

End of water year 2019-2020 newsletter

Callide Valley Water Supply Scheme

June 2020

Scheme overview for 2019-2020

The below table shows scheme usage and remaining balances as at 31 March 2020.

WSS	Usage from 1 July 2019 ¹	Remaining balance ¹
Callide Valley	3,843 ML	912 ML

Notes:

1. Above data is mostly from usage which was recorded during the March meter reads.



Announced Allocations

From 1 July 2020 Sunwater will calculate the start of water year Announced Allocations for 2020-2021 and customers will be notified by email and/or SMS and the results will be published here: www.sunwater.com.au/schemes/Callide-Valley/.

Carryover of unused available water

Carryover will be made available to Groundwater High B and medium priority allocation holders in the Callide Valley Water Supply Scheme for the 2020-2021 water year subject to the rules specified in the Callide Valley Water Supply Scheme Operations Manual. More information regarding the rules for carryover can be found on the carryover application form here: <https://bit.ly/2XVcLB8>.

Carryover applications in this scheme are recurring. If you have not submitted a carryover application in the past and would like to apply for carryover you must apply via Sunwater Online, by contacting Customer Support (13 15 89) or emailing the completed [form](#) to customersupport@sunwater.com.au.

Key dates end of water year 2019-2020	
 Tuesday 23 June 2020	Last day to submit: <ul style="list-style-type: none"> • Carryover application forms • Temporary Transfer forms
 Thursday 2 July 2020	<ul style="list-style-type: none"> • Last day to submit meter reads

Sunwater must receive all applications by 4:30pm, Tuesday 23 June 2020. To be eligible for carryover, all outstanding account balances need to be paid.

End of water year information

For a smooth end of water year process please ensure any overuse of water for 2019-2020 is rectified and all outstanding accounts are paid in full. Sunwater must receive all Temporary Transfer applications by 4:30pm, Tuesday 23 June 2020.

Please visit the [Managing your account](#) section at www.sunwater.com.au/customer/ for further end of water year information.

Are your contact details up to date?

We generally use SMS and email to communicate planned works and critical customer information. To ensure all account contacts remain up to date, please:

- complete a [Customer Profile Form](#) and email it through to the Customer Support team at customersupport@sunwater.com.au, or
- contact Customer Support on 13 15 89 between 8.30am and 4.30pm, Monday to Friday.

Would you like to receive your invoice via email?

Over the 2018/19 year, a total of 19,074 invoices were generated. The vast majority of these (87 per cent) were posted, with a small portion being emailed (13 per cent).

If you would prefer to receive a detailed invoice and water statement electronically via email, please contact Customer Support on 13 15 89 or customersupport@sunwater.com.au to update your preference.

Water pricing

The Queensland Competition Authority (QCA) has completed its investigation into water prices for Sunwater's irrigation customers from 1 July 2020 to 30 June 2024. The irrigation price review allowed for a thorough examination of our costs and provided an opportunity for stakeholders to present their views on issues affecting them before the QCA recommended future irrigation water prices to the Queensland Government. The QCA's final recommendations are available at: www.qca.org.au/project/rural-water/irrigation-price-investigations/

For 2020/21, the Queensland Government has announced that prices will be the lower of:

- the existing 2019/20 price
- the 2020/21 price recommended by the QCA.

Sunwater will notify irrigation customers of the actual prices to apply in 2020/21 once we receive the Rural Water Pricing Direction Notice from the Queensland Government.

At this stage, the Queensland Government has not announced the irrigation prices that will apply for the remainder of the price path period (2021/22 to 2023/24). The Queensland Government has however, confirmed that it will continue to subsidise the irrigation customer's share of Sunwater's Dam Improvement Program costs.

New Customer App

Customers are at the heart of everything we do. We want to make doing business with us easier and provide options to streamline the management of your water accounts.

We have listened to your feedback and have developed a new App as a mobile solution (phone and tablet) that will assist you (our customers).

In addition to Sunwater Online, the new App will allow you to carry-out four activities from your phone or tablet:

1. Access your water account details and current information about offtakes and allocations
2. Order water
3. Temporary transfer water to other Sunwater accounts holders
4. Enter meter read data.

The Customer App is in its final stages of development and is due for release by the end of June 2020. Further details about the release date and how you can access the App will be provided in the coming weeks.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

Delivering water for prosperity