

2019-2020 START OF WATER YEAR ANNOUNCED ALLOCATION FOR 1 JULY 2019

From 1 July 2019 Sunwater will calculate the start of water year Announced Allocations for 2019-2020 and will publish the announcements accordingly. Customer notifications will be provided by email and/or SMS and will be made available on the Sunwater website. Please call us on 13 15 89 if you need to update your contact details.

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 2018-2019 water year subject to the rules as specified in the Callide Valley Water Supply Scheme Operations Manual and the associated guidelines. More information regarding the rules for Carryover can be found on the Carryover application form or simply contact us on 13 15 89.

Carryover applications in this scheme are Recurring (on going), if you have a recurring carryover application you would have received an SMS and/or email from Sunwater on the 11 June confirming this. If you did not get this message and would like to apply for carryover this year you will need to submit an application.

Carryover applications can be found here <https://bit.ly/2N41nzi> or located from our website: www.Sunwater.com.au or call us on 13 15 89. **Sunwater must receive all applications by close of business Thursday 27 June 2019.**

END OF WATER YEAR METER READINGS

Sunwater have commenced the final round of meter readings for the 2018-2019 water year.

However, if you wish to record water used up to and including the 30 June 2019 as being used in the 2018-2019 water year, you have the option of providing your final meter reading for each offtake to Sunwater by SunwaterOnline, email, fax or telephone. Alternatively take a photo of your meter dial/s and email the photo/s to the Customer Support team ensuring each photo is identified with an offtake number. These reads must be received **no later than Close of Business on Tuesday 2 July 2019**. (Refer to Sunwater contact details below for ways you can provide these reads to us).

Please Note: Any readings received after this time will not be considered in the 2018-2019 water year.

END OF YEAR TEMPORARY TRANSFER APPLICATIONS

Please ensure applications are submitted at least two (2) working days prior to 30 June 2019. Sunwater will send approval/refusal notification to the buyer and seller. For a smooth process ensure that all accounts are paid in full and that the application has been signed by all relevant parties.

UNAUTHORISED USE

It is important that you track your water usage closely in the current year and ensure you don't use more than you have available in your account. Arranging temporary transfers in the current water year to cover your excess usage may be easier for you before 30 June.

At the end of water year any customers who have used more water than their balance will be reported to the department as per our "Unauthorised Use Policy" which can be found on our website here <https://bit.ly/31zmugb> or under "Home > Customer > Managing your account > Water orders and account balances".

Sunwater will give you an opportunity to remedy the breach; after the final meter reads have been received you will receive a request via SMS and/ or email to rectify the breach within 3 business days. If this is not fixed within this time frame then your account will end the 2018-2019 water year in breach.

REMINDER – SURFACE WATER TAKE FROM KROOMBIT CREEK IS NOT ALLOWED

Due to the low storage volume of Kroombit Dam (0.88% capacity), surface water take from Kroombit Creek is **not allowed**. The current release for Kroombit Creek is being delivered from Callide Dam via the Callide Diversion Channel for groundwater recharge only.

Sunwater Contact Details

Email: customersupport@Sunwater.com.au
Phone: 13 15 89

Online: <https://online.Sunwater.com.au/Login>
Fax: (07) 3120 0249