

PREDICTION OF 2019-2020 START OF WATER YEAR ANNOUNCED ALLOCATION FOR 1 JULY 2019

To assist in giving you an indication of what water may be available to you at the start of the new water year on 1 July 2019, Sunwater has predicted the start of water year Announced Allocation for the 2019-2020 Water Year using the forecast storage level tool that is available on our website.

The **predicted** Announced Allocation for 1 July 2019:

- High Priority is **predicted** to be 100% *
- Medium Priority is **predicted** to be 100%*

**The AA includes provisions for carryover as the predicted volume of Tinaroo Falls Dam at the start of the water year will be above the carryover cut off level as stated in the ROP.*

To calculate these predictions Sunwater has made an assumption on the volume of water in storage on 1 July, however many variables affect this assumption which may include inflow, releases and evaporation that may occur between now and 30 June 2019. As such, **these are PREDICTIONS ONLY and are intended to provide you an indication of what the Announced Allocation may be for the new water year.**

From 1 July 2019 Sunwater will calculate the actual start of water year Announced Allocations for 2019-2020 and will publish the announcements accordingly. Customer notifications will be provided by email and/or SMS and will be made available on the Sunwater website. Please call us on 13 15 89 if you need to update your contact details.

CARRYOVER OF UNUSED AVAILABLE WATER

Carryover will be made available to customers who are metered in the Mareeba Dimbulah Water Supply Scheme for the 2019-2020 water year subject to the rules for this scheme. Detailed information on the carryover rules can be found on the carryover application form located here <https://bit.ly/31GXcNm> and on our website www.sunwater.com.au

Applications for carryover are recurring in this scheme, this means that you don't need to submit an application form each year. However, this does mean if you do not NOT wish to carryover your unused water allocation from this current water year 2018-2019 to the new water year 2019-2020, you will need to contact Customer Support on 13 15 89.

PAYMENT OF ACCOUNTS

If you are intending to carryover your remaining allocation this year, or temporary transfer water allocation you will need to ensure that you do not have any money owing on your accounts. As per the rules temporary transfers will be rejected at time of application and carryover applications will be rejected if monies are owing as at 30 June 2019.

END OF YEAR TEMPORARY TRANSFER APPLICATIONS

Please ensure applications are submitted at least two (2) working days prior to 30 June 2019. Sunwater will send approval/refusal notification to the buyer and seller. For a smooth process ensure that all accounts are paid in full and that the application has been signed by all relevant parties.

Sunwater Contact Details:

Email: customersupport@sunwater.com.au
Phone: 13 15 89

Online: <https://online.sunwater.com.au/Login>
Fax: (07) 3120 0249

END OF WATER YEAR METER READINGS

Sunwater have commenced the final round of meter readings for the 2018-2019 water year.

However, if you wish to record water used up to and including the 30 June as being used in the 2018-2019 water year, you have the option of providing your final meter reading for each offtake to Sunwater by SunwaterOnline, email, fax or telephone. Alternatively take a photo of your meter dial/s and email the photo/s to the Customer Support team ensuring each photo is identified with an offtake number. These reads must be received **no later than Close of Business on Tuesday 2 July 2019**. (Refer to Sunwater contact details below for ways you can provide these reads to us).

Please Note: Any readings received after this time will not be considered in the 2018-2019 water year.

UNAUTHORISED USE

Customers are reminded that they are only permitted to take water that they have available in their accounts. Any other water use is considered unauthorised water use. At the end of water year any customers who have used water in excess of their balance will be reported to the department as per our "Unauthorised Use Policy" which can be found on our website here <https://bit.ly/31zmugb> or under "Home > Customer > Managing your account > Water orders and account balances".

If your account is in breach after we finalise the last meter read for the current water year, you will receive a request to remedy the breach via SMS and email. You will then have three (3) business days to remedy the breach, however, if this is not done then unfortunately you will receive formal advice to remedy the breach and it will have to be remedied using 2019-2020 water.

You can assist by ensuring that you have estimated the right amount of usage and fixed your over use before the end of water year. Please call the Customer Support Team on 13 15 89 who can help you enter your current reads to check how your usage is going. We value and appreciate your support with this.

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