

End of water year 2023-24 newsletter

Dawson Valley Water Supply Scheme

September 2024

Scheme overview for 2023-24

The Scheme has received a significant amount of rain this year. There have been several water harvesting opportunities, resulting in minimal usage of allocations.

End of water year information

The end of water year for the Scheme is fast approaching. For a smooth end of water year process, please ensure any water overuse for 2023-24 is rectified, and all outstanding accounts are paid in full.

To help you effectively manage your water and business, this newsletter outlines key information and submission dates regarding meter reads, carryover and temporary transfers.

Taking water from the Scheme

Orders should be placed using the Telephone Water Ordering System or Sunwater Online at least 72 hours before taking water. This allows us to make timely releases from the system's weirs and pumping station to minimise losses.

Carryover of unused available water

Carryover from the 2023-24 water year will be made available for the 2024-25 water year, subject to the rules specified in the Scheme's Operations Manual.

If Neville Hewitt Weir is spilling on 1 October 2024, carryover will not be available in the Lower Dawson Sub-scheme.

If Gylanda Weir is spilling on 1 October 2024, then carryover will not be available in the Upper Dawson Sub-scheme.

Customers will have a two-month window to temporarily transfer any allocated carryover water, should they wish to. To complete this transfer, please fill out our [temporary transfer form](#). It is essential to clearly indicate on the form that the water to be transferred is carryover water. If you need help, please contact Customer Support.

The carryover guidelines and conditions can be viewed on the Dawson Valley carryover application form, available at

www.sunwater.com.au/customer/forms

Key submissions for end of water year 2023-24



**Wednesday
26 Sep 2024**

Carryover and temporary transfer application forms



**12pm
Wednesday
2 Oct 2024**

Voluntary meter reads
(for customers wishing to take water up to 30 September 2024)

Desilting at Moura Weir

Silt levels at Moura Weir fluctuate depending on the natural flow of the river and the size of flood events. Low water levels in the Dawson River in late 2023 presented the opportunity to desilt the inlet and fishway exit at Moura Weir resulting in a clear fish passage and improved gate movements.

Meter installations

Eight meters were installed in the Scheme over the past year as part of a modernisation program, with approximately 60 remaining to be installed.

We have been trialling back-to-base metering technology in the Macintyre Brook Water Supply Scheme over the past 18 months. Results have shown telemetered readings can be provided in areas with limited network service.

Telemetry will reduce the need for manual data collection from the physical meter site. The benefits of back-to-base metering and remote operations include:

- improved lead and water order times (due to remote visibility of water levels)
- reduced releases (due to remote visibility of orders and pumping in real time)
- fewer driving hours for Sunwater staff reducing a key safety risk
- increase in operator availability, and
- improved order vs pumping ratio.

The telemetry devices will be installed on surface water meters and will transmit data in near real time. Improved data will help water users monitor their own water take, helping on-farm business decisions.

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.

Contact the Commercial team directly by:

- emailing commercial@sunwater.com.au, or
- phoning 13 15 89 and asking for your relationship manager.

Irrigation prices 2021-22 to 2024-25

Irrigators supplied with water from Sunwater-owned schemes will automatically receive the 15 per cent discount. The total price listed on invoices issued will reflect the discounted price. The fees and charges schedules on our website reflect irrigation tariffs including the 15 per cent discount.

Irrigation prices 2025-26 to 2028-29

Irrigation prices that will apply from 1 July 2025 will be advised in early 2025 following the irrigation pricing review process initiated in March 2023.

The Queensland Competition Authority (QCA) is reviewing costs and tariffs set out in our Irrigation Pricing Proposal 2025-26 to 2028-29, submitted in November 2023. The QCA is required to recommend prices for the Queensland Government's consideration in its Final Report, due in February 2025.

The QCA spent the first half of 2024 reviewing our proposal and seeking customer feedback to inform our Final Report.

Are your contact details up to date?

To avoid missing critical communications and streamline managing your Sunwater business, customers are encouraged to check your contact details and authorised account contacts are up to date by:

- logging into your Sunwater Online account online.sunwater.com.au/login
- chatting with an advisor via the [Sunwater website](#) live chat or phoning 13 15 89.

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.

To register for Sunwater Online, please contact Customer Support.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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