

## End of year reminders

### Nogoa Mackenzie Water Supply Scheme

**3 December 2021**

#### Summary

- This fact sheet will provide Nogoa Mackenzie customers with critical information to assist with managing their Sunwater accounts over the Christmas and New Year period including;
- Sunwater's Brisbane contact centre Christmas and New Year closure dates
- Information about quarterly loss factors that will apply as of 31 December 2021
- Reminders regarding temporary transferring carryover water and general temporary transfer reminders
- Registration information for Sunwater Online, the customer app and telephone self-service IVR

#### Background

With the recent announced allocation announcement and planned review in the next week, Sunwater would like to take this opportunity to empower Nogoa Mackenzie customers to make informed decisions about their available water balances as we near the end of 2021.

Sunwater's Brisbane contact centre will close on Thursday 23 December 2021 and re-open Tuesday 4 January 2022. On-call staff will remain available to assist with any unexpected interruptions to water supply or emergencies during this time. Customers are encouraged to register for Sunwater Online and download the customer app to manage their business during this closure.

To avoid delays in processing, customers will need to submit any applications to Sunwater for assessment as soon as possible noting the service agreement of 5 business days to process temporary transfers and 10 business days for property transfers from the date all required information is received.

#### Carryover quarterly losses

Quarterly losses of 10.90 per cent will be applied to remaining unused carryover water balances after final usage for the third quarter has been recorded.

Meter readings completed by our water officers will be conducted throughout December. Due to recent wet weather, there will be situations where our local operations team will contact customers directly and request a water usage estimate if they are unable to safely read meters. Should customers intend to take water up to, and including 31 December 2021, for this usage to be deducted from any remaining carryover water balances, customers will need to supply a meter reading, only if it is safe to do so, via one of the below methods by close of business Wednesday 5 January 2022.

- logging in to your Sunwater Online account [here](#), using [this](#) online guide
- emailing your reading, offtake number(s), your customer account number and full name to [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)
- phoning 13 15 89
- live chat at [sunwater.com.au](https://sunwater.com.au) Monday–Friday 8.30am–4.30pm

For more information regarding how quarterly losses are applied to your carryover water balance, please refer to the Nogo Mackenzie Water Supply Scheme Carryover Application Form available for download on our website [here](#).

Due to the Christmas and New year closure period, separate communication will be sent to customers confirming when quarterly losses have been applied to any available carryover water balances. We anticipate quarterly losses will be applied effective 31 December 2021 in the second week of January 2022.

### **Temporary transferring carryover water**

For customers wishing to temporary transfer carryover water up to 31 December 2021, please be advised quarterly losses will apply to the owner of the temporary transfer water as of 31 December. Please see below examples to explain this further.

#### **Example 1**

Peter temporary transfers 20 megalitres (ML) of carryover water to Bob on 20 December. Bob has 50ML of available water in his carryover account already, and with the water purchased from Peter he will now have 70ML available. On 31 December 2021, whatever water remains unused of Bob's 70ML will be subject to the quarterly loss factor of 10.90 per cent.

#### **Example 2**

Sally has 10ML of carryover water available on 4 January 2022 and requests to transfer 10ML to David. As quarterly losses have not yet been applied, this request will be declined as the customer won't have sufficient carryover water once quarterly losses have been applied.

#### **Example 3**

John has 35ML of carryover water available on 7 January 2022 and requests to transfer 25ML. Quarterly losses have not yet been applied. This request will be approved, however, taking into account the loss factor of 10.90 per cent ( $35\text{ML} \times 10.90\% = 3.815\text{ML}$ ). As quarterly losses have not been applied at the time John submits his application, while his available balance shows 35ML of carryover water available, there is actually 31.185ML available.

### **General temporary transfer reminders**

Prior to submitting applications for temporary transfers, customers are encouraged to review their last meter read date to determine if their available water balance is reflective of their water use to date. For an accurate representation of water use to date, customers are able to submit a voluntary meter read at any time via Sunwater Online.

Subject to product and system rules, temporary transfers can be submitted via [Sunwater Online](#) and the Sunwater Customer App during the Christmas and New Year closure period. Please note, any temporary transfers submitted via Sunwater Online or the customer app during the closure period that require assessment by Sunwater to proceed, will be assessed once the contact centre reopens on Tuesday 4 January 2022.

All applications submitted to Sunwater during the Christmas and New Year closure period will be assessed and entered as of the date the buyer and seller have provided all required information to proceed.

## **Managing your Sunwater business with Sunwater Online, the Sunwater Customer App and telephone self-service IVR**

To avoid processing delays over the Christmas and New Year period, customers are encouraged to register for Sunwater Online and download the Sunwater Customer App. To register for Sunwater Online, please contact customer support or click [here](#). Customers are able to:

- view alerts and messages
- update account details
- view and print account information
- 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'.

The Sunwater Customer App offers a streamlined smartphone and tablet-friendly version of a selection of key features from the Sunwater Online portal. These features include placing water orders, viewing account balances, entering meter reads and completing temporary transfers. The app is available to download via the Apple App and Google Play stores

Customers without access to the internet are able to place water orders via the telephone IVR system by phoning 13 15 89 and selecting option 3. Customers will then be directed to enter their self-service login number and pin. If you are unsure of your login number or pin, please contact customer support.

### **More information**

Should you wish to discuss any content in this advice further, or for general enquiries, please contact customer support on 13 15 89, via live chat at [sunwater.com.au](http://sunwater.com.au), Monday-Friday 8.30am-4.30pm or email your enquiry through to [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au).