

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

September 2021

### Scheme overview for 2020-21

The Dawson Valley Water Supply Scheme experienced its highest inflows for the water year during January and March 2021.

A key part of Sunwater's Customer Engagement Strategy for 2020-21 was the creation of Customer Advisory Committees (CAC).

The CAC engagement model was created to provide customers with a diverse forum for engagement with Sunwater on a range of strategic matters relating to Sunwater's innovation, management, and maintenance of assets to ensure the reliable and efficient delivery of service.

The CAC model has begun to roll out in the Dawson Valley with the first committee meeting to be held on Friday 8 October 2021.

Water Supply Scheme	Usage from 1 Oct 2020 <sup>1</sup>	Remaining balance <sup>1</sup>
Lower Dawson	5,173	3,819
Upper Dawson	30,046	25,200

Notes:

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

### Carryover of unused available water

Carryover will be made available for the 2021-22 water year, subject to the rules specified in the Dawson Valley Water Supply Scheme Operations Manual.

In the Lower Dawson Sub-scheme, carryover will be made available. If Neville Hewitt Weir is spilling on 1 October 2021 carryover will not be available in the Lower Dawson Sub-scheme.

In the Upper Dawson Sub-scheme, carryover will be made available. If Gylanda Weir is spilling on 1 October 2021 then carryover will not be available in the Upper Dawson Sub-scheme.

The carryover guidelines and conditions can be viewed on the second page of the Dawson Valley carryover application form, available [here](#).

If you have not submitted a carryover application in the past and would like to apply, an application will need to be submitted by Friday 24 September 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	
 <b>Announced allocations</b>	<b>Lower Dawson</b> High Priority - 100% Medium Priority - 10-15%. <b>Upper Dawson</b> High Priority - 100% Medium Priority - 0% Medium A Priority - 0%.
Key submission dates for end of water year 2020-21	
 <b>Friday 24 September 2021</b>	Carryover and temporary transfer application forms.
 <b>Tuesday 5 October 2021</b>	Voluntary meter reads (for customers wishing to take water up to 30 September 2021).

## Irrigation discounts 2021-24

The Queensland Government [Irrigation Pricing Discounts 2021-24 fact sheet](#) outlining the discounts available to irrigators from 1 July 2021 is now available.

From 1 July 2021 to 30 June 2023, every irrigator who buys water from Queensland's state-owned irrigation schemes will be eligible for the following discounts:

- 50 per cent for irrigation of horticultural crops (by way of 35 per cent rebate)
- 15 per cent for all other irrigation.

Effective 1 July 2021, irrigators supplied with water from Sunwater owned schemes automatically receive a 15 per cent discount on charges raised from this date. The total price listed on invoices issued by Sunwater reflect the discounted price.

Horticultural growers can apply to receive the balance of their 50 per cent discount through a 35 per cent rebate, which will be assessed and administered by the Queensland Rural and Industry Development Authority (QRIDA). For more information, view the [rebate scheme fact sheet](#), visit the QRIDA [website](#) or contact the free call number 1800 623 946.

## 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](mailto: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](mailto: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](http://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](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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