

# Payment of up-front fees

## Water trading

This fact sheet is to assist customers in understanding up-front fees associated with trading water, also known as variable usage charges (VUC) and how to claim a refund.

### When a payment of up-front fees is required

When trading water to another water access licence (WAL), that WAL must be linked to a valid NSW work approval or the usage fees on the water volume will be payable up-front.

#### Up-front fee required

##### WAL not linked to work approval

When a trade is made to a WAL without a linked work approval, the customer must pay the usage component up-front.

#### No up-front fee

##### WAL linked to work approval

Having a link to a work approval allows the customer to trade water without the need to pay a usage fee at the time of the trade.

### Eligibility for a refund

To be eligible for a refund of the up-front fees, a duplicate payment must have been made:

- on the same WAL
- for the same volume of water
- within the same water year.

### How to claim a refund

To be considered for a refund of duplicated usage fees, customers must make submission to [water.trade@waternsw.com.au](mailto:water.trade@waternsw.com.au) before the end of the water year in which the trade/s occurred.

The submission must include the SWC reference(s) (located at the top right of the application form) and evidence of the double payment in the form of an invoice or any other correspondence to allow WaterNSW to investigate the claim. If a claim is not made within the water year in which the trade/s occurred, the refund will be forfeited.

### Claim processing timeframe

WaterNSW will acknowledge the request within 24 hours of receiving it and will strive to fulfill its obligations within six working days. The processing timeframe may vary due to the complexity of the request and the collation of the data.

### More information

For more information on trading water, visit our website at [waternsw.com.au/trading](http://waternsw.com.au/trading)

If you have any questions, please contact our Customer Service Centre on 1300 662 077 or email [Customer.Helpdesk@waternsw.com.au](mailto:Customer.Helpdesk@waternsw.com.au)