

## End of water year 2020-21 newsletter

### Burdekin Haughton Water Supply Scheme

June 2021

#### Scheme overview for 2020-21

Sunwater is currently undertaking a detailed business case for the Burdekin Falls Dam which considers a dam improvement project and a potential dam raising. The improvement works ensure the dam's long-term viability and are necessary to satisfy safety requirements and engineering design standards. The dam raising investigates raising the existing dam wall as a potential means to increase water supply in the Burdekin. These works may be delivered as a single project or separately. Sunwater is currently finalising the preliminary designs and cost estimates. Assessment of the viability and benefits of the projects is ongoing.

An environmental impact statement (EIS) is required for the potential dam raising. Sunwater received the final terms of reference in April 2021 and a range of field surveys and technical studies are progressing. The public can review and comment on the draft EIS once released by The Office of the Coordinator-General.

More information about the projects are available on the Sunwater website, [here](#).

Burdekin Falls Dam reached its peak of 1,860,000 ML (147 per cent) on 8 January 2021. The dam continued to spill for five months until June 2021.




The table below shows the scheme delivery efficiency results as of 31 March 2021.

Area	Diverted (ML)	Metered usage (ML)	Losses	Efficiency
Millaroo	19,213	18,040	1175	94%
Dalbeg	9217	6870	2345	75%
Clare	20,976	21,015	0	100%
New BRIA	227,457	183,050	44,400	80.5%
All	276,860	228,970	47,890	82.7%

Note: >80% = met or exceeded target, <80% = under target.

#### 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](#).

Predictions for 2021-22	
 <b>Announced allocations</b>	High priority - 100% Medium priority - 75-80%. (2021-22 announced allocation notifications will be sent in the first two weeks of July 2021. This is a prediction only).
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).

#### Water ordering

The below table compares the water ordered during this water year against the usage percentage for the same period last year. The scheme rules and targets note a compliance target of 86 per cent.

Operational section	July 2019 - March 2020 compliance	July 2020 - March 2021 compliance
Barratta	76%	83%
River and dam	116%	82%
Clare	105%	124%
Dalbeg	148%	131%

Operational section	July 2019 - March 2020 compliance	July 2020 - March 2021 compliance
<b>Elliot</b>	75%	86%
<b>Giru Benefited area</b>	42%	37%
<b>Haughton</b>	86%	94%
<b>Millaroo</b>	116%	119%
<b>Scheme compliance total</b>	98%	86%

### Carryover of unused available water

Carryover will be made available to channel and river allocation holders for the 2021-22 water year subject to guidelines and conditions.

All metered channel and river irrigation customers in the Burdekin Haughton Water Supply Scheme with remaining allocation water at the end of the water year will automatically be assessed for carryover.

The carryover guidelines and conditions can be viewed on the second page of the scheme's carryover application form [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.

### 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. The online portal is accessed via [sunwater.com.au](http://sunwater.com.au) and can be used to:

- view alerts and messages
- update account details
- view and print account information
- view, enter, and export meter reads
- submit, view, and accept temporary transfer requests
- create, amend, and cancel water orders.

Step-by-step online guides to assist customers with processing transactions are available on the Sunwater website [here](#) under subheading 'Help with Sunwater Online'.

**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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