channels will be progressively drained during these dates.

- Woongarra, Hummock, Burnett Heads and Alloway areas including pipelines/channels in Woongarra Main Channel from Woongarra Balancing Storage through to Walker St Pump Station and Relift including Bargara and Burnett Heads (WMC W2 W3 W4 W5 W6 W7 W8 W9 W10 W11 W12 W13 W14 W15 W16 W17 W18 W19 W20) and Alloway Main Channel System (AMC, AL1, AL2, AL3 and AME).
- 4:00pm Friday 7 May until 10:00am Wednesday 19 May 2021

Customers may take water during this period if it is available at their offtake but should note that normal supply conditions cannot be guaranteed. Stock and domestic licensees requiring water during this period are advised to fill storages prior to the shutdown period. Owners are required to advise their lessees of the shutdown details.

Please note, these dates may alter due to current and forecasted weather conditions and/or customer demand.

If you are unsure whether this will affect you, please contact the Sunwater Customer Support team on 13 15 89 for clarification. If you are a Sunwater customer, please have all your offtakes number/s available.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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