

## End of water year 2019-2020 newsletter

### Dawson Valley Water Supply Scheme

September 2020

#### Scheme overview for 2019-2020

The below table shows scheme usage and remaining balances as at 30 June 2020.

Water Supply Subscheme	Usage from 1 October 2019 <sup>1</sup>	Remaining balance <sup>1</sup>
Lower Dawson	2,018 ML	5,560 ML
Upper Dawson	13,067 ML	26,630 ML

1. The majority of the data above was recorded during the June 2020 meter reads.




The below table shows the scheme weir storage levels as at 17 September 2020. For current storage levels visit [www.sunwater.com.au](http://www.sunwater.com.au).

Storage	Height (m)	Volume (ML)	Capacity (%)
Neville Hewitt	78.87	7,351	69.0
Glebe	164.11	1,580	8.9
Gyranda	153.62	6,353	38.5
Theodore	133.60	4,734	99.4
Moura	102.98	4,700	61.0

#### 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](mailto:customersupport@sunwater.com.au), or
- contact Customer Support on 13 15 89 between 8.30am and 4.30pm, Monday to Friday.

Predictions for 2020-2021	
 <b>Announced allocations (prediction only)</b>	<b>Lower Dawson Subscheme:</b> <ul style="list-style-type: none"> <li>• 100% - High Priority</li> <li>• 10% - 25% - Medium Priority</li> </ul> <b>Upper Dawson Subscheme:</b> <ul style="list-style-type: none"> <li>• 100% - High Priority</li> <li>• 0% - Medium Priority</li> <li>• 0% - Medium A Priority</li> <li>• Carryover available may be considerably less than scheme cap of 5,338 ML</li> </ul>
Key dates end of water year 2019-2020	
 <b>Wednesday 23 September 2020</b>	<b>Last day to submit:</b> <ul style="list-style-type: none"> <li>• Carryover application forms</li> <li>• Temporary Transfer forms</li> </ul>
 <b>Friday 2 October 2020</b>	<ul style="list-style-type: none"> <li>• Last day to submit meter reads</li> </ul>

#### Would you like to receive your invoice via email?

Over the 2019-2020 water year a total of 478 invoices have been generated to date for Dawson Valley. The majority of these (83 per cent) were posted, with a small portion being emailed (17 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](mailto:customersupport@sunwater.com.au) to update your preference.

## 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, Wednesday 23 September 2020.

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

## Carryover of unused available water

Carryover will be made available for the 2020-2021 water year, subject to the rules specified in the [Dawson Valley Water Supply Scheme Operations Manual](#).

In the Lower Dawson Subscheme, carryover will be made available with no restrictions to the scheme cap of 836 ML. If Neville Hewitt Weir is spilling on 1 October 2020, carryover will not be available in the Lower Dawson Subscheme.

In the Upper Dawson Subscheme, carryover will be made available however, it is likely to be considerably less than the scheme cap of 5,338 ML. If Gylanda Weir is spilling on 1 October 2020, then carryover will not be available in the Upper Dawson Subscheme.

More information can be found on the Dawson Valley carryover application form: [www.sunwater.com.au/customer/forms/](http://www.sunwater.com.au/customer/forms/).

Carryover applications in this scheme are recurring. If you have not submitted an application in the past, please do so via Sunwater Online, by contacting Customer Support (13 15 89) or mailing the completed [form](#) to [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au).

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

## 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 further details about how you can access the App will be provided in the coming weeks.

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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