

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

From 1 July 2019 Sunwater will calculate the start of water year Announced Allocations for 2019-2020 and will publish the announcement on Sunwater's website. Customers whose water allocation is managed under the announced allocation water sharing rule will be notified by email and/or SMS when the announcement has been made. Please call us on 13 15 89 if you need to update your contact details.

INDIVIDUAL CONTINUOUS SHARES 1 JULY 2019

If your water allocation is managed under the Individual Continuous Share methodology you will be able to access your account balances through Sunwater online after the meter reads have been completed in June. CAP balances will reset effective 1 July for the 2019-2020 Water Year and applicable carryover will be applied once the end of water year processes have been finalised.

REPAIR WORKS

The essential repair work at the Thuraggi outlet to reduce the risk of a potential dam failure of EJ Beardmore Dam commenced on 27 May 2019. Activities completed to date include: construction of the downstream coffer dam; dewatering of the channel; construction of access ramps to the bottom of the channel; installation of the groundwater dewatering system; and commencement of demolition of the existing concrete outlet structure. A 16,000ML coffer dam is now under construction to capture any inflows that may occur and will be finished by Friday 21 June 2019. Sunwater will continue to provide updates into the 2019-2020 Water Year.

UNAUTHORISED USE

After Sunwater receives the final meter reads for the 2018-2019 water year, we will give you an opportunity to remedy the breach before the 2018-2019 water year is closed off if you have a negative balance. You will receive an SMS and/or email to remedy the over use within 3 business days. To do this you need to arrange a temporary transfer from someone who has any 2018-2019 water left over in their account.

Our "Unauthorised Use Policy" can be found on our website under Customer > Manage your account tab > Water orders and account balances, or via the link <https://bit.ly/31zmugb>. If you need any more assistance, please contact 13 15 89.

END OF WATER YEAR METER READINGS

Sunwater will commence the final round of meter readings for the 2018-2019 water year towards the end of June. Although Sunwater will read your meter/s during June if you wish to record water used up to and including the 30 June 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 Sunwater Online, email, fax or telephone. Alternatively, you can 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 Close of Business on Tuesday 2 July 2019**. (Refer to Sunwater contact details below for ways you can provide these reads to us).

Please Note: Any readings received after this time will not be considered in the 2018-2019 water year.

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.

SUNWATER MOVING TOWARDS PAPERLESS

Electronic Billing is better for our environment. Sign up today to receive your detailed invoice and water statement electronically - it's fast, secure and easy. Call us on 13 15 89 or email customersupport@sunwater.com.au and we will arrange for a detailed invoice/water statement to be sent to you via email.

Sunwater Contact Details

Email: customersupport@sunwater.com.au
Phone: 13 15 89

Online: <https://online.sunwater.com.au/Login>
Fax: (07) 3120 0249