



Managing your rural pipeline water allowance

GWMWater rural pipeline customers hold tradable water allowances. These allowances are registered with the Victorian Water Register (waterregister.vic.gov.au).

We have changed how we manage charges for water use above a customer's allowance, bringing our approach in line with other water markets across Australia.

The following options are available to customers to avoid excess usage charges:

- Amalgamating (combining) properties that are part of the one farming enterprise and are in the same water supply system.
- Permanently or temporarily trading water allowances between properties in the same farming enterprise.
- Permanently or temporarily trading water allowances with another GWMWater rural pipeline customer.
- Trading water with GWMWater rural pipeline customers through water broker, Water Partners, at waterpartners.org.au

Rules and conditions apply to trading and purchasing water allowances.

More information is on each application form, or by speaking with our **Rural Customer Accounts Team** on **1300 659 961** during business hours.

Excess usage charges



Customers must ensure they have sufficient water allowances, prior to 30 June each year, to avoid incurring excess usage charges.

Where excess usage charges are incurred, customers have until the due date of their excess usage account to rectify the charges.

Trading part of your water allowance offers a simple way to offset the cost of water.

Or, alternatively, make a trade to increase your water allowance and avoid excess usage charges.

Check your water usage by logging into our Customer Portal - gwmwater.org.au/customerportal

For more information contact us on **1300 659 961** during business hours.

Temporary versus permanent water trade

Temporary water trade:

- Transfers ownership of a water allowance temporarily for the remainder of that particular financial year.
- Does not affect the capacity charge billed by GWMWater each quarter.

Permanent water trade:

- Transfers ownership of a water allowance permanently.
- Affects the capacity charge billed by GWMWater each quarter.

Water trading*

- The minimum volume of water allowance able to be traded is 100 kL.
- Customer's Primary allowance of 730 kL is not permitted to be traded and is vested to GWMWater.
- Water allowances cannot be traded between the Grampians and Murray delivery systems.
- Approval of each water trading application is dependent on the capability of the pipeline system as determined by GWMWater's hydraulic model.
- Customers must retain a minimum Standard allowance of 100 kL per water meter to continue to be connected to the rural pipeline system.
- Where an entire Standard allowance is linked to a parcel/s of land that is being permanently traded, this trade will not be approved by GWMWater until the meter/s have been disconnected at the land owner's cost.
- Before a trade can be approved, water rates associated with the seller's water allowance must be paid.
- The value of water is subject to market value.
- Where an allowance has been temporarily traded, customers cannot permanently trade this allowance in the same financial year unless it is part of a property sale.
- To apply for a permanent or temporary trade of a water allowance, please visit gwmwater.org.au/trading
- Fees apply

Amalgamating a water allowance



Amalgamation of water allowances is the combining of two or more existing water allowances into a single entity.

This allows two or more meters to use water across one total allowance giving greater flexibility of water use.

- The water allowances need to be held in common ownership or be associated to a single farming enterprise.
- Appropriate documents and proof of identity will be required when amalgamating water allowances not owned by the same person or entity.
- The amalgamated water allowance can only be attached to one GWMWater rural pipeline supply system.
- To apply to amalgamate a water allowance, please visit gwmwater.org.au/trading

Unused water allowance?



Customers with unused standard water allowance may choose to temporarily or permanently sell part of their water allowance.

This is a great way to help cover costs associated with unused water allowance.

Customers may trade directly with other GWMWater customers or via water broker, Water Partners.

Trading via Water Partners

Their online trading page—which lists GWMWater rural customers who are buying or selling water on a temporary or permanent basis—is available at gwmwater.org.au/trading, or you can contact Water Partners directly on **(03) 5853 2333**.

Use our Customer Portal



To monitor your water use using your smart phone, tablet, laptop or home computer we encourage you to use our free online Customer Portal at gwmwater.org.au/portal or by scanning the QR code.

Water usage data is collected by a remote electronic device installed on your water meter. This data allows you to:

- monitor your water use at anytime
- monitor your water allowance and receive alerts if you are going to exceed it
- be alerted to potential water leaks or high use (via SMS or email)
- create your own alerts, for example, for low water consumption where stock are grazing.

Information on how to register and set up alerts is available on the Customer Portal. If you require assistance, please contact us on **1300 659 961** during business hours.

More information

Please contact our Customer Service Team on **1300 659 961** during business hours to discuss your water requirements or to find out more about managing your water allowances.

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Subdividing a water allowance*



The subdivision of a water allowance splits a single water allowance into two or more water allowances.

- Water allowances must be connected to land with existing meters, or to land where an application for consent to connect with the rural supply system has been approved by GWMWater.
- The owner of the water allowance decides how the water allowance will be subdivided and reallocated.
- Land parcels with a Standard or Primary meter must retain a water allowance of at least 100 kL per water meter.
- The primary allowance of 730 kL will remain with the primary (house) meter.
- Sharing meters between land parcels isn't allowed.
- To apply to subdivide a water allowance, please visit gwmwater.org.au/trading

If a house is built on the property at a later date, customers are required to purchase a primary allowance of 730 kL from GWMWater in line with its *Schedule of Tariffs, Miscellaneous and Other Charges*.

**Fees apply*

