

# St George Balonne River customers and downstream residents

## Standard messaging during Beardmore Dam outflows and flood events

11 September 2020

Sunwater has recently reviewed its Beardmore Dam flood event messaging and wishes to advise of the revised standard messaging that will be sent to customers and residents along the Balonne River, downstream of Beardmore Dam during future events.

These messages will be issued via SMS to downstream residents who have registered through Sunwater's Emergency Notification Service and existing Sunwater customers along the Balonne River.

While Sunwater aim to provide as much notification and information as possible in the case of flood or outflow events, customers and downstream residents are responsible for taking appropriate measures to monitor river heights for their own safety and the safety of their private infrastructure. Sunwater cannot assume responsibility to notify customers of when to remove private infrastructure along the Balonne River, this decision rests with the property owner. Table 1 below details the standard messaging that will be sent to customers and Balonne River's downstream residents preceding and during outflow events from the dam.

To ensure notifications are received at the necessary trigger points, customers and residents must ensure their contact details are kept up to date by registering for the Sunwater Emergency Notification Service for EJ Beardmore Dam on our website here <http://bit.ly/emergencynotificationservice>. If you are an existing customer, please ensure your contact details remain up to date by calling our Customer Support team on 13 15 89, Monday to Friday between 8:30am – 4:30pm.

For further information, or for any questions regarding Sunwater's messaging to St George Balonne River downstream customers and residents, please contact John Kelly (General Manager, South) on 0428 114 292 or [John.Kelly@Sunwater.com.au](mailto:John.Kelly@Sunwater.com.au)

Regards,

John Kelly  
General Manager, South

**Table 1: Sunwater Emergency Notification Messages (Beardmore Dam, St George)**

Trigger	Message Text
<b>Releases made from Beardmore Dam to fill Jack Taylor Weir</b>	SUNWATER NOTIFICATION: Operational releases are occurring from Beardmore Dam to fill Jack Taylor Weir. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. For further info call Customer Support on 13 15 89 during business hours.
<b>Environmental releases made from Beardmore Dam and Jack Taylor Weir</b>	SUNWATER NOTIFICATION: Environmental, stock and domestic releases will begin on DD MMMM YYYY from Beardmore Dam and Jack Taylor Weir. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. For further info call Customer Support on 13 15 89 during business hours.
<b>Increase in environmental releases made from Beardmore Dam and Jack Taylor Weir</b>	SUNWATER NOTIFICATION: Increased environmental, stock and domestic releases from Jack Taylor Weir from DD MMMM YYYY (approx. x,xxx megalitres per day). This will result in increased flows downstream of the weir. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. For further info call Customer Support on 13 15 89 during business hours.
<b>Weather forecast / dam level</b>	SUNWATER UPDATE: Predicted rainfall in EJ Beardmore Dam catchment may lead to outflow within coming week. Monitor local conditions and forecast. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. No further messaging will occur unless a spill eventuates.
<b>Weather forecast / dam level</b>	SUNWATER UPDATE: EJ Beardmore dam is currently at X%. Storm activity could lead to minor outflows. This is a weekly update provided while the storage is near full. Any predicted weather will lead to updated advice.
<b>Forecast rainfall to cause a spill</b>	SUNWATER ADVICE: Spillway discharge likely due to rain in the EJ Beardmore Dam catchment. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details
<b>Storage above FSL 207.12m</b>	SUNWATER NOTIFICATION: EJ Beardmore dam now spilling excess water due to rain in the catchment. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details
<b>Storage above FSL 207.12m - Gate Sequence 5 - Discharge approx 5,000ML/d</b>	SUNWATER NOTIFICATION: EJ Beardmore dam now discharging approx. 5,000ML/d. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details
<b>Storage above FSL 207.12m - Gate Sequence 10 - Discharge approx 10,000ML/d</b>	SUNWATER NOTIFICATION: EJ Beardmore dam now discharging approx. 10,000ML/d. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details
<b>Storage above FSL 207.12m - Gate Sequence 23 - Discharge approx 25,000ML/d</b>	SUNWATER NOTIFICATION: EJ Beardmore dam now discharging approx. 25,000ML/d. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details
<b>Storage above FSL 207.12m - Gate Sequence 29 - Discharge approx 40,000ML/d</b>	SUNWATER NOTIFICATION: EJ Beardmore dam now discharging approx. 40,000ML/d. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details

<b>Storage above FSL 207.12m - Gate Sequence 34 - Discharge approx 65,000ML/d</b>	SUNWATER NOTIFICATION: EJ Beardmore dam now discharging approx. 65,000ML/d. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details
<b>Storage above FSL 207.12m - Gate Sequence 37 - Discharge approx 80,000ML/d</b>	SUNWATER NOTIFICATION: EJ Beardmore dam now discharging approx. 80,000ML/d. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details
<b>Storage above FSL 207.12m - Gate Sequence 41 - Discharge approx 100,000ML/d</b>	SUNWATER NOTIFICATION: EJ Beardmore dam now discharging approx. 100,000ML/d. All persons who have pumps near the river are advised to monitor the height of the river and consider removal. Monitor weather and local conditions. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details
<b>Storage above EL 207.87m</b>	SUNWATER EMERGENCY NOTIFICATION: EJ Beardmore Dam level of excess water has increased due to continuing rain in the catchment. Review your emergency plan and stay alert for further advice. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details.
<b>Storage at FSL 207.12m and falling, OR FSL and no forecast rainfall</b>	SUNWATER NOTIFICATION: EJ Beardmore Dam; dam no longer spilling. Refer to <a href="http://www.sunwater.com.au">www.sunwater.com.au</a> for more details.