

Keeping your water secure

State Water

November 2009

Don't let your hard work go down river

We recognise you work hard to maintain your water asset and that there is always the chance that pumps fail, meters breakdown, hot days stress crops or that every so often it rains.

We are continually working to ensure that other people don't diminish your water asset.

We work closely with the NSW Office of Water (NOW) to monitor those people within your river system that don't do the right thing.

We also rely on you to assist us in monitoring activities that you feel aren't quite right in your area.

You may not be aware that there have been some changes to the Water Management Act 2000 (WMA2000).

If you suspect someone is doing any of the following they may be convicted or fined.

- taking water not in accordance with an access licence
- taking water without a valid water order
- taking water when there is no water in the water account

These forms of illegal extraction affect everyone in the river system.

Another change is that when a meter breaks down, written permission to use the works is needed.

Penalties of up to \$2.2 million for a company or \$1.1 million for an individual, as well as the possibility of up to two years' imprisonment can be imposed.

Other forms of penalties that can be imposed against a water account can include up to five times the amount of water over used or not ordered. Monetary penalties amounting up to five times the value of that water over used or not ordered can also be imposed.

We want to continue to work with you to protect your entitlements and assets.

If you believe something is not right contact our Customer Service centre. We will treat all reports confidentially.

Together we can improve water security for you whilst improving water delivery for everyone.

For more information or to report suspected breaches of the Water Management Act contact your local Customer Information Centre on:

1300 662 077

or

**NSW Office of Water
1800 633 362**