

End of water year 2023-24 newsletter Macintyre Brook Water Supply Scheme

June 2024

Scheme overview for 2023-24

The below table shows scheme water usage and remaining balance as at 1 April 2024, when the last quarterly meter reads were completed.

Scheme	Usage from 1 July 2023	Estimated remaining balance	
	Macintyre Brook	Allocation	Water
	14,490 ML	36,838 ML	10,267 ML

Announced allocations (bulk share) update

From 1 July 2024 Sunwater will calculate the start of water year Announced Allocations for 2024-2025 and 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. CAP balances will reset effective 1 July 2024.

End of water year information

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 ensure Sunwater customers can effectively manage their water and business, this newsletter outlines key information and submission dates regarding meter reads, carryover and temporary transfers. Customers who exceed their water allocation are encouraged to consider temporary transfers to address the overuse.

Mandatory changes to water trading requirements

The Australian Government is introducing new water trading requirements in the Murray-Darling Basin under the Water Amendment (Restoring Our Rivers) Act 2023.

From 1 July 2024, trade and transfer application forms must be completed comprehensively and accurately, to improve transparency in the water trading market. Customers should be aware of the new requirements for reporting and retaining information about their trading activities.

Find out more at

www.dcceew.gov.au/water/policy/markets

Key submission dates for end of water year 2023-24



24 June 2024

Temporary transfer applications



3 July 2024

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

Back-to-base meter installations

Sunwater has been trialling back-to-base metering technology. Results have shown back-to-base telemetered readings can be provided in areas with limited network service.

The telemetry devices are being installed on surface water meters and will transmit meter data in near real time. Improved data will help water users monitor their own water take, helping on-farm business decisions. Telemetry will reduce the need in future 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)
- reduced driving hours for Sunwater staff reducing key safety risk
- increase in operator availability
- improved order vs pumping ratio.

Get to know John Whiting

Operator Maintainer, John Whiting, has been a vital part of the team for the past three years. Helping to ensure the smooth operation of the Macintyre Brook Water Supply Scheme, John's role includes fulfilling water orders by releasing water from Coolmunda Dam, and Whetstone or Ben Dor weirs.

Equally important aspects of John's role that keep him busy are the maintenance of dam gates and weirs, dam surveillance, water sampling and weed management.

With a background as a fitter and turner, John was once a manual arts and engineering teacher at high schools in Tin Can Bay, Gympie, Mount Isa and Brisbane. After relocating to Coolmunda with his wife of 32 years, John joined Sunwater where he is now studying a Certificate 3 in Water Industry Operations.

John attributes his enjoyment of the role to working outdoors, the supportive team environment and the variety in the day-to-day requirements of the job.

Irrigation prices 2021-22 to 2024-25

From 2021-22 to 2024-25, irrigators who buy water from Queensland's state-owned irrigation schemes are eligible for a 15 per cent discount.

Irrigators supplied with water from Sunwater-owned schemes will automatically receive the 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices issued by Sunwater will reflect the discounted price. The current year fees and charges schedules available on the Sunwater website also reflect irrigation tariffs including the 15 per cent discount.

For further information view the Irrigation Pricing Discounts fact sheet on Sunwater's website, visit the Queensland Government website or email irrigationenquiries@rdmw.qld.gov.au

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 that was initiated in March 2023.

This process involves the Queensland Competition Authority (QCA) reviewing costs and tariffs set out in Sunwater's 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 January 2025.

The QCA spent the first half of 2024 reviewing Sunwater's proposal and seeking customer feedback to inform the QCA's Draft Report expected in July 2024. Both Sunwater and customers will have the opportunity to make formal submissions on the Draft Report in the second half of this calendar year.

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 Commercial team can be contacted directly by:

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

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 <https://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

Live chat: [sunwater.com.au](https://www.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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