

UPDATE ON TRANSITION TO LOCAL MANAGEMENT (FAIRBAIRN IRRIGATION NETWORK)

Sunwater is committed to ensuring the transition to local management in Emerald is a continuing success. As part of our commitment to remain focussed on our customers and their requirements, Sunwater is pleased to announce that Jason Smith will continue on with Sunwater as the Operations Manager – Nogoia Mackenzie from the 17 June 2019. Jason will be in control of operations and maintenance for the Nogoia Mackenzie, Lower Fitzroy, Blackwater pipeline and various third-party pipeline service contracts. Sunwater have been working closely with the FIN board to ensure this has minimum disruption on the local management transition and have committed that Jason will support the incoming FIN management team for the length of time required to ensure this. The Sunwater team look forward to this exciting time in the Emerald irrigation area.

WATER ORDERING PHONE NUMBERS FROM 1 JULY 2019

A new water ordering contact number has been created for the Nogoia and Mackenzie River customers only. (Please note this is temporary as a Water Ordering APP is on its way).

The table below details the numbers required for activities on each water supply scheme which take effect on the 1st July 2019.

	Selma & Weemah Channel Customers	Nogoia Mackenzie River Customers
Water Ordering	07 4982 4311	07 4995 5211
Water Officer On Call	0447 214 455	07 4995 5212
Operations Manager	0437 681 995	0455 372 600
Office/General Enquiries	07 4982 4446	13 15 89

WATER ORDERS TO BE RECEIVED BY 1PM

Water orders are to be received by 1pm daily to be actioned the following day at 7am. All travel times remain the same.

For more information, refer to the Nogoia Mackenzie Water Supply Targets located on our website here <https://bit.ly/2WA6vuM>

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

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

- High Priority is **predicted** to be 100%
- Medium Priority is **predicted** to be 0% (plus any carryover that individuals may have approved)

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 notify customers 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.

UNUSED CARRYOVER FROM THE 2017-18 TO 2018-19 WATER YEAR

You are reminded that if you have any unused carryover from this current water year in your account on 30 June 2019 you will lose it. As per the rules in the Nogoia Mackenzie Operational Manual you cannot carryover the carryover water from one year to the next.

CARRYOVER OF UNUSED AVAILABLE WATER FROM 2018-19 WATER YEAR TO 2019-20 WATER YEAR

Using the forecast storage volumes above the carryover CAP (including losses) at 1 July 2019 is likely to be 75,000ML.

A fact sheet containing important information relating to your carryover application can be found here <https://bit.ly/2Jy179w>

Sunwater Contact Details:

Email – customersupport@Sunwater.com.au

<https://online.Sunwater.com.au/Login>

Phone 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.

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 2019 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 Noon on Tuesday 2 July 2019**. (Refer to Sunwater contact details included in this Newsletter for ways to contact us to submit your reads).

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".

With the Medium Priority announcement predicted to be 0% on 1 July 2019, we would like to be able to advise individuals of carryover volumes as soon as practicable. This means that if your account is in breach at the end of the water year on 30 June 2019, we are going to give you three days only to remedy this breach. You will receive a request to remedy the breach via SMS and email. If this is not fixed within this time frame then unfortunately that is the status that your account will be in at the end of this water year.

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 your Customer Support Team who can help you enter your current reads to check how your usage is going. We value and appreciate your support with this.

IMPORTANT SHUTDOWN DATES TO REMEMBER

- Selma - 1st July to 21st July
- Nogoia River – 15th July to 30th July
- Weemah – 15th July to 30th July

USEFUL LINKS:

- Help guide for Sunwater Online <https://bit.ly/2HKYqzD>
- Nogoia Mackenzie Water Supply Scheme Carryover Application Form <https://bit.ly/2ReEGqD>
- Additional information about the Nogoia Mackenzie Water Supply Scheme <https://bit.ly/2IQMvS4>

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Email – customersupport@Sunwater.com.au

<https://online.Sunwater.com.au/Login>

Phone 13 15 89