

Your Water Supply Scheme End of Water Year Wrap-up

June 2022



Here's your regular update on:

EOWY meter readings due by 4 Jul

Reminder – clear your meter site and report non working meters

EOWY cut off for Temporary Transfer applications

What is Customer Connect?

Unauthorised Use (excess usage)

End of water year – 30 June 2022 – meter reading

Seqwater operations staff will complete the final round of meter reads for the 2021-22 water year sometime in June depending on accessibility as a result of the recent weather events. If your meter is able to be read, please note the meter read could be up to two weeks before the end of the water year.

If you wish to record water used up to 30 June 2022 as being used in the 2021-22 water year, you will need to self-read your meter for each offtake on 30 June. You will then need to advise us of your end of year meter reading in writing, by either email or post.

Please ensure you send your meter reading notification to us by 4.30pm Monday 4 July 2022 via one of the following methods:

Email: irrigators@seqwater.com.au (preferred)

Post: PO Box 328, Ipswich, Qld 4305

Please ensure you provide the following information:

Customer Account No.:	_____	Scheme:	_____
Customer Account Name:	_____		
Meter No./Offtake ID	Meter Reading on 30 June		

Reminder – clear your meter site for safe access

As mentioned, meter reads will be undertaken towards the end of June, as such our operational staff would be very grateful if you would check the access to your meter/s and take any action to clear your meter site which may be overgrown to provide a safe and convenient access.

We thank you in advance and really appreciate your support in providing a safe workplace for our people.

Meter damaged or not working

As a result of the recent flooding events if you have noticed that your meter has been damaged or is not working can you please let the Irrigation Team know via email or phone. Seqwater claim the costs associated with replacing the flood damaged meters through an insurance claim.

Help is available!

We understand that recent rain events may have impacted you. Seqwater supports our customers who are experiencing financial distress by offering payment arrangements that are realistic and affordable based on your individual financial situation. If you are experiencing difficulty paying your water bill, please call the Irrigation Team (contact details below) to speak about a payment extension or an instalment plan to smooth out your payments over a longer period.

Temporary Transfer (Seasonal Water Assignment)

Should you require additional water, please ensure that you arrange for a temporary transfer. The cut-off date for processing of temporary transfers for the current water year is **30 June 2022**, so please make sure you have sent these to us prior to that date.

Customer Connect

If you do wish to buy or sell water, permanently or temporarily, then check out Customer Connect. Customer Connect is a free online water trading forum just for Seqwater customers where you can list your interest in buying or selling water. There are already a number of our customers using this site. If you are not already registered, it is easy and only takes a couple of minutes. Once registered you don't have to place an ad, you can just view the other ads. To register go to yourseqwater.com.au.

Unauthorised Use (excess usage)

As mentioned above, the final meter reading for the year will be read by Seqwater during June. This reading will determine your end of water year balance and will determine the balance of your account at the end of the water year. Seqwater must report customers who have used water in excess of their balance at the end of the water year to the Department of Regional Development Manufacturing & Water.

Seqwater encourages you to ensure that you have estimated the right amount of usage and managed any excess use prior the end of the water year. Please call your Irrigation Team who can provide any further advice to assist you with monitoring your water usage or temporary transfer information

Do we have your current contact details?

In an effort to most efficiently communicate with our customers we are using email and text messaging as our primary source of communication. You can confirm that we have your up-to-date details by emailing your irrigation team at irrigators@seqwater.com.au or alternatively calling 1800 077 005.