

End of water year 2021-22 newsletter

Lower Mary River Water Supply Scheme

June 2022

Scheme overview for 2021-22

Sunwater would like to remind customers to ensure all meters are easily accessible and grass is not overgrown in the area Sunwater staff need to access.

The below table shows scheme water usage and remaining balances as at 15 May 2022.

Scheme	Usage from 1 July 2021	Estimated Remaining Balance
Lower Mary River	1371 ML	28,683 ML

The Lower Mary Customer Advisory Committee (CAC) was established in 2022.

The CAC engagement model was created to provide customers with a diverse forum for engagement with Sunwater on a range of strategic matters relating to Sunwater's innovation, management, and maintenance of assets to ensure the reliable and efficient delivery of service.

End of water year information




For a smooth end of water year process, please ensure any overuse of water for 2021-22 is rectified, and all outstanding accounts are paid in full. To ensure Sunwater customers can effectively manage their water and business, we have compiled key information and submission dates regarding meter reads, carryover, and temporary transfers, which are available in this newsletter.

Important message regarding water availability

Water supplied from Mary Barrage to medium priority water allocations for irrigation use must cease when the barrage's water level is equal to or less than EL 1.0m AHD.

The cessation continues until the water level is equal to or greater than EL 1.2m AHD.

Details on the medium priority customer off for irrigation can be found [here](#).

Predictions for 2021-22	
 Announced allocations	High priority – 100 % Medium priority – 100 % (2022-23 announced allocation notifications will be sent in the first two weeks of July 2022. This is a prediction only).
Key submission dates for end of water year 2021-22	
 Friday 24 June 2022	Temporary transfer application forms.
 Monday 4 July 2022	Voluntary meter reads (for customers wishing to take water up to 30 June 2022).

Irrigation discounts 2021-24

From 1 July 2021 to 30 June 2023, every irrigator who buys water from Queensland's state-owned irrigation schemes will be eligible for the following discounts:

- 50 per cent for irrigation of horticultural crops (by way of 35 per cent rebate)
- 15 per cent for all other irrigation.

Irrigators supplied with water from Sunwater-owned schemes automatically receive a 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices issued by Sunwater reflect the discounted price.

Horticultural growers can apply to receive the balance of their 50 per cent discount through a 35 per cent rebate, which will be assessed and administered by the Queensland Rural and Industry Development Authority (QRIDA). For more information, visit the QRIDA [website](#) or contact the free call number 1800 623 946.

For further information regarding these price changes, visit the Queensland Government [website](#).

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
- 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.
- 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

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 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

Live chat: 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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