

Unauthorised Water Usage Policy

1. Purpose

The purpose of this document is to detail Sunwater's policy and procedures with respect to unauthorised water use within Sunwater's water supply schemes.

2. Your rights and obligations

As a water entitlement holder, you have an obligation to comply with the *Water Act 2000* (Qld), Water Management Protocol or the relevant Resource Operation Licence for your water supply scheme, your Supply Contract with Sunwater, and the scheme rules and targets.

Before you take and use water, you should make sure you:

- only take water in accordance with your obligations under your Supply Contract through the Sunwater diversion works and your offtake works
- check if any restrictions apply (such as a reduced announced allocation)
- have enough water available in your water account before you take water
- allow enough time for Temporary or Permanent Trades to be processed and applied to your account.

3. What action is taken by Sunwater when unauthorised water use is detected?

3.1. Unauthorised water and/or CAP use detected during Periodic Meter Reads during a Water Year

If a meter reading indicates your usage is more than your Maximum Allowable Volume (breach) during a current water year:

- Sunwater will issue you with communications via email and text message advising that the account is in breach
- you are required to obtain a Permanent or Temporary Transfer to cover the excess water use or annual resource cap (cap).

3.2. Unauthorised water and/or CAP use detected at End of Water Year Meter Reading

If the meter reading at the end of water year indicates your usage is more than your Maximum Allowed Volume (breach):

- Sunwater will issue you with communications via email and text message advising that the account is in breach.
- You have two business days to submit a completed temporary transfer application to Sunwater to correct the excess use.
- After two business days, Sunwater will contact you to discuss the excess water use and work with you to resolve the problem. Sunwater will give (at discretion/if possible) additional time to submit a completed temporary transfer application to Sunwater to correct the excess use.
- The current water year can be closed at any time and without notice; at that point you can no longer correct any excess use in that particular year by temporary transferring water into your account.

- Sunwater has legislative obligations to report any excess use to the Department.
- If you continue to take water, Sunwater will lock off your outlet or take other action as detailed in your Supply Contract to prevent you from taking water.
- If you continue to take water, Sunwater may take steps to cancel your Water Supply Contract as detailed in your Supply Contract.

3.3. Action taken by Sunwater at commencement of the New Water Year

If you have not resolved the excess use of your Maximum Allowed Volume (breach) in the previous water year:

- Once the new water year has commenced, you can no longer correct any excess use in the previous year by temporary transferring water into your account. Sunwater will issue you with a “Do Not Take” notice/directive. The notice/directive may include but is not limited to:
 - not releasing water
 - stopping you from taking water by modifying the Sunwater works, the meter or your nominated works
 - stopping you from temporary trades out
 - locking off your outlet.
- This will remain in force until you remedy the breach to Sunwater’s satisfaction. You may remedy the breach by restoring to the scheme an equivalent amount of water to that taken in excess of your maximum delivery volume. As an announced allocation is set at the start of a water year, you can remedy the breach by reducing your entitlement to that announcement or obtaining a temporary transfer. This will replace the water taken by you from the scheme.
- If you continue to take water, Sunwater will lock off your outlet or take other action as detailed in your Supply Contract to prevent you from taking water.
- If you continue to take water, Sunwater may take steps to cancel your Water Supply Contract as detailed in your Supply Contract.

3.4. Ordering water when in excess of entitlement

Sunwater will not accept water orders from you if have used more than your maximum allowable volume (the combined volume of Announced Allocation water, plus seasonal water assignment volume (if any), plus carry over volume (if any)).

- If you continue to take water, Sunwater will lock off your outlet or take other action as detailed in your Supply Contract to prevent you from taking water.
- If you continue to take water, Sunwater may take steps to cancel your Water Supply Contract as detailed in your Supply Contract.

3.5. Action taken by Sunwater when your flow rate is in excess of Peak Flow Entitlement or Water Restrictions

Sunwater will monitor your flow rates or take when Peak Flow Entitlement and water restrictions are in place.

- If you are caught taking more than your Peak Flow Entitlement or restriction limit, you will be directed to cease taking water immediately and required to reorder water and wait the relevant period before taking water again.
- If you continue to take water, Sunwater will lock off your outlet or take other action as detailed in your Supply Contract to prevent you from taking water.
- If you continue to take water, Sunwater may take steps to cancel your Water Supply Contract as detailed in your Supply Contract.

3.6. Action taken by Sunwater when theft of water is detected

The theft of water includes use of unauthorised works to divert water, tampering with water meters or any other activity used in the theft of water.

- If the theft of water is detected, Sunwater will make a formal complaint of theft to the Queensland Police.
- If the theft of water involves a breach under the *Water Act 2000* (Qld), Sunwater will report the incident to the Department.
- Sunwater will take action to recover the cost of the water stolen and for any damage caused to Sunwater's infrastructure.

4. Penalties

It is important to note that it is an offence under the *Water Act 2000* (Qld) to contravene any conditions which you are required to comply with as a water entitlement holder, and the Department can issue and enforce penalties on you for any contraventions of these conditions.

For more information, please contact customer support by email customersupport@sunwater.com.au or by phone on 13 15 89 Monday-Friday 8:30am-4:30pm.