

**2018-2019 START OF WATER YEAR ANNOUNCED ALLOCATION PREDICTED FOR 1 OCTOBER 2019**

To assist in giving you an indication of what water may be available to you at the start of the new water year on 1 October 2019, Sunwater has predicted the start of water year Announced Allocation for the 2019-2020 Water Year.

Based on the current storage volumes and predicted demand from now until 30 September, Sunwater have predicted the likely Announced Allocation for the start of the new water year, 1 October 2019 to be:

**Upper Dawson Subscheme**

- High Priority is **likely** to be 100%; Medium Priority is **likely** to be 0%; Medium A Priority is **likely** to be 0%

**Carryover**

Carryover will be made available however there is likely to be a restriction on the total scheme volume to be carried over. This means that the volume made available to be carried over may be considerably less than the scheme CAP of 5,338 ML.

Please note if Gylanda Weir is spilling on 1 October 2019 then Carryover will not be available in the Upper Dawson Subscheme.

**Lower Subscheme**

- High Priority is **likely** to be 100%; Medium Priority is **likely** to be between 5% to 15%

**Carryover**

Carryover will be made available with no restrictions to the scheme CAP. This means that the volume made available to be carried will be the scheme CAP of 836 ML.

Please note if Neville Hewitt Weir is spilling on 1 October 2019 then Carryover will not be available in the Lower Dawson Subscheme.

To calculate the predictions above, Sunwater has made an assumption on the volume of water in storage on 1 October 2019, however many variables affect this assumption which may include inflow, releases and evaporation that may occur between now and 30 September 2019. As such, **these are PREDICTIONS ONLY and are intended to provide you an indication of what the Announced Allocation and Carryover may be for the new Water Year.**

From 1 October 2019 Sunwater will calculate the actual 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. To update your email address and/or mobile phone number, simply log into SunwaterOnline, contact us on 13 15 89 or email [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

**CARRYOVER**

Carryover enables customers to utilise unused available water at the end of the Water Year to become available in the next Water Year within the limits and subject to the conditions and set rules and is only available to customers that have a metered offtake on their Water Account and must be used on the Water Account that it is applied for on. *Please note if your accounts are not paid in full your carryover application will not be approved.*

**If you wish to Carryover your available water you MUST submit an application.** Carryover applications can be lodged on SunwaterOnline. Alternatively download the form from our website by clicking this link <https://bit.ly/2T1EKcw> or visiting the Website Scheme Page <https://bit.ly/32fgKI2> or call us on 13 15 89. ***Sunwater must receive all applications by close of business Friday 27 September 2019.***

If you want to see how much water you have remaining in your account to assist with your decisions around Carryover, you can enter your meter reads now using SunwaterOnline or email, fax or telephone the meter reads to the Customer Support Team.

#### **END OF YEAR TEMPORARY TRANSFER APPLICATIONS**

Please ensure applications are submitted **by close of business Friday 27 September 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.

#### **PAYMENT OF ACCOUNT**

If you are intending to carryover your remaining allocation this year, or temporary transfer water allocation, you will need to ensure that you do not have any money owing on your accounts. As per the rules temporary transfers will be rejected at time of application and carryover applications will be rejected if monies are owing as at 30 September 2019.

#### **END OF WATER YEAR METER READINGS**

Sunwater will commence the final round of meter readings for the 2018-2019 water year towards the end of September.

Although Sunwater will read your meter/s during September if you wish to record water used up to and including the 30 September 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 Monday 2 October 2019**. (Refer to Sunwater contact details included in this Newsletter for further details).

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

#### **UNAUTHORISED USE**

Customers are reminded that they are only permitted to take water that they have available in their accounts. Any other water use is considered unauthorised water use. If your account is showing unauthorised water use at the end of the water year on 30 September 2019, you will receive an SMS and email from Sunwater requesting you to remedy the breach within three days. If this is not fixed within this time frame then unfortunately that is the status that your account will be in at the end of this water year.

At the end of water year any customers who have used water in excess of their balance will be reported to the Department of Natural Resources Mines and Energy 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". In addition, carryover is unavailable to customers who have used water without authorisation.

You can assist by ensuring that you have estimated the right amount of usage and fixed your over use before the end of water year in each of your water accounts. Please call your Customer Support Team who can help you enter your current reads to check how your usage is going. We value and appreciate your support with this.

#### **SUNWATER MOVING TOWARDS PAPERLESS**

Sign up today to receive your detailed invoice and water statement electronically - it's fast, secure and easy. Call us on 13 15 89 or email [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au) and we will arrange for a detailed invoice/water statement to be sent to you via email.