

End of water year 2020-21 newsletter Callide Valley Water Supply Scheme

June 2021

Scheme overview for 2020-21

Callide Dam received minimal inflows throughout the water year due to dry conditions in the region. The dam's peak of 29 per cent was at the start of the water year, 1 July 2021.

In May 2021 Sunwater announced the Callide Dam Gates Project. The project has been set up to investigate, repair and restore the spillway gates to address intermittent occurrences of vibration during their operation and ensure ongoing dam safety and long-term water security.

With current low water levels and the dry season ahead, this is an opportune time to gain access to the gates to conduct maintenance, testing and investigate and address the gate vibration whilst minimising the impact on available water supply. Targeted project completion is the end of the 2021 calendar year.

More information about the Callide Dam Gates Project is available [here](#).

The below table shows scheme usage and remaining balances as of 31 May 2021.

Water Supply Scheme	Usage from 1 July 2020 ¹	Remaining balance ¹
Callide Valley	3,085 ML	1,681 ML

Notes:

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

Carryover of unused available water

Carryover will be made available to groundwater high B and medium priority (MP) allocation holders for the 2021-22 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 [here](#).

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 and would like to apply, an application will need to be submitted by 23 June 2021.

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	
 Announced allocations	High priority A- 100% High priority B - 100% Medium priority - prediction unavailable. Note: the announced allocation for MP groundwater is based on bore levels measured at the end of June 2021. (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	
 Wednesday 23 June 2021	Carryover and temporary transfer application forms.
 Monday 5 July 2021	Voluntary meter reads (for customers wishing to take water up to 30 June 2021).

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
- 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.
- 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 and can be used to:

- view alerts and messages
- update account details
- view and print account information
- submit requests for carryover
- 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'.

To register for Sunwater Online, please contact customer support by phone or live chat.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Live chat: 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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