



Irrigation Restart Workshops

Presented by Lachlan Valley Water,
State Water and NSW Office of
Water

June 2011

Workshop Content

- Lachlan Overview
- Licences – NSW Office of Water
- Water Accounting – LVW and State Water
- Water Ordering, metering and compliance – State Water
- Questions

Lachlan Overview

Storages

- Wyangala – Full Supply Level 1,217,000 ML
Currently 91%
- Carcoar – FSL 36,000 ML
Currently 75%
- Lake Cargelligo – FSL 36,000 ML
Currently 101%
- Lake Brewster – FSL 145,000 ML
Currently 54%
- Jemalong Weir – reregulating
- Brewster Weir - reregulating

River sections

- Belubula River - WSP under development
- Lachlan Regulated River – WSP restarts 1 July
- Lachlan Unregulated Rivers – WSP under development

Regulated River sections

- Lachlan WSP Barriers
 - Lake Cargelligo weir
 - no permanent trade across barrier
 - Max. 31,000 ML temp trade downstream per year
 - Willandra Creek
 - Permanent trade and temporary trade in limited so that neither entitlement nor extraction exceeds 23,457 ML
 - Booligal to end of system
 - Permanent trade and temporary trade in limited so that neither entitlement nor extraction exceeds 18,900 ML

Regulated River sections

- WSP requires that river must be operated within channel capacity constraints.
- Channel capacities cited in the WSP but are to be reviewed:
 - 390 ML/day in Wallamundry system
 - 1200 ML/day in Goobang, Bumbergan Creeks (now improved)
 - 500 ML/day in Willandra Creek
 - 2400 ML/day betw. Willandra Creek and Merrowie Ck
 - 1500 ML/day betw. Merrowie Ck and Torrigany
 - 310 ML/day d/s Booligal

Who does what

- State Water
 - Operates regulated river, capture, store and release water to licence holders, environment and others
 - Reads groundwater meters on contract for NSW Office of Water
 - Processes temporary transfers (water allocation assignments)
 - Bills licence holders for State Water charges and on behalf of Office of Water

Who does what

- NSW Office of Water
 - Regulator
 - Manages water resources – regulated river, unregulated, groundwater
 - Policy and water management planning
 - Licencing, access licences and approvals
 - Dealings – permanent transfers, assignment of shares, consolidations, sub-divisions, nomination of water supply works

Who does what

- Lachlan Valley Water
 - Represents interests of Lachlan water users on all water related issues
 - Advocate for water users on
 - Water policy and planning
 - Water pricing
 - Water management
 - Projects
 - MDB Plan

Who does what (cont.)

- Lachlan Customer Service Committee – SW's customer consultation on water delivery, asset management
- Lachlan CMA – interface between government and regional communities on natural resource management issues
- Office of Environment and Heritage (previously DECC) – environmental water holder and manager in NSW
- SEWPaC – Commonwealth Dept for water policy and management, holds Commonwealth environmental water
- MDBA - developing Murray Darling Basin Plan

Sources of information

- River levels, volumes in storage
 - <http://waterinfo.nsw.gov.au>
- Information on your water account balance
 - State Water call centre 1300 662 077
 - iWAS
- Licences, dealings, assignments
 - <http://www.water.nsw.gov.au/Water-licensing/Registers/default.aspx>

Water Accounting – Water Sharing Plan

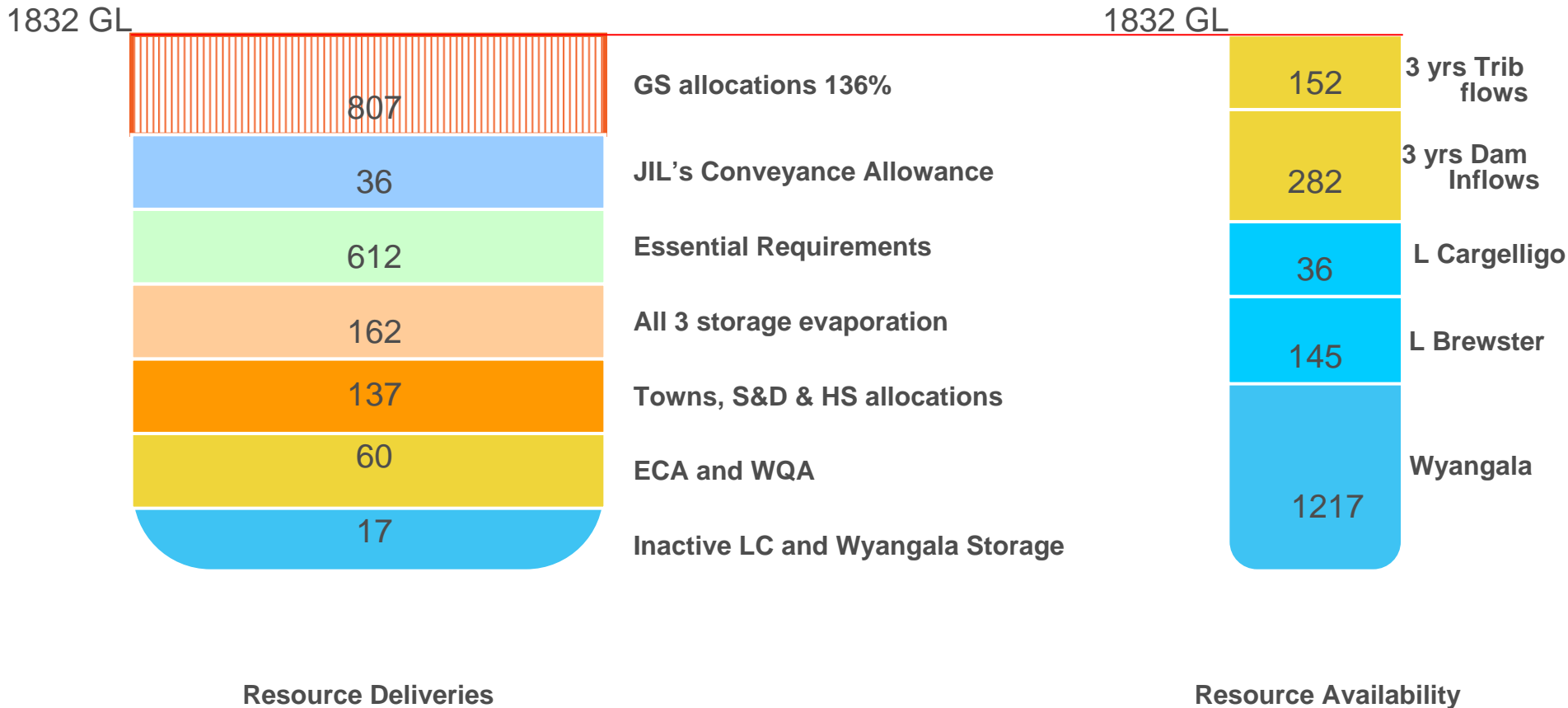
- WSP ensures approx. 75% of long-term average annual flow in Lachlan is preserved for basic ecosystem health
- Long-term average extraction by water users is limited to approx. 25% of annual flow - plan limit is 305,000 ML/year

Water Accounting - Water Sharing Plan

- To ensure plan limit is not exceeded, the WSP
 - Does not limit making of AWDs as inflows occurs
 - But WSP limits the water that can be taken in a year to “**take limit**”. Announced as a % of licenced entitlement
 - Take limit for the year is announced by Office Of Water based on the assessment at the end of previous year
- Therefore the need for two sub accounts,
 - one with water that can be taken in that year and
 - other with water that can not be taken in that year

Resource Assessment Lachlan River

(on 1 July all storages full and drought period of three years)



Water Accounting

- High Security – TWS, S&D, HS Irrigation
- Remain on annual accounting
 - No carryover from one year to the next
 - Maximum AWD of 100% in any year
 - No maximum account limit during the year
 - No Take Limit – ie, all water allocations on the account can be used in that year

Water Accounting (cont.)

- General Security Licences
- Have moved to Continuous Accounting
 - No forfeiture of allocations at end of year
 - Water stays in your account until used or traded out, or equalised if there is a storage spill
 - AWD's are made during the year as inflows occur, ie, unlikely to be new AWD on 1 July unless inflow
 - No limit to AWD's in a year, ie, not limited to 100%

Continuous Accounting

- Account Limits
 - Maximum limit at any time is 200% **of entitlement**
 - When all storages full the GS share of total system storage is 807GL or 136% of entitlement
 - When all storages ‘spill’, all GS accounts reset to 136% (or lower)
 - Any water over 136% is at risk under spill conditions
 - No limit to volume that can be transferred in providing account balance remains under 200%

Account Limits

- All limits expressed as **% of entitlement**
- GS licences with zero shares have zero account limit.
- Two options for zero share licences who want to trade and use water:
 - Hold the traded water allocation on HS licence
 - Purchase water allocation privately (ie, not registered by State Water) and nominate to extract the water through your works

Take Limit

- Annual Take Limit applied to all GS accounts to keep long-term valley usage within WSP limit
- Take Limit specifies **% of entitlement** that can be used each year
- **Example:**

| | | |
|-----------------------------|--------|---------------|
| Licence entitlement | | 1000 ML |
| – Take Limit for that year | = 75% | 750 ML |
| – AWD's in that year | = 117% | 1170 ML |
| – Take volume for that year | = | 750 ML |

Take Limit (cont.)

- Can vary up or down each year but not exceed 100%.
- Take Limit is reset at 1 July each year.
- Take Limit runs for a full year and does not reset at a spill
- Take status does not carry forward from one year to the next.
- Take Limit for 2011/12 is 100% of entitlement.

Take Limit example

- Maximum volume that can be used in a year =

Take Limit + Take water in – Take water out

- **Example:** Licence entitlement 1000 ML

– AWD's in 2010/11 = 117% 1170 ML

– Take Limit for that year = 75% 750 ML

– Take Water transferred in = 200 ML

Total water in account = 1170 + 200 = 1370 ML

Take water for use 10/11 = 750 + 200 = 950 ML

Take and Hold Accounts

- Each GS account has 2 sub-accounts
 - A (Take) sub-account to record water that can be used in the current year
 - B (Hold) sub-account to record water that can be used in future years
- Water allocation can be assigned (temporarily transferred) from both Take and Hold sub-accounts but cannot change status due to trade.



Transition at end of year

Example: 1000 ML Licence, total account balance at 30 June = 1170 ML

| | A (Take) | B (Hold) | Total |
|---|----------|----------|---------|
| 30 June 20xx | 750 ML | 420 ML | 1170 ML |
| Case A : Take Limit in next year is 100% | | | |
| 1 July 20xx | 1000 ML | 170 ML | 1170 ML |

Transition (cont.)

Example: Same 1000 ML Licence

| | A (Take) | B (Hold) | Total |
|---|--|--|---------|
| 30 June 20xx | 750 ML | 420 ML | 1170 ML |
| Case B : If Take Limit in next year is 75% |  |  | |
| 1 July 20xx | 750 ML | 420 ML | 1170 ML |

Transition (cont.)

Example: Same 1000 ML Licence

| | A (Take) | B (Hold) | Total |
|---|----------|----------|---------|
| 30 June 20xx | 750 ML | 420 ML | 1170 ML |
| Case C : If Take Limit in next year is 65% | | | |
| 1 July 20xx | 650 ML | 520 ML | 1170 ML |

The diagram illustrates the transition of license volume. A vertical arrow points from 750 ML to 650 ML, labeled with the value 650. Another vertical arrow points from 420 ML to 520 ML, labeled with the value 420. A diagonal arrow points from 750 ML to 520 ML, labeled with the value 100.

Equalising of General Security Licence Accounts Due to Storage Spill

Whenever a spill of water from Wyangala Dam occurs and Lake Brewster and Lake Cargelligo are full or will fill

- Water allocations remaining in GS accounts are withdrawn (made zero)
- Immediately following withdrawal a new AWD is made to GS licences
- The announced new allocation will depend on which month the spill occurred and also depend on how much water held in HS accounts etc.
- From previous assessment the maximum allocation is likely to be 136%.
- Any accounts holding water more than 136% is at the risk of losing water due to storage spill
- GS licences are allowed to hold water up to 200% in their accounts subject to storage spill rule

Examples of Storage Spill

Any GS account above approx. 136% is at risk of spilling

| Licence A | | 1000 unit shares | | | |
|--|----------------------|--------------------|--------------------|---------------------|--------------------|
| Share Component | | A | B | | |
| | | Take Account in ML | Hold Account in ML | Total Account in ML | Total Account as % |
| 30.06.2011 | Allocation Remaining | 750 | 420 | 1170 | 117% |
| Take Limit 100% | | | | | |
| 01.07.2011 | Allocation Remaining | 1000 | 170 | 1170 | 117% |
| After storage spill on 15.07.11 | | | | | |
| 15.07.2011 | Allocation Remaining | 1000 | 360 | 1360 | 136% |

| Licence B | | 1000 unit shares | | | |
|--|----------------------|--------------------|--------------------|---------------------|--------------------|
| Share Component | | A | B | | |
| | | Take Account in ML | Hold Account in ML | Total Account in ML | Total Account as % |
| 30.06.2011 | Allocation Remaining | 400 | 420 | 820 | 82% |
| Take Limit 100% | | | | | |
| 01.07.2011 | Allocation Remaining | 820 | 0 | 820 | 82% |
| After storage spill on 15.07.11 | | | | | |
| 15.07.2011 | Allocation Remaining | 1000 | 360 | 1360 | 136% |

| Licence C | | 1000 unit shares | | | |
|--|----------------------|--------------------|--------------------|---------------------|--------------------|
| Share Component | | A | B | | |
| | | Take Account in ML | Hold Account in ML | Total Account in ML | Total Account as % |
| 30.06.2011 | Allocation Remaining | 1580 | 420 | 2000 | 200% |
| Take Limit 100% | | | | | |
| 01.07.2011 | Allocation Remaining | 1000 | 1000 | 2000 | 200% |
| After storage spill on 15.07.11 | | | | | |
| 15.07.2011 | Allocation Remaining | 1000 | 360 | 1360 | 136% |

Examples of Storage Spill (cont.)

Take limit is not reset during the year due to storage spill

| Licence A Share Component | | 1000 unit shares | | | |
|--|--|--------------------|--------------------|---------------------|--------------------|
| | | A | B | | Total Account as % |
| | | Take Account in ML | Hold Account in ML | Total Account in ML | |
| 30.06.2011 | Allocation Remaining Take Limit 100% | 750 | 420 | 1170 | 117% |
| 01.07.2011 | Allocation Remaining | 1000 | 170 | 1170 | 117% |
| 05.07.2011 | Traded in 100ML take water | 1100 | 170 | 1270 | 127% |
| After storage spill on 15.07.11 | | | | | |
| 15.07.2011 | Allocation Remaining | 1100 | 260 | 1360 | 136% |

| Licence B Share Component | | 1000 unit shares | | | |
|--|--|--------------------|--------------------|---------------------|--------------------|
| | | A | B | | Total Account as % |
| | | Take Account in ML | Hold Account in ML | Total Account in ML | |
| 30.06.2011 | Allocation Remaining Take Limit 100% | 750 | 420 | 1170 | 117% |
| 01.07.2011 | Allocation Remaining | 1000 | 170 | 1170 | 117% |
| 06.07.2011 | used 200ML take water | 800 | 170 | 970 | 97% |
| After storage spill on 15.07.11 | | | | | |
| 15.07.2011 | Allocation Remaining | 800 | 560 | 1360 | 136% |

| Licence C Share Component | | 1000 unit shares | | | |
|--|--|--------------------|--------------------|---------------------|--------------------|
| | | A | B | | Total Account as % |
| | | Take Account in ML | Hold Account in ML | Total Account in ML | |
| 30.06.2011 | Allocation Remaining Take Limit 100% | 750 | 420 | 1170 | 117% |
| 01.07.2011 | Allocation Remaining | 1000 | 170 | 1170 | 117% |
| 05.07.2011 | Traded in 100ML take water | 1100 | 170 | 1270 | 127% |
| 06.07.2011 | used 200ML take water | 900 | 170 | 1070 | 107% |
| After storage spill on 15.07.11 | | | | | |
| 15.07.2011 | Allocation Remaining | 900 | 460 | 1360 | 136% |

Accrual of water allocations

Accrual determined by take limit and take opening balance for the year

| Licence A | | 1000 unit shares | | | |
|--|--------------------|--------------------|---------------------|--|--------------------|
| Share Component | A | B | | | |
| | Take Account in ML | Hold Account in ML | Total Account in ML | | Total Account as % |
| 30.06.2011 Allocation Remaining | 750 | 420 | 1170 | | 117% |
| Take Limit 100% | | | | | |
| 01.07.2011 Allocation Remaining | 1000 | 170 | 1170 | | 117% |
| 05.07.2011 AWD of 0.1ML/unit share (10%) | 1000 | 270 | 1270 | | 127% |
| 15.07.2011 AWD of 0.1ML/unit share (10%) | 1000 | 370 | 1370 | | 137% |

| Licence C | | 1000 unit shares | | | |
|--|--------------------|--------------------|---------------------|--|--------------------|
| Share Component | A | B | | | |
| | Take Account in ML | Hold Account in ML | Total Account in ML | | Total Account as % |
| 30.06.2011 Allocation Remaining | 400 | 420 | 820 | | 82% |
| Take Limit 100% | | | | | |
| 01.07.2011 Allocation Remaining | 820 | 0 | 820 | | 82% |
| 05.07.2011 AWD of 0.1ML/unit share (10%) | 920 | 0 | 920 | | 92% |
| 15.07.2011 AWD of 0.1ML/unit share (10%) | 1000 | 20 | 1020 | | 102% |

No space

Space 180 ML

Accrual of water allocations (cont.)

Accrual determined by take limit and take opening balance for the year

No space

| Licence A | | 1000 unit shares | | | |
|---|--------------------|--------------------|---------------------|--------------------|--|
| Share Component | A | B | | | |
| | Take Account in ML | Hold Account in ML | Total Account in ML | Total Account as % | |
| 30.06.2011 Allocation Remaining Take Limit 100% | 750 | 420 | 1170 | 117% | |
| 01.07.2011 Allocation Remaining | 1000 | 170 | 1170 | 117% | |
| 05.07.2011 AWD of 0.1ML/unit share (10%) | 1000 | 270 | 1270 | 127% | |
| 10.07.2011 Traded in 200ML of Take water | 1200 | 270 | 1470 | 147% | |
| 15.07.2011 AWD of 0.1ML/unit share (10%) | 1200 | 370 | 1570 | 157% | |

| Licence B | | 1000 unit shares | | | |
|---|--------------------|--------------------|---------------------|--------------------|--|
| Share Component | A | B | | | |
| | Take Account in ML | Hold Account in ML | Total Account in ML | Total Account as % | |
| 30.06.2011 Allocation Remaining Take Limit 100% | 750 | 420 | 1170 | 117% | |
| 01.07.2011 Allocation Remaining | 1000 | 170 | 1170 | 117% | |
| 05.07.2011 AWD of 0.1ML/unit share (10%) | 1000 | 270 | 1270 | 127% | |
| 10.07.2011 Used 200ML of Take water | 800 | 270 | 1070 | 107% | |
| 15.07.2011 AWD of 0.1ML/unit share (10%) | 800 | 370 | 1170 | 117% | |

| Licence C | | 1000 unit shares | | | |
|---|--------------------|--------------------|---------------------|--------------------|--|
| Share Component | A | B | | | |
| | Take Account in ML | Hold Account in ML | Total Account in ML | Total Account as % | |
| 30.06.2011 Allocation Remaining Take Limit 100% | 400 | 420 | 820 | 82% | |
| 01.07.2011 Allocation Remaining | 820 | 0 | 820 | 82% | |
| 05.07.2011 AWD of 0.1ML/unit share (10%) | 920 | 0 | 920 | 92% | |
| 10.07.2011 Traded in 200ML of Take water | 1120 | 0 | 1120 | 112% | |
| 10.07.2011 Used 100ML of Take water | 1020 | 0 | 1020 | 102% | |
| 15.07.2011 AWD of 0.1ML/unit share (10%) | 1100 | 20 | 1120 | 112% | |

Space 180 ML

Current Terminology

- Continuous Accounting
- Take Limit
- Take sub-account, Hold sub-account
- AWD Available Water Determination (allocations)
- Assignment of Allocations (temporary transfers)
- Storage spill
- Dealing (consolidation, sub-division, nomination of water supply works, assignment of shares, permanent transfer)
- Account Limit
- Access Licence, Works Approval, Combined Approval, Use Approval
- Equalisation of accounts (allocation reset)

Customer Operations

- Introductions
- Internet and information
- Water ordering
- iWAS – internet water accounting system
- Metering
- Compliance

Customer Support & Information

- One phone number for State Water - **1300 662 077**
- All enquiries – billing, water orders, iWAS general enquiries
- Multiple methods of contact:
email, fax or phone
- Water orders
- Water Trade – regulated and groundwater
- Customer complaints and feedback

Customer Support & Information

- Customer Helpdesk

Mon to Fri 8:30am to 4:30pm

- State Water Internet

www.statewater.com.au

State Water Internet

The screenshot shows the State Water Corporation website in a Windows Internet Explorer browser window. The address bar displays <http://www.statewater.com.au/>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page features a blue navigation bar with links for Home, Site Map, Contact Us, and a search box. Below this is a secondary menu with links for Customer Service, About Us, Water Delivery, Environmental Management, and Current Projects. A large banner image of water splashing is positioned below the navigation. The main content area is divided into three columns. The left column contains sections for iWAS (with sub-links for Login and Registration) and Quick Links (with sub-links for Forms, Dam Levels, Dams Safety Committee, NSW Office of Water, NSW Water Information, Metering Projects, Water Allocation Assignments Register, and GIPA). The middle column is titled 'State Water Corporation' and contains text describing the organization's role in New South Wales' rural bulk water delivery business, its infrastructure, and its commitment to efficiency. The right column features an aerial photograph of a dam and reservoir, with text below it stating that the corporation manages a \$3.5 billion asset portfolio and is upgrading seven dams across the state.

State Water Corporation - Home - Windows Internet Explorer

http://www.statewater.com.au/

File Edit View Favorites Tools Help

State Water Corporation... x The Tube - Contacts

Home Site Map Contact Us Search

Customer Service About Us Water Delivery Environmental Management Current Projects

State water
Taking care of it

iWAS

Login

Registration

Quick Links

Forms

Dam Levels

Dams Safety Committee

NSW Office of Water

NSW Water Information

Metering Projects

Water Allocation Assignments Register

GIPA

State Water Corporation

State Water Corporation (State Water) is New South Wales' rural bulk water delivery business.

State Water owns, maintains, manages and operates major infrastructure to deliver bulk water to approximately 6,300 licensed water users on the state's regulated rivers along with associated environmental flows. Historically, this has involved delivery of an average 5,500 GL annually, but in the recent extreme drought conditions, diversions have fallen to as low as 1,110 GL.

On a local level our Customer Field Officers work directly with customers to manage water accounts and improve water delivery efficiency. Our teams operate from regional centres throughout NSW and work closely with water users and Customer Service Committees to set asset management priorities and distribute water efficiently in regulated river valleys.

State Water manages an asset portfolio of \$3.5 billion and is in the process of upgrading seven dams across the state, injecting more than a quarter of a billion dollars into regional community infrastructure over the next five years.

Customer Service

The screenshot shows the State Water Corporation website in a Windows Internet Explorer browser. The address bar displays <http://www.statewater.com.au/>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The taskbar at the bottom shows the Start button and several open applications: Inbo..., TRIM..., Stat..., Irriga..., and Wate... The system tray on the right shows the date and time as 3:06 PM.

The website header features a navigation menu with links for Home, Site Map, Contact Us, and a Search box. Below this is a secondary menu with links for Customer Service, About Us, Water Delivery, Environmental Management, and Current Projects. The Customer Service menu is expanded, showing a list of services: Billing and Accounts, Compliance, Customer Service Charter, Customer Service Committees, Feedback, Frequently Asked Questions, Forms, iWAS - Internet Water Accounting system, Metering, Water Market Rules, Water Ordering, Water Pricing, and Water Trading.

The main content area features a large image of water splashing. Below the image is the State Water Corporation logo with the tagline "Taking care of it". The main heading is "State Water Corporation". The text below the heading reads:

State Water Corporation (State Water) is New South Wales' rural bulk water delivery business.

State Water owns, maintains, manages and operates major infrastructure to deliver bulk water to approximately 6,300 licensed water users on the state's regulated rivers along with associated environmental flows. Historically, this has involved delivery of an average 5,500 GL annually, but in the recent extreme drought conditions, diversions have fallen to as low as 1,110 GL.

On a local level our Customer Field Officers work directly with customers to manage water accounts and improve water delivery efficiency. Our teams operate from regional centres throughout NSW and work closely with water users and Customer Service Committees to set asset management priorities and distribute water efficiently in regulated river valleys.

State Water manages an asset portfolio of \$3.5 billion and is in the process of upgrading seven dams across the state, injecting more than a quarter of a billion dollars into regional community infrastructure over the next five years.

To the right of the text is an aerial photograph of a dam and reservoir in a lush, green landscape.

Water Ordering

- Water orders are a condition of access licences
- Assist Water Delivery to determine daily river requirements & resource management
- Failure to order is a breach of licence conditions and can be reported to the NSW Office of Water

Water Ordering

- **Lag Days** – the number of days it takes for water to get to a pump site once it has been released from the dam
NB: May change if water in Lake Brewster or Lake Cargelligo
- **ESID** – Extraction site id. The actual pump site they will be extracting from.

Complying Water Order

| | |
|-----------------------------------|--------------------------|
| Within Lag Days | <input type="checkbox"/> |
| Contact Details | <input type="checkbox"/> |
| Linked Works Approval & ESID | <input type="checkbox"/> |
| Correct Access licence 70AL000000 | <input type="checkbox"/> |
| Daily Volume required ** | <input type="checkbox"/> |
| Date or dates required | <input type="checkbox"/> |
| Current Meter readings supplied | <input type="checkbox"/> |
| Available water in account | <input type="checkbox"/> |

** Daily volume can be as little as 0.1ML/day

Water Order Form

- Located on State Water's web site

www.statewater.com.au

[Water Order Form S1.pdf](#)

How to submit a Water Order??

Emails → Centralorders@statewater.com.au

Faxes → 1300 871447 generic order forms
www.statewater.com.au – quicklinks – forms

iWAS → Internet Water Accounting System

Phone → 1300 662077 – last resort

Re-scheduling of Orders

- Maybe required where there is pump breakdown etc;
- To re-schedule orders contact the Customer Helpdesk 1300 662077;
- If outside lag days, still contact Helpdesk;
 - We need to record and track this process
 - Reporting

iWAS

- Online water accounting system available 24/7
- Manage your accounts from home
- Order water online
- Enter meter readings online
- Compare trade prices online
- Message board feature

iWAS - Registration

- www.statewater.com.au
- Registration link at left of screen
 - Customer Number
 - Activation code (account number on recent invoice)
 - Generic password - IWAS00 (00 = zero zero)
 - Email address
- Login
- You will be asked to change your password

iWAS – Landing Page



- Licence
- Order
- Meter Reading
- Allocation Assignment
- Water Account
- Help
- Logout
- Customer Number

My Licences



Welcome to iWAS, State Water's internet water accounting system.

State Water News

- Murray current allocation announcements @ 1 March 2010: High Security = 97%, General Security = 20%, Domestic and Stock = 97%, Town Supply = 97%, Local Water Utility = 97%, High Security Carryover = 100%, General Security Carryover = 100% .

To view details of an access licence or works approval, please select from the list in the table below.

| Water Source | Access Licence | Licence Category | Work Approval |
|---|----------------------------|---------------------------------|----------------------------|
| NEW SOUTH WALES MURRAY REGULATED RIVER WATER SOURCE | 60AL581271 | REGULATED RIVER (HIGH SECURITY) | 60CA581273 |
| NEW SOUTH WALES MURRAY REGULATED RIVER WATER SOURCE | 60AL581272 | DOMESTIC AND STOCK | 60CA581273 |
| NEW SOUTH WALES MURRAY REGULATED RIVER WATER SOURCE | 60AL582421 | DOMESTIC AND STOCK [DOMESTIC] | 60CA581273 |

The information concerning and contained in the New South Wales water access licences (WALs) is provided by instantaneous data transfer to State Water from the Department of Environment, Climate Change and Water's (DECCW) Licensing Administration System. The information is not checked by State Water. If you believe that the information that you are viewing is incorrect in any way please contact State Water or your local [DECCW](#) licensing unit. Registered information concerning and contained in any WAL may be found by searching the Water Access Licence Register at Land and Property Information New South Wales.

iWAS – Access Licences

- Licence
- Order
- Meter Reading
- Allocation Assignment
- Water Account
- Help
- Logout
- Customer Number

My Access Licence



| | |
|-----------------|--|
| Access Licence | <input type="text" value="60AL581271"/> |
| WAL No. | 7731 |
| Licence Issued | 01-Jul-2004 |
| Status | CURRENT |
| Category | REGULATED RIVER (HIGH SECURITY) |
| Tenure | Perpetual |
| Water Source | NEW SOUTH WALES MURRAY REGULATED RIVER WATER SOURCE |
| Water Mgt Zone | THAT PART OF THE WATER SOURCE DOWNSTREAM OF THE RIVER MURRAY AT PICNIC POINT |
| Share Component | 59318.0 Unit Shares |

Account Balance

| | |
|-----------------|-------------|
| Balance Date | 15-Apr-2010 |
| Water Year | 2009/2010 |
| Status | OPEN |
| Available Water | 15466.1 ML |

I would like to:

- [View Orders](#)
- [Enter/Change Orders](#)
- [View Water Account](#)

iWAS – Work Approval



- Licence
- Order
- Meter Reading
- Allocation Assignment
- Water Account
- Help
- Logout
- Customer Number

My Work Approval



Work Approval

Issued 01-Jul-2004

Status CURRENT

Expiry Date 30-Jun-2018

Category JOINT WATER SUPPLY WORKS

Extraction Site

| Water Source | Water Management Zone | Extraction Site |
|---|--|--|
| MURRUMBIDGEE REGULATED RIVER WATER SOURCE | THAT PART OF THE WATER SOURCE DOWNSTREAM OF GOGELDRIE WEIR | 8303 - MURRUMBIDGEE RIVER, D/S Hay Weir To Maude Weir SO 21122 |

I would like to:

[View Meter Readings](#)

[Enter Meter Reading](#)

iWAS – Entering Water Orders

- Licence >
- Order >
- Meter Reading >
- Allocation Assignment >
- Water Account >
- Help >
- Logout
- Customer Number

Enter/Change Orders

Access Licence Status CURRENT
 Category REGULATED RIVER (GENERAL SECURITY)
 Water Source MURRUMBIDGEE REGULATED RIVER WATER SOURCE

Extraction Site

Work Approval Status CURRENT
 Water Source
 Extraction Site
 Minimum Lead Days to Order 16 Days before pumping Last Meter Read Date 20-Jan-2010

Order Period

| Pumping Date | Days to Pumping | Existing Order | Amended/New Order |
|-----------------|-----------------|----------------|-------------------------|
| Wed 28-Apr-2010 | in 13 days | | |
| Thu 29-Apr-2010 | in 14 days | | |
| Fri 30-Apr-2010 | in 15 days | | |
| Sat 01-May-2010 | in 16 days | | <input type="text"/> ML |
| Sun 02-May-2010 | in 17 days | | <input type="text"/> ML |
| Mon 03-May-2010 | in 18 days | | <input type="text"/> ML |
| Tue 04-May-2010 | in 19 days | | <input type="text"/> ML |

Available Water 3959.5 ML

iWAS - Viewing Orders

Licence >

Order >

Meter Reading >

Allocation Assignment >

Water Account >

Help >

Logout

Customer Number

View Order 🖨️

Access Licence Status CURRENT

Category REGULATED RIVER (HIGH SECURITY)

Water Source NEW SOUTH WALES MURRAY REGULATED RIVER WATER SOURCE

Extraction Site

Work Approval Status CURRENT

Water Source

Extraction Site

Minimum Lead Days to Order 0 Days before pumping Last Meter Read Date 01-Apr-2010

From Date To Date

Include History of Order changes

| Order Pumping Date | Order Vol. | Order Status | Date Order Placed |
|--------------------|------------|--------------|-------------------|
| 01-Apr-2010 | 8 ML | CURRENT | 06-Apr-2010 |
| 02-Apr-2010 | 12 ML | CURRENT | 06-Apr-2010 |
| 03-Apr-2010 | 15 ML | CURRENT | 06-Apr-2010 |
| 04-Apr-2010 | 20 ML | CURRENT | 06-Apr-2010 |
| 05-Apr-2010 | 8 ML | CURRENT | 06-Apr-2010 |
| 06-Apr-2010 | 6 ML | CURRENT | 06-Apr-2010 |
| 07-Apr-2010 | 2 ML | CURRENT | 07-Apr-2010 |
| 08-Apr-2010 | 2 ML | CURRENT | 07-Apr-2010 |
| 09-Apr-2010 | 2 ML | CURRENT | 07-Apr-2010 |
| 10-Apr-2010 | 6 ML | CURRENT | 07-Apr-2010 |
| 11-Apr-2010 | 6 ML | CURRENT | 07-Apr-2010 |
| 12-Apr-2010 | 2 ML | CURRENT | 07-Apr-2010 |
| 13-Apr-2010 | 2 ML | CURRENT | 07-Apr-2010 |
| 14-Apr-2010 | 5 ML | CURRENT | 14-Apr-2010 |
| 15-Apr-2010 | 6 ML | CURRENT | 14-Apr-2010 |
| 16-Apr-2010 | 6 ML | CURRENT | 14-Apr-2010 |
| 17-Apr-2010 | 8 ML | CURRENT | 14-Apr-2010 |
| 18-Apr-2010 | 8 ML | CURRENT | 14-Apr-2010 |
| 19-Apr-2010 | 5 ML | CURRENT | 14-Apr-2010 |

iWAS

- Preferred option for entering water orders;
- Always be complying orders;
- Easy access to account balances;
- Take more control;

Compliance

- The Office of Water has primary responsibility for compliance and enforcement;
- The Office Compliance better resourced and larger field presence;
- State Water has a proactive compliance role; explaining the rules to customers so they don't accidentally break the rules.
- Amendments to the Water Management Act 2000
 - Section 91i

Compliance – S.91i

- On 1 January 2009 it became an offence under the Water Management Act 2000 to take water when metering equipment is not working
- Section 91i makes it an offence to take water from a water source while its metering equipment is not operating or is not operating properly.

Compliance – S.91i

- Can I pump water if my meter has stopped working??

No

You must immediately stop taking water!

Compliance – S.91i

You can take water for a short time until the meter is either repaired or replaced only if:

1. You have an authorisation in writing to take water, and
2. Comply with the conditions of the authorisation and any requirements prescribed by the regulations

How do I do this?

Compliance – S.91i

- Stop taking water;
- Apply for authorisation
 - Form available on web site www.statewater.com.au
 - Send by fax 1300 871447 or
 - By email to compliance@statewater.com.au
- Approval provided same day (Compliance Officer);
- Alternative meter;
- Approval given up 21 days;
- May apply for extension;
- Need to provide evidence of repair;

Metering

- You must have a working water meter installed to extract water.
- Working means: recording flow accurately (+/- 5%)
- You must inform SWC if you find your meter is not working correctly and you need to extract water. You must apply to extract water while meter is not working (91i).
- You can get a meter repaired / replaced and reinstalled while not extracting but you must contact SWC before removal.

Metering

- An Alternate meter can help SWC assess extraction whilst your meter is being repaired / replaced.
- An alternate meter is:
 - an hour meter or KWH meter that is functioning correctly and acceptable to SWC.
- SWC recommends any new or replacement meter installation complies with the NSW interim standards. We also recommend you talk to your Customer Field Officer in your area.

Water Trade

- All trade applications are processed in Deniliquin
- New forms that have unique identifying numbers
- Lodge your trades via email to trade@statewater.com.au or fax to (03) 8668 1154
- Payment instructions are on the form

Customer Complaints and Feedback

- We value your feedback
- Make a complaint by:

Calling 1300 662077

Email to feedback@statewater.com.au

Internet and fill in online form and submit

- If we cannot resolve your complaint satisfactorily

EWON – Energy & Water Ombudsman NSW