

## End of water year 2023-24 newsletter

### Callide Valley Water Supply Scheme

June 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
<b>Callide Valley</b>	11,140 ML	8228 ML

#### 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.

#### 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.

Some important work this year has included the five-year comprehensive dam inspection, which was completed in March 2024. The inspection is part of an ongoing assurance program to meet our safety and quality standards as well as the requirements of the Dam Safety Regulator.

The inspection included the installation of a bulkhead gate to allow the supply conduit to be drained and inspected. Even with the relatively low water level, it was a complex process that required cooperation from our customers to enable the outage to proceed.

#### Predictions for 2024-25



#### Announced allocations

**High priority A - 100%**

**High priority B - 100%**

**Medium priority -** No forecast as calculated based on Groundwater Bore levels at end of June.

**Note:** The announced allocation for medium priority groundwater is based on bore levels measured at the end of June.

This is a prediction only. 2024-25 announced allocation notifications will be sent in the first two weeks of July 2024.

#### 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).

#### 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.

## Meter installation

Sunwater has been trialling back-to-base metering technology in the Macintyre Brook Water Supply Scheme over the past 18 months. Results have shown telemetered readings can be provided in areas with limited network service.

Telemetry will reduce the need for manual data collection from the physical meter site. The benefits of back-to-base metering and remote operations include:

- improved lead and water order times (due to remote visibility of water levels)
- reduced releases (due to remote visibility of orders and pumping in real time)
- increase in operator availability
- improved order vs pumping ratio.

To date, 12 meters have been installed in the Callide Valley Water Supply Scheme as part of the modernisation program.

## Carryover of unused available water

Carryover from the 2023-24 water year will be made available to Groundwater High B and Medium Priority allocation holders for the 2024-2025 water year, subject to the rules specified in the Callide Valley Water Supply Scheme Operations Manual.

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](http://www.sunwater.com.au/customer/forms)

Carryover applications in the scheme are recurring, meaning no further action is required for customers who have applied for carryover in the past.

If you have not submitted a carryover application in the past, an application will need to be submitted by Friday 24 June 2024.

## 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](mailto: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 in its Final Report, due 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.

## 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 [online.sunwater.com.au/Login](http://online.sunwater.com.au/Login)
- chatting with an advisor via the [Sunwater website](http://www.sunwater.com.au) live chat or phoning 13 15 89.

## 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](mailto:commercial@sunwater.com.au)
- phoning 13 15 89 and asking for your relationship manager.

**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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