

Fact Sheet

Water is a precious and limited resource. It is critical to our economy, environment and communities and needs to be managed fairly for all water users.

Seqwater is responsible for the monitoring and compliance of the rules and legislative requirements for the take and use of water in each of our seven irrigation water supply schemes. This fact sheet provides information on what constitutes unauthorised water use and sets out how we will approach any non-compliance (breaches) in a transparent and consistent manner.

Your rights and obligations

As a water entitlement holder, it is your responsibility to ensure that you comply with the *Water Act 2000* (the Act) and your Seqwater Supply Contract. Before you take and use water, you should make sure you:

- have the right authorisations
- check if restrictions (such as a reduced announced allocation) apply
- have enough water available in your water account before you take water
- allow enough time for Temporary or Permanent Trades to be processed

What is unauthorised water use?

- exceeding the volume you have available in your water account
- taking water from the scheme via works or any means that have not been approved by Seqwater
- taking water without a valid water entitlement and/or Water Supply Contract

How do I know how much water I have available in my account?

- Seqwater sends out water account statements at the end of each quarter which show the remaining balance of your water account as at the date of the last meter read
- you can contact the irrigation team to enquire about your water account balance. Providing a current meter read will enable us to provide you with the most accurate information

What if I need more water than I have in my water account balance?

- you can temporary transfer water from another customer or from water allocations you may hold in another zone in the scheme, depending on the trading rules in your scheme
- you can permanently purchase more water. This can be done through a water broker or you can advertise for more water on Seqwater's Customer Connect - contact the irrigation team for more information

Why is exceeding my water account balance a problem?

- it is an offence under the Act to take more water than you have available in your water account and the Department can issue and enforce penalties
- water used in excess of your water account volume can negatively impact other water users due to the fact that there is limited water to go around

What steps will Seqwater take after identifying a negative balance on my water account?

1. We will contact you to discuss the excess water use. We understand it is most often unintentional and we'll work with you to resolve the problem.
2. If the excess use is identified prior to the end of the water year, we'll issue a Notice to Remedy Breach letter.
3. You then have 7 days to submit a completed temporary transfer application to Seqwater to correct the excess use.
4. If a completed temporary transfer application has not been received within the above time frame and you have not taken any steps to show that you are actively seeking to rectify the breach, we will issue a Direction Not to Take (DNT) notice.
5. If you do not correct the breach within 7 days of the date of the DNT, Seqwater staff will disable your works until such time as the breach has been remedied and the DNT has been lifted.
6. If you continue to take water while you have a DNT, Seqwater will report the theft of water to the Department who have the power to enforce penalties under the *Water Act 2000*. A DNT will remain in force until you remedy the breach, even into the next water year.
7. Once the new water year has commenced, you can no longer correct any excess use in the previous year by temporary transferring water into your account. Instead, you'll be required to return a volume equivalent to the excess use volume back to the scheme. This may be done by reducing your water account in the current water year by the same volume that would have corrected your excess use volume.
8. Seqwater have legislative obligations to report any excess use to the Department.

For more information and assistance, please contact the irrigation team on 1300 737 928 or via email at irrigators@seqwater.com.au

For temporary transfer and permanent transfer forms, see - <https://www.seqwater.com.au/irrigation>