

End of water year 2019-2020 newsletter

Macintyre Brook Water Supply Scheme

June 2020

Scheme overview for 2019-2020

Coolmunda Dam reached a historical low volume during the year. The medium priority cut-off level of 304.53m AHD (1,380 ML) was reached on 7 December 2019 then on 17 January 2020 the dam reached the lowest ever volume at only 1.7 per cent capacity (1,160 ML). Water carting from the dam to Inglewood commenced which fortunately only occurred for five days before welcome rain was received providing some relief for customers. Coolmunda Dam peaked at 23,384 ML (33.86 per cent) on 2 March 2020. While only relatively minor, these inflows were the first since December 2018.

The below table shows scheme usage and remaining balances as at 31 May 2020.

WSS	Usage from 1 July 2019 ¹	Estimated Remaining balance ¹	
Macintyre Brook	Allocation	Water	CAP
	1,773 ML	16,377 ML	23,501 ML

Notes:



1. Above data is mostly from usage which was recorded during the May meter reads.

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, or
- contact Customer Support on 13 15 89 between 8.30am and 4.30pm, Monday to Friday.

Key dates end of water year 2019-2020

 Tuesday 23 June 2020	Last day to submit: <ul style="list-style-type: none"> • Temporary Transfer forms
 Thursday 2 July 2020	<ul style="list-style-type: none"> • Last day to submit meter reads

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, Tuesday 23 June 2020.

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

Announced Allocations (Bulk Share)

From 1 July 2020 Sunwater will calculate the start of water year Announced Allocations for 2020-2021 and customers whose water allocation is managed under the announced allocation water sharing rule will be notified by email and/or SMS.

Individual Continuous Shares

If your water allocation is managed under the Individual Continuous Share (ICS) methodology you will be able to access your end of water year account balances through Sunwater online after the meter reads have been completed in June. CAP balances will reset effective 1 July 2020 and applicable carryover will be applied once the end of water year processes have been finalised.

Coolmunda Dam storage curve change

Sunwater took the opportunity to re-survey Coolmunda Dam while it was near empty over December and January 2020 using drone based survey technology. The survey indicated that at full supply the storage holds approximately 1.3 per cent less volume than the current approved full supply volume. The variance is even greater at mid storage levels with differences of up to 20 per cent.

As the full supply volume is within the error bounds of the survey technology there will be no changes to the full supply volume used in the water sharing rules. However, there will be a need to adopt the new storage curve as it better reflects the volume in storage at various levels which is critical for ongoing management of the storage.

To view further information on the plans to proceed with the changeover to the new storage curve please visit here: <https://bit.ly/2MWWF3u>

Water pricing

The Queensland Competition Authority (QCA) has completed its investigation into water prices for Sunwater's irrigation customers from 1 July 2020 to 30 June 2024. The irrigation price review allowed for a thorough examination of our costs and provided an opportunity for stakeholders to present their views on issues affecting them before the QCA recommended future irrigation water prices to the Queensland Government. The QCA's final recommendations are available at: www.qca.org.au/project/rural-water/irrigation-price-investigations/

For 2020/21, the Queensland Government has announced that prices will be the lower of:

- the existing 2019/20 price
- the 2020/21 price recommended by the QCA.

Sunwater will notify irrigation customers of the actual prices to apply in 2020/21 once we receive the Rural Water Pricing Direction Notice from the Queensland Government.

At this stage, the Queensland Government has not announced the irrigation prices that will apply for the remainder of the price path period (2021/22 to 2023/24). The Queensland Government has however, confirmed that it will continue to subsidise the irrigation customer's share of Sunwater's Dam Improvement Program costs.

Would you like to receive your invoice via email?

Over the 2018/19 year, a total of 19,074 invoices were generated. The vast majority of these (87 per cent) were posted, with a small portion being emailed (13 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 to update your preference.

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 is due for release by the end of June 2020. Further details about the release date and how you can access the App will be provided in the coming weeks.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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