

Water order debiting

Macquarie Cudgegong Valley

The Macquarie Cudgegong Customer Service Committee developed the rules and recommended the implementation of Water order debiting in May 2012. The Water Sharing Plan was amended in September 2014 to allow application of water order debiting to high security and general security licence holders with a history of over-ordering. Water order debiting is intended to produce more disciplined water ordering and reduce operational losses.

From 1 July 2015, WaterNSW will be introducing water order debiting in the Macquarie–Cudgegong Valley.

This means customers who repeatedly extract less water than indicated in their approved water order (underpump), will have their account debited for

the full amount ordered, rather than the amount extracted, as has been the case in the past.

Why is this change being introduced?

When customers order water and then do not extract the full amount ordered, water is lost

from regulated supplies.

The water order debiting approach was suggested by the Macquarie Cudgegong Customer Service Committee as a measure to help reduce operational losses by deterring people from ordering more



water than they need.

Will water order debiting apply to me?

Water order debiting will apply to Regulated River High Security and General Security customers in the Macquarie River below Burrendong Dam who order more than 10 ML per day and who repeatedly underpump.

Will I get a warning before my account is debited?

Yes. Customers who underpump once will receive a verbal and written warning.

Customers who underpump a second time will receive a written notice confirming that water order debiting will begin on their account with the amount ordered on that occasion.

Thereafter, the account will be debited with whichever is higher – the amount of water ordered or the amount of water extracted.

If water order debiting is applied to my account, how long will it last?

Once applied to your account, water order debiting will be in place for the remainder of the water year and during the water year that follows.

If during that time you demonstrate good water ordering practices, your account will revert to normal conditions at the start of the third water year.

Should underpumping continue, water order debiting will remain in place.

Can I cancel a water order and avoid water order debiting?

You can cancel or change a water order outside water order lead-time as dam releases can be adjusted accordingly.

You can only cancel or change water orders within water order lead-time (post dam release for that water order) as long as WaterNSW agrees to amend the order.

WaterNSW will only agree to cancel or change water orders within water order lead-time if it can be rescheduled to another customer.

To cancel or change a water order please call 1300 662 077

Are there any exemptions?

Yes. Water order debiting will not be applied in the case of:

- cancellation of water orders due to rain events of more than 50mm over 24 hours (as recorded by the Bureau of Meteorology)
- a breakdown of pumping equipment verified by a WaterNSW Customer Field Officer.

If my pumping equipment breaks down and I am unable to pump, what should I do?

Contact WaterNSW as soon as possible to inform of pump breakdown and cancel or reschedule water order.

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Further information

Please contact: WaterNSW
Phone: 1300 662 077
PO Box 1018, Dubbo NSW 2831
7 Commercial Avenue
Dubbo NSW 2830
www.waternsw.com.au