

## End of water year 2023-24 newsletter

### Mareeba Dimbulah Water Supply Scheme

### May 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
Mareeba Dimbulah	78,397 ML	149,247 ML

*Note: This includes scheme delivery loss.*

#### 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.

#### Carryover of unused available water

With the storage level of Tinaroo Falls Dam forecast to be greater than 669 m AHD on 1 July 2024, it is likely that carryover from the 2023-24 water year will be available for the 2024-2025 water year. Please note if Tinaroo Falls Dam is spilling on 1 July 2024 then carryover will not be available.

Carryover applications in this scheme are recurring, meaning no further action is required for customers who have applied for carryover in the past.

If you have not submitted a carryover application in the past, you will need to submit an application by 24 June 2024.

The carryover guidelines and conditions can be viewed on the second page of your scheme's carryover application form, available at [www.sunwater.com.au/customer/forms](http://www.sunwater.com.au/customer/forms)

#### Predictions for 2024-25



#### Announced allocations

#### High priority - 100%

#### Medium priority - 100%

This is a prediction only. 2024-25 announced allocation notifications will be sent in the first two weeks of July 2024

#### Key submission dates for end of water year 2023-24



**24 June 2024**

Carryover and temporary transfer application forms



**3 July 2024**

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

#### Mutchilba water treatment plant

The Mutchilba town water scheme was established in 1950s to meet the daily water requirements of the small township. The original water treatment plant was replaced in 2007. Further improvements to the plant saw backup electricity recently installed. The system will now automatically switch to generator supply in the event of mains power failure, improving reliability for our Mutchilba customers.

#### Water auction

Following completion of the Mareeba Dimbulah Water Supply Scheme (MDWSS) Efficiency Improvement Project, Sunwater validated water savings from the scheme's Barron Zone D for permanent sale. The Department of Regional Development, Manufacturing and Water approved the conversion of 11,508 ML of medium priority distribution losses from the validated savings to productive use water allocations with the purpose of "any". The water auction ended mid- May 2024 with the sale of 5898 ML, leaving a balance of 5610 ML. Sunwater will communicate any future water sales in due course.

## Cyclone Jasper recovery

Following Cyclone Jasper, Sunwater supported Douglas Shire Council during the flood recovery operations to reinstate the drinking water supply at Mossman. Sunwater organised materials and supplied labour to get the treatment plant back online.

## Meter installations

Sunwater has 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
- improved order vs pumping ratio.

Eight meters that provide back-to-base capability were installed in this scheme during the year.

## 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](mailto: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, with a Final Report due to be published in February 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](mailto: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 keep their contact details and authorised account contacts up to date by:

- logging into your Sunwater Online account [online.sunwater.com.au/Login](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](mailto:customersupport@sunwater.com.au)

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