

Water Order Application Form (Private Diverters Only)

Murray & Lower Darling Valleys



Applicants please note: incomplete and/or incorrect forms will not be accepted

Part 1 Water Order Request	
New Water Order <input type="checkbox"/>	Amendment to Existing Order <input type="checkbox"/>

Part 2 Application Date	
Date	<input type="text"/> / <input type="text"/> / <input type="text"/>

Part 3 Combined Approval or Works Approval Details	
Combined/Works Approval Number	<input type="text"/> eg. 50CA000001 or 60WA000001
Works Description	<input type="text"/> eg. Pump 2 or 10 inch electric pump

Part 4 Water Access Licence Details (WAL)	
Licence Holder Name	<input type="text"/>
Licence Number	<input type="text"/> eg. 50AL000001 or 60AL000001 or WAL 00001

Note: early use of High Security and Domestic and Stock WAL's will maximise end of season carry over of General Security WAL

Part 5 Meter Reading	
Date of Meter Readings	<input type="text"/> / <input type="text"/> / <input type="text"/>
Pump Description	Meter Reading
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Part 6 Extraction Details	
Start Date	<input type="text"/> / <input type="text"/> / <input type="text"/> must be after application date
Finish Date	<input type="text"/> / <input type="text"/> / <input type="text"/> maximum 1 month period
Total Volume	<input type="text"/> ML

Part 7 Authorisation	
Name(s)	<input type="text"/>
Signature(s)	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/>

Part 8 Please fax, email or post your completed order form to your Customer Service Officer	
CSO Name	<input type="text"/>
Email	waterorders.murray@statewater.com.au
Fax	<input type="text"/> 0 3 5 8 8 1 5 0 7 3
Postal	PO Box 453 DENILIKUIN NSW 2710

Please keep a copy of completed form for your records

Water Order Application Form (Private Diverters Only)

Murray & Lower Darling Valleys

HOW TO COMPLETE A WATER ORDER APPLICATION FORM

The Lodgement of water order application forms is essential for State Water Corporation 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 will apply to customers who fail to lodge valid water orders prior to extracting water in the Murray and Lower Darling valleys.

Customers should note the following information when completing a water order application form in the Murray & Lower Darling valleys':

Part 1 Water Order Request

Please indicate if the water order being lodged is a new order or an amendment to an existing order.

Water orders can be amended, with approval, up to the time of extraction. Customers are encouraged to always provide updated information if their requirements change.

Part 2 Application Date

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

Part 3 Water Access Licence Details

You must enter both the name of the Water Access Licence (WAL) holder and the Water Access Licence Number.

State Water will accept either Department of Water and Energy's (DWE) Reference Number (eg 50AL000001 or 60AL000001) or WAL Numbers (eg WAL00001).

Customers are required to correctly identify their licence numbers on the form. If you are unsure of your DWE licence number or WAL number please contact DWE's licensing staff at the following offices:

Albury (02) 6024 8880

Deniliquin (03) 5898 3900

Buronga (03) 5051 6200

Part 4 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 DWE's licensing staff at the following offices:

Albury (02) 6024 8880

Deniliquin (03) 5898 3900

Buronga (03) 5051 6200

Part 5 Meter Reading

You must enter a valid Meter Reading when placing an order. 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 Extraction Details

The date you wish to start pumping needs to be recorded in the Start Date field. The start date must be in advance of the application date.

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 must be entered. Under some circumstances you may not extract the full volume of water detailed in your water order. In this case any water ordered that is not extracted will be re-credited to the water allocation account following confirmation of your actual usage when your Customer Service Officer reads your meter.

Part 7 Authorisation

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

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. Corrected water orders received after this time will not be accepted and the order will not be processed.

Part 8 Submitting Water Order Application Forms

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

Water Order Application Forms can be downloaded from State Water's Webpage at www.statewater.com.au, under Water Delivery, Murray Lower Darling Valley. Alternatively, you can collect extra copies of the forms from your local Customer Service Officer at our Deniliquin or Buronga Office.

Important Information for Customers

Customers who extract water without an approved water order may face compliance action by State Water Corporation. Under the *Water Management Act 2000*, extraction of water without a water order is considered an unlawful activity. The *Water Management Act 2000* permits volumetric penalties of five (5) times the volume 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. Compliance action by State Water for failing to order water correctly has the full support of the Murray-Lower Darling Customer Service Committee.