

## End of water year 2022-23 newsletter Lower Mary River Water Supply Scheme

June 2023

### Scheme overview for 2022-23

The table below shows scheme water usage and remaining balance as at 1 April 2023, when the last quarterly meter reads were completed.

Scheme	Usage from 1 July 2022	Estimated remaining balance
Lower Mary River	2063 ML	28,242 ML

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

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 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 2022-23 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.

### Water trading

If seeking additional water allocations on either a temporary or permanent basis, please visit the following pages on the Sunwater website:

- [Temporary transfers](#)
- [Water trading board](#)
- [Property and Water Allocation Transfer Process.](#)

Customers who exceed their water allocation are encouraged to consider temporary transfers, to remedy their contract breach.

### Updating your invoice delivery method

To update your invoice delivery method, please contact customer support.

### Predictions for 2022-23



#### Announced allocations

**High priority - 100%**

**Medium priority - 100%**

(This is a prediction only. 2023-24 announced allocation notifications will be sent in the first two weeks of July 2023).

### Key submission dates for end of water year 2022-23



**26 June 2023**

Temporary transfer application forms.



**4 July 2023**

Voluntary meter reads (for customers wishing to take water up to 30 June 2023).

### 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 cut off for irrigation can be found on the [Sunwater website](#).

### Irrigation prices 2021-22 to 2024-25

From 2021-22 to 2024-25, every irrigator who buys water from Queensland's state-owned irrigation schemes is eligible for a 15 per cent discount.

Irrigators supplied with water from Sunwater-owned water supply schemes will automatically receive the 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices will reflect the discounted price. The current year fees and charges schedules, available on the Sunwater [website](#), are also reflective of irrigation tariffs less the 15 per cent discount.

For the 2021-22 to 2023-24 period, horticultural growers can apply to receive a further 35 per cent rebate, which will be assessed and administered by the Queensland Rural and Industry Development Authority (QRIDA).

For more information about the Horticulture Irrigation Pricing Rebate Scheme, see the [rebate scheme fact sheet](#), visit the QRIDA [website](#) or call 1800 623 946.

For more information about irrigation pricing discounts, see the [Irrigation Pricing Discounts fact sheet](#), visit the Queensland Government [website](#) or email [irrigationenquiries@rdmw.qld.gov.au](mailto:irrigationenquiries@rdmw.qld.gov.au).

## Irrigation Price Path Review 2025-29

Sunwater is developing a pricing proposal to submit to the Queensland Competition Authority later this year. It will inform irrigation prices for the period 1 July 2025 to 30 June 2029 in 26 price-regulated schemes.

In late May 2023, we concluded the first stage of customer engagement. This involved open customer forums, where we shared how our pricing proposal will be developed and how customers can be involved.

We also established a Consultative Committee to represent the interests of our irrigation customers and advise Sunwater on engagement matters. The committee includes representatives from Queensland Farmers Federation, Cotton Australia, Queensland Fruit & Vegetable Growers and CANEGROWERS Queensland.

In early June 2023, Stage 2 engagement will commence on our draft price proposal for customer feedback.

Once we've considered that feedback, our final pricing proposal will be shared during Stage 3 (August to October 2023).

The Stage 2 engagement schedule, as well as scheme-level fact sheets, can be found at [sunwater.com.au/projects/price-path/](https://sunwater.com.au/projects/price-path/).

You can also get in touch with us at [pricepath@sunwater.com.au](mailto:pricepath@sunwater.com.au)

## 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.

## 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 via the Sunwater [website](#). Assistance with updating contact information is available on the Sunwater [website](#).
- 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.

## 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](https://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](#) 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](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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