

Date : 26/09/2019 2:02:32 PM
From : "HEARN Robert"
To : "HEARN Robert"
Subject : FW: Paradise Dam
Attachment : image001.jpg;

DRAFT STANDARD RESPONSE

The Paradise Dam primary spillway will be lowered by 5 metres during the 2020 dry season due to safety concerns during extreme weather events.

Sunwater will be releasing water from Paradise Dam over the next 10 weeks to mitigate the dam safety risk until the dam can be lowered. Approximately

The Government understands how vital water is to the community, and the economy, and this is why the released water is being made freely available to customers and the community, and Sunwater is making every effort to make the water easily accessible.

The decision to release water when large parts of the state are in drought was not taken lightly, however it was considered necessary in the interest of community safety and based on expert advice. It should be noted however that only 20 per cent of the allocations from Paradise Dam have been sold to date so the water released over the coming weeks should not directly impact the supply to existing entitlement holders.

Enclosed is a fact sheet with details on how the released water can be freely accessed. If you would like any further details on accessing the water you should contact Sunwater directly on (07) 3120 0270 or by emailing community@sunwater.com.au.

Sunwater will also be holding community information sessions over the next few days:

Location	Date	Time
184 Bourbong Street Bundaberg Central	26 September 2019	5:00pm – 8:00pm
184 Bourbong Street Bundaberg Central	28 September 2019	09:00am – 12:00pm

I trust this information was helpful to you and if you have any further questions you can contact.....

FACT SHEET DRAFT:

HOW CAN EXISTING CUSTOMERS ACCESS THE WATER?

- The water being released from Paradise Dam over a 10-week release period will be available at no charge from midday this Friday 27 September. (No Part A and no Part B charge). Access to this water will have no impact on customers' existing allocation balances. Customers will still be required to pay Part A charges for their existing water entitlements.
- To access this out-of-allocation water, customers should provide Sunwater with a photo of your meter reading and offtake number at the start and end of this event.

Note: Any customers that divert water during this period who have not provided Sunwater with the details above will have the usage debited against their existing allocation, for which normal charges apply.

Customers can submit their photo with their name, account number and contact number via email to customersupport@sunwater.com.au or via SMS to Ph: 0400 601 795

If customers have difficulty providing this information, they can contact Sunwater on 13 15 89 or their grower representative group.

Customers can access water during this event for either direct application onto crops or storage for later use.

WHO CAN ACCESS THE WATER?

- Customers who divert water from the Isis or Woongarra Channel systems or pump from the Burnett River downstream of Paradise Dam.
- Existing customers who do not have access to these downstream areas but seek to access water at no charge can do so from one of the standpipe locations being established by entering into a short-term access agreement with Sunwater. The form can be downloaded from the Sunwater website at <https://www.sunwater.com.au/schemes/bundaberg/>
- Sunwater will monitor take up and may require customers accessing the out-of-allocation water at no charge to provide further meter reads during the event. Sunwater will provide regular updates to Customers during the event.

FAQ for TELEPHONE CONVERSATIONS:

HOW CAN NEW CUSTOMERS ACCESS THE WATER?

- Anyone who is not a Sunwater customer and is intending to access water released from Paradise Dam will need to enter into a short-term water supply contract with Sunwater (same as current customers not on downstream channels or river).

WHY IS THE WATER NOT BEING MADE AVAILABLE TO FARMERS WHO NEED IT / WHY IS THE WATER NOT TRANSPORTED USING TANKERS

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WHY IS THE WATER NOT BEING MADE AVAILABLE TO FARMERS WHO NEED IT / WHY IS THE WATER NOT TRANSPORTED USING TANKERS

Rob Hearn

Manager

Economics and Governance | Natural Resources Division

Department of Natural Resources, Mines and Energy

P 07 3199 4895

Level 8, 1 William Street, BRISBANE QLD 4000

PO Box 15456, CITY EAST QLD 4002

Robert.hearn@dnrme.qld.gov.au

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