

End of water year 2023-24 newsletter

Three Moon Creek Water Supply Scheme

May 2024

Scheme overview for 2023-24

The below table shows scheme water usage and remaining balance as at 1 April 2024, when the last quarterly meter reads were completed.

Scheme	Usage from 1 July 2023	Estimated remaining balance
Three Moon Creek	5392 ML	9541 ML

Sunwater would like to remind customers to ensure all meters are easily accessible and grass is not overgrown in the area Sunwater staff need to access.

Scheme highlights for 2023-24

Each year Sunwater undertakes maintenance of normally submerged assets to ensure the continued reliability of delivery infrastructure.

The scope of these works ranges from general preventative maintenance through to major refurbishment or replacement of end-of-life assets. Some important work this year has included:

- investigating the need for a dehumidifier in the Cania Dam Valve House to reduce the deterioration of protective coating. The dehumidifier will help to remove moisture from the air. This occurs due to the increase in water temperature as it is drawn from the dam into the valve house causing condensation to form on the metal pipework and fittings.
- planning the five-year comprehensive dam inspection for mid-2024. The inspection is part of an ongoing maintenance program to meet our safety and quality standards as well as the requirements of the Dam Safety Regulator.
- conducting electrical testing and assessment at Cania Dam to determine if any future works are required. Recommendations are expected mid-2024.

Predictions for 2024-25



Announced allocations

Surface water

Medium priority - 100 %

Underground water

High priority - 100%

Medium priority - 100%

This is a prediction only. 2024-25 announced allocation notifications will be sent in the first two weeks of July 2024

Key submission dates for end of water year 2023-24



24 June 2024

Temporary transfer application forms



3 July 2024

Voluntary meter reads (for customers wishing to take water up to 30 June 2024)

End of water year information

For a smooth end of water year process, please ensure any water overuse for 2023-24 is rectified, and all outstanding accounts are paid in full.

To ensure Sunwater customers can effectively manage their water and business, this newsletter outlines key information and submission dates regarding meter reads, carryover and temporary transfers.

Customers who exceed their water allocation are encouraged to consider temporary transfers to address the overuse.

Get to know Wayne Jones

Storage Supervisor Wayne Jones has been a vital part of the team since joining Sunwater in October 2023. Helping to ensure the smooth operation of the Three Moon Creek Supply Scheme, Wayne's role includes conducting dam inspections and surveillance, general maintenance on plant and equipment, water sampling and weed management at the five weirs in the scheme.

Originally from Mount Perry, Wayne moved to Monto where he and his family have lived for the past 20 years.

Wayne attributes his enjoyment of the role to working outdoors, the supportive team environment and the variety in the day-to-day requirements of the job.

Irrigation prices 2021-22 to 2024-25

From 2021-22 to 2024-25, irrigators who buy water from Queensland's state-owned irrigation schemes are eligible for a 15 per cent discount.

Irrigators supplied with water from Sunwater-owned schemes will automatically receive the 15 per cent discount on bills issued from 1 July 2021. The total price listed on invoices issued by Sunwater will reflect the discounted price. The current year fees and charges schedules, available on the Sunwater website also reflect irrigation tariffs including the 15 per cent discount.

For further information view the Irrigation Pricing Discounts fact sheet on Sunwater's website, visit the Queensland Government website or email

irrigationenquiries@rdmw.qld.gov.au

Irrigation prices 2025-26 to 2028-29

Irrigation prices that will apply from 1 July 2025 will be advised in early 2025 following the irrigation pricing review process that was initiated in March 2023.

This process involves the Queensland Competition Authority (QCA) reviewing costs and

Commercial and industrial customers

To assist with preparing for end of water year, commercial and industrial customers should contact their relationship manager to discuss any special arrangements currently in place. The Commercial team can be contacted directly by:

- emailing commercial@sunwater.com.au
- phoning 13 15 89 and asking for your relationship manager.

Are your contact details up to date?

To avoid missing critical communications and streamline managing your Sunwater business, customers are encouraged to keep their contact details and authorised account contacts up to date by:

- logging into your Sunwater Online account online.sunwater.com.au/Login
- chatting with an advisor via the [Sunwater website](#) live chat or phoning 13 15 89.

Registered for Sunwater Online?

Sunwater Online is available to customers 24 hours a day, seven days a week. This system puts you in control of your water and business via a secure online portal. To register for Sunwater Online, please contact customer support.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Live chat: sunwater.com.au (Monday to Friday, 8:30am – 4:30pm)

Post: PO Box 15536 City East QLD 4002

Fax: (07) 3036 6482

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