



11 June 2020

Dear Customer

RE: Continuous Sharing water accounts in the Macintyre Brook Water Supply Scheme

Sunwater recently identified a water accounting system error impacting water accounts in the Macintyre Brook Water Supply Scheme. This error appears to have occurred during the move of specific offtakes on a limited number of customer accounts, resulting in duplicate transactions being applied to customers' water accounts linked to those offtakes. Duplicated transactions appear to have occurred for evaporation and seepage and also for the crediting of inflows.

The Macintyre Brook Water Supply Scheme operates on a Continuous Sharing model for water delivery, with individual water accounts reconciled on a monthly basis. The reconciliation is based upon actual meter readings or water orders and the actual volumes of water in storage.

Under normal circumstances, reconciliations can be either positive (where there is more water stored in the dam than customers' accounts) or negative (where there is less water stored in the dam than customers' accounts). Sunwater systems will credit or debit customers' accounts based upon this reconciliation at the end of each month.

In this instance, the system error applied a duplication of evaporation and seepage and also inflow transactions across a limited number of water accounts in the Macintyre Brook Water Supply Scheme. An analysis of customer accounts within the scheme has been undertaken to identify impacts as a result of the duplicated transactions on a small number of accounts. This analysis identified that any loss of allocation incurred as a result of this error has been minor, with most cases below 1% of account volumes over a three-year period (2017-present).

Sunwater aims to deliver efficient and accurate billing for all customers. We can confirm that the system error has been resolved and measures are now in place to prevent any further duplication of transactions.

Should you have any questions regarding the above information or would like to discuss further, please contact me directly on 0428 114 292.

Kind regards,

John Kelly
General Manager, South

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