

Water Order Application Form

In accordance with the Water Management Act 2000 and Water Act 1912



HOW TO COMPLETE A WATER ORDER APPLICATION FORM

The lodgement of water order application forms is essential for State Water to accurately manage customers' water allocation accounts in accordance with current legislative requirements. It is also important in ensuring that State Water delivers the right amount of water to the right place at the right time, for all customers.

Penalties apply to customers who fail to lodge valid water orders prior to extracting water from regulated streams.

Please take the time to check all required details have been entered and the form is correct.

Customers should supply the following information when completing a water order application form:

Part 1 - Water Order Request

Please indicate if the water order being lodged is a new order, an amendment to an existing order, the cancellation of an existing order or if you are only submitting a meter reading. Water orders may be amended, at the discretion of the River Operator. Customers should always provide updated information if their requirements change. If you are just providing a meter reading please make sure you fill in the details in sections 3 and 5.

Part 2 - Water Access Licence Details

You must enter both the name of the Water Access Licence holder and the Water Access Licence Reference Number.

Customers are required to correctly identify their licence numbers on the form. If you are unsure of your DECCW licence number or WAL number please contact State Water on **1300 662 077**.

Part 3 - Combined Approval or Works Approval Details

You must enter either your Combined Approval Number (eg 50CA000001 or 60CA000001) or Works Approval Number (50WA000001 or 60WA000001).

In addition to your approval number, please include a description of the works (eg pump) site. Many approvals include multiple pump sites. A description is therefore required to identify the nominated works.

Customers are required to correctly identify their Combined/Works Approval details on the form. If you do not know your approval number, please contact State Water on **1300 662 077**.

Part 4 - Extraction Details

Daily Orders - Use this if you vary your extraction volumes daily.

Enter the date and required volume in megalitres for each day of your order.

Bulk Orders - Use this if your daily extraction volumes are constant.

The date you wish to start pumping needs to be recorded in the Start Date field. The start date must be in accordance with your lag days and not from the date of application.

The date you wish to cease pumping needs to be recorded in the Finish Date field. All orders are limited to a maximum time period of one month.

The **total** volume to be pumped for the period must be entered.

Part 5 - Meter Reading

A valid Meter Reading may be entered.

Please include the date the meter was read and a pump description. A description of the pump is necessary to ensure that usage is recorded against the correct meter.

Customers are encouraged to provide regular meter readings so that Water Allocation Account balances can be kept up to date throughout the season.

In the event of Supplementary and Uncontrolled flows, meter readings at both the start and finish of the event are required to qualify for this type of extraction.

No access to Supplementary and/or Uncontrolled Flow water will be granted unless meter readings are supplied at both the start and finish of the event including the provision of an approved water order.

Part 6 - Authorisation

Water order forms must be signed by either the Water Access Licence Holder or an authorised representative.

The Application date refers to the date you will submit the water order.

Please ensure that your contact details are included so that State Water can contact you if there are any issues regarding the form. In some cases (subject to State Water's discretion), incorrect or incomplete Water Orders will be returned to the customer. Customers will be given a specified period to return the corrected application. Corrections to water orders received after this time will not be accepted and the order will not be processed. A new order will then need to be submitted.

Submitting Water Order Application Forms

Water Orders can be faxed or emailed to the contact details located on the Water Order Application Form.

Water Order Application Forms can be downloaded from State Water's Webpage at:

<http://www.statewater.com.au/Customer+Service/Forms>

Alternatively, you can collect extra copies of the forms from your local Customer Field Officer.

Important Information for Customers

Customers who extract water without an approved water order may face compliance action.

Under the *Water Management Act 2000*, extraction of water without a complying water order is considered an unlawful activity.

The *Water Management Act 2000* permits volumetric penalties of five (5) times the volume extracted and/or a fine equivalent to five (5) times the usage fee of water extracted unlawfully.

Penalties applied by State Water to customers will be in proportion to the volume of water extracted without an order and will become more severe with repeat offences.