

## End of water year 2019-2020 newsletter

### St George Water Supply Scheme

June 2020

#### Scheme overview for 2019-2020

The essential repairs to the Thuraggi outlet structure were completed during the year mitigating the risk associated with the active backward piping erosion process that was occurring through the dam embankment. The new structure and outlet were put to the test during the February and March 2020 flood event. Twice daily inspections during this period did not uncover any issues and the new structure performed well. A new flowmeter was installed in the channel which will provide accurate flow metering for the entire range of flows capable of being discharged down Thuraggi channel.

The below table shows scheme usage and remaining balances as at 31 May 2020.

WSS	Usage from 1 July 2019 <sup>1</sup>	Estimated Remaining balance <sup>1</sup>	
St George	Allocation	Water	CAP
	58,372 ML	75,131 ML	43,904 ML



Notes:

1. Above data is mostly from usage which was recorded during the May meter reads.

#### Are your contact details up to date?

We generally use SMS and email to communicate planned works and critical customer information. To ensure all account contacts remain up to date, please:

- complete a [Customer Profile Form](#) and email it through to the Customer Support team at [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au), or
- contact Customer Support on 13 15 89 between 8.30am and 4.30pm, Monday to Friday.

Key dates end of water year 2019-2020	
 Tuesday 23 June 2020	Last day to submit: <ul style="list-style-type: none"> <li>• Temporary Transfer forms</li> </ul>
 Thursday 2 July 2020	<ul style="list-style-type: none"> <li>• Last day to submit meter reads</li> </ul>

#### End of water year information

For a smooth end of water year process please ensure any overuse of water for 2019-2020 is rectified and all outstanding accounts are paid in full. Sunwater must receive all Temporary Transfer applications by 4:30pm, Tuesday 23 June 2020.

Please visit the [Managing your account](#) section at [www.sunwater.com.au/customer/](http://www.sunwater.com.au/customer/) for further end of water year information.

#### Announced Allocations (Bulk Share)

From 1 July 2020 Sunwater will calculate the start of water year Announced Allocations for 2020-2021 and customers whose water allocation is managed under the announced allocation water sharing rule will be notified by email and/or SMS.

#### Individual Continuous Shares

If your water allocation is managed under the Individual Continuous Share (ICS) methodology you will be able to access your end of water year account balances through Sunwater online after the meter reads have been completed in June. CAP balances will reset effective 1 July 2020 and applicable carryover will be applied once the end of water year processes have been finalised.

## Carryover of unused CAP (ICS customers)

Carryover of CAP will be made available to allocation holders managed under the ICS methodology in the St George Water Supply Scheme for the 2020-2021 water year subject to the rules as specified in the St George Operations Manual. The maximum total CAP carryover that can be made available must be the lesser of 20 per cent of the sum of the nominal volumes of all water allocations managed within the scheme and the sum of the unused nominal volume for all water allocations managed as ICS.

It is very likely that the remaining unused CAP in the scheme (currently 43,904 ML as at 31 May 2020) will exceed 20% of the nominal volume (16,915 ML) at the end of the water year. This will mean that all customers who have a CAP balance less than or equal to 20% of their nominal volume will be able to carry over that balance. All other customers will only be able to carry over 20% of their nominal volume plus an additional remaining amount calculated on a pro-rata basis.

## Water pricing

The Queensland Competition Authority (QCA) has completed its investigation into water prices for Sunwater's irrigation customers from 1 July 2020 to 30 June 2024. The irrigation price review allowed for a thorough examination of our costs and provided an opportunity for stakeholders to present their views on issues affecting them before the QCA recommended future irrigation water prices to the Queensland Government. The QCA's final recommendations are available at: [www.qca.org.au/project/rural-water/irrigation-price-investigations/](http://www.qca.org.au/project/rural-water/irrigation-price-investigations/)

For 2020/21, the Queensland Government has announced that prices will be the lower of:

- the existing 2019/20 price
- the 2020/21 price recommended by the QCA.

Sunwater will notify irrigation customers of the actual prices to apply in 2020/21 once we receive the Rural Water Pricing Direction Notice from the Queensland Government.

At this stage, the Queensland Government has not announced the irrigation prices that will apply for the remainder of the price path period (2021/22 to 2023/24). The Queensland Government has however, confirmed that it will continue to subsidise the irrigation customer's share of Sunwater's Dam Improvement Program costs.

## Would you like to receive your invoice via email?

Over the 2018/19 year, a total of 19,074 invoices were generated. The vast majority of these (87 per cent) were posted, with a small portion being emailed (13 per cent).

If you would prefer to receive a detailed invoice and water statement electronically via email, please contact Customer Support on 13 15 89 or [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au) to update your preference.

## New Customer App

Customers are at the heart of everything we do. We want to make doing business with us easier and provide options to streamline the management of your water accounts.

We have listened to your feedback and have developed a new App as a mobile solution (phone and tablet) that will assist you (our customers).

In addition to [Sunwater Online](#), the new App will allow you to carry-out four activities from your phone or tablet:

1. Access your water account details and current information about offtakes and allocations
2. Order water
3. Temporary transfer water to other Sunwater accounts holders
4. Enter meter read data.

The Customer App is in its final stages of development and is due for release by the end of June 2020. Further details about the release date and how you can access the App will be provided in the coming weeks.

Phone: 13 15 89

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

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

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