

## Information Bulletin

### Nogoa Mackenzie Water Supply Scheme

June 2021

#### Fairbairn Dam storage volume

Some much-needed inflows were received into Fairbairn Dam during January and March, and as a result of these inflow events the storage peaked at 280,914 ML (21.59%) on 28 March 2021. The announced allocation for Medium Priority increased from 66% to 73% as at 1 April 2021.








#### 2021/22 Start of water year announced allocation predictions

The table on page 2 shows what the estimated high and medium priority announced allocations on 1 July 2021 may be. This will depend on customer water use between April and the end of June and the volume of water in the water supply scheme storages at 1 July 2021 assuming no inflows.

In April's Information Bulletin, Sunwater provided three scenarios based on Low, Average and Heavy Water Use. To date the estimated water use and drawdown of Fairbairn Dam has been tracking consistent with the Heavy Water Usage scenario. This is now predicted to be the most likely outcome at 1 July 2021.

This scenario is calculated by applying the water sharing rules in the Nogoa Mackenzie Operations Manual to the potential future storage volume held in Fairbairn Dam, and the storage volume in Bedford, Bingegang and Tartrus Weirs on 1 July 2020. The volumes in the Weirs are tracking similarly to last year (similar dry conditions).

The below data is an *estimate only* and is intended to provide customers with an indication of what the estimated announced allocation and carryover volumes may be at the start of the new water year.

2020-2021 water data	
 <b>Announced allocations</b>	<ul style="list-style-type: none"> <li>100% - High Priority</li> <li>73% - Medium Priority</li> </ul>
 <b>Fairbairn Dam storage capacity</b>	<b>Full supply capacity:</b> 1,301,129 ML <b>Current capacity:</b> 238,638 ML (18.3%) EL 193.93m AHD
 <b>Unused carryover</b>	<ul style="list-style-type: none"> <li>347 ML</li> </ul> *As at 27 May 2021 using mostly March meter reads
 <b>Water orders</b>	<b>May 2021 (to date)</b> <ul style="list-style-type: none"> <li>Channel 7,800 ML</li> <li>River 4,000 ML</li> <li>Pipeline 1,500 ML</li> </ul>
 <b>Water use data</b>	<ul style="list-style-type: none"> <li>Channel 19,186 ML</li> <li>River 17,244 ML</li> <li>Pipeline 5,412 ML</li> <li>Total 41,841 ML</li> </ul> *From 1 July 2020 to 27 May 2021 using mostly March meter reads.
 <b>Remaining allocation water</b>	<ul style="list-style-type: none"> <li>Channel 79,422 ML</li> <li>River 73,245 ML</li> <li>Pipeline 7,154 ML</li> <li>Total 159,821 ML</li> </ul> *As at 27 May 2021 using mostly March meter reads
Key dates	
 1-21 July 2021	<ul style="list-style-type: none"> <li>Planned service interruptions for Nogoa River customers</li> <li>More information <a href="#">here</a></li> </ul>

## 2021/22 announced allocation estimate

Estimated water usage has been based on customer supplied data and historical water use from Quarter 4 2020, Weir water levels consistent with 1 July 2020 (Bedford Weir 122.48 m AHD (94%), Bingegang Weir 101.09m AHD (56%) and Tartrus Weir 81.69 m AHD (98%)). Heavier water use in the final month of the water year than allowed for in this estimate will reduce the useable volume in the scheme and impact the Estimated Announced Allocation shown.

Scenario	Estimated Q4 water use by scenario	Date	Assumed level of Fairbairn Dam - 1 July 2021 from Storage Estimated Model		Estimated Announced Allocation		Estimated Carryover
			mAHD	% of Capacity	HP	MP	ML
Heavy water usage	34,000 ML	1 July 2021	193.34	15.65	50%	0%	75,000

## Next steps

From 1 July 2021 Sunwater will calculate the actual start of water year Announced Allocations for 2021-2022 and will notify customers by email and/or SMS and will be made available on the Sunwater website. Please call Sunwater on 13 15 89 if you need to update your contact details.

### Are your contact details up to date?

To avoid missing critical communication and to make managing your Sunwater business easier, customers are encouraged to ensure their contact details and authorised account contacts are up to date by:

- emailing a [customer profile form](#) to [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)
- chatting with an advisor via live chat on the [Sunwater website](#) or phoning 13 15 89 Monday-Friday 8:30am-4:30pm.

## Contacting customer support

**Business hours:** 8.30am-4.30pm



**Phone:** 13 15 89

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

**Email:** [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

**Post:** PO Box 15536 City East QLD 4002

**Fax:** (07) 3036 6482

End of water year key submission dates	
 <b>Voluntary meter reads</b>	<b>Monday, 5 July 2021</b> *For customers wishing to take water up to 30 June 2021
 <b>Temporary transfers</b>	<b>Wednesday, 23 June 2021</b>
 <b>Carryover applications</b>	<b>Wednesday, 23 June 2021</b>
Common customer form links	
<a href="#">Temporary transfer application form</a> <a href="#">Carryover application form</a>	

Phone: 13 15 89

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Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

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