

## End of water year 2020-21 newsletter Macintyre Brook Water Supply Scheme

June 2021

### Scheme overview for 2020-21

Coolmunda Dam received significant inflows in March 2021, a welcome contrast to the same period in the 2019-20 water year. The dam peaked on 7 April 2021 at 71,691 ML (103.81 per cent).

The below table shows scheme usage and remaining balances as of 31 May 2021.

Water supply scheme	Usage from 1 July 2020 <sup>1</sup>		Estimated Remaining balance <sup>1</sup>	
	Allocation	Water	Water	CAP
Macintyre Brook	5,122 ML	51,155 ML	51,155 ML	19,737 ML

Notes:

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

### Announced allocations (bulk share) update

From 1 July 2021 Sunwater will calculate the start of water year announced allocations for 2021-22. Customers whose water allocation is managed under the announced allocation water sharing rule will be notified by email and/or SMS.



### Individual continuous share update

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 2021. Capacity balances will reset effective 1 July 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 and temporary transfers, which are available [here](#).

### Key submission dates for end of water year 2020-21

 <b>Wednesday</b> <b>23 June 2021</b>	Temporary transfer application forms.
 <b>Monday</b> <b>5 July 2021</b>	Voluntary meter reads (for customers wishing to take water up to 30 June 2021).

### Coolmunda Dam storage curve change

Using drone technology, Sunwater surveyed Coolmunda Dam while it was near-empty in December and January 2020. 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 was a need to adopt the new storage curve as it better reflects the volume in the storage at various levels which is critical for the ongoing management of the storage.

More information about the approval of the amended Resource Operations Licence which includes the change to the new storage curve is available [here](#).

### Irrigation discounts 2021-24

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

Sunwater irrigation customers will automatically receive a 15 per cent discount on Sunwater bills issued from 1 July 2021. From this date, the price

payable on your invoices will be inclusive of this discount. The 2021-22 fees and charges schedule for your scheme will note the irrigation tariffs less the 15 per cent discount. The 2021-22 fees and charges will be available for review here, prior to the new water year commencing on 1 July 2021.

### 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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