

Dam wall debiting

Fact sheet

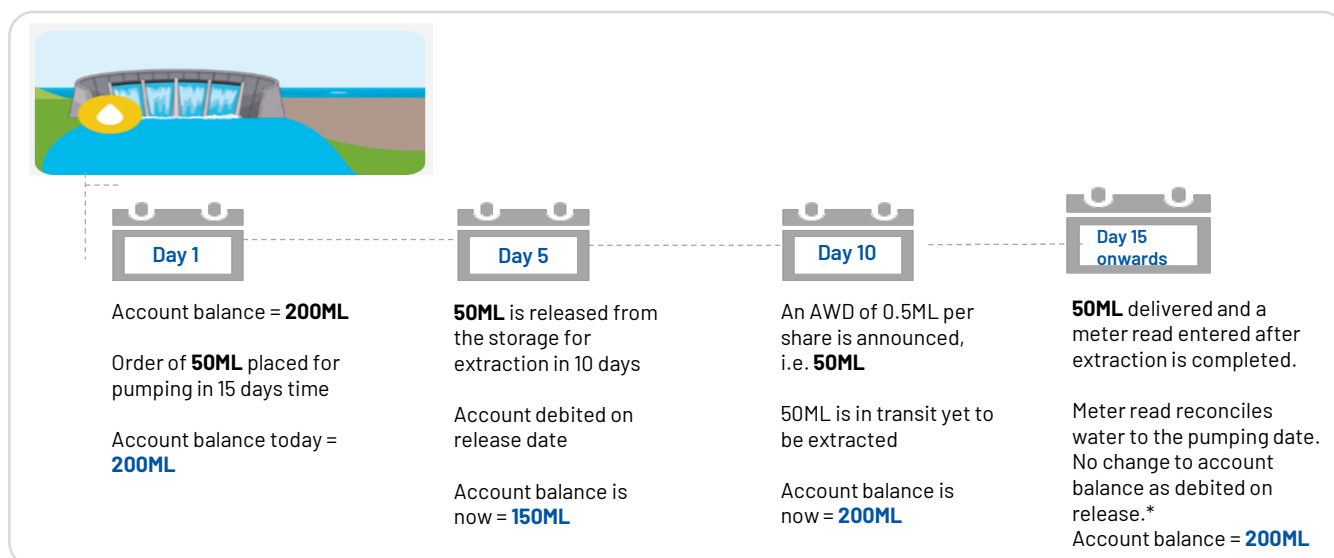
As a regulated river licence holder in the Border Rivers, Gwydir or Lower Namoi valleys, when you place a water order, your account is debited at the time of release from the dam – this accounting rule is known as dam wall debiting.

What does this mean?

This method allows you to create space in your account to receive an incoming trade or an available water determination (AWD) based on the water account limit rules in your water sharing plan. This is because your account is debited on the day the water is released from the dam rather than waiting until it reaches your property. **For example:**

Please refer to the graphic based on the following scenario:

- 100-unit share licence
- 2ML per unit share account limit
- 10-day order lead time



*any water extracted in excess of the ordered volume will be debited from your account balance.



Please note

Your water account is debited based on two key factors:

- (A) the volume of water orders released from the dam and
- (B) the volume of water that has been extracted. To ensure the most accurate reconciliation of your water account, please record a meter reading at the completion of your pumping event. This will help minimise any discrepancies, including over- or under-pumping, on your water account.

What happens if you can't pump after water has been released?

If you are unable to pump your ordered volume, please contact the Customer Service Centre to see if the ordered volume can be re-assigned. If the volume cannot be re-assigned, your water account is debited based on orders, however you will not be charged the usage fees.

Why are water orders important?

Water orders play a crucial role in daily river operations by helping to calculate the amount of water that needs to be released from the dam. By placing accurate water orders, it ensures that water is delivered to the right place at the right time, to ensure efficient water management and distribution.

Water orders also help determine which access licence the water usage is debited from. When water is taken, it is recorded against a work approval in our online [water accounting system](#) (iWAS). The system then checks for corresponding water orders linked to the appropriate access licences, ensuring that water use is properly accounted for.

Additionally, compliance with water access licence requires customers to place water orders according to their conditions. Failure to submit a water order is considered a breach of these conditions, and the Natural Resources Access Regulator (NRAR) has the authority to take regulatory action against non-compliance. This ensures that water usage remains within legal and sustainable limits.

Need help?

If you need more information, please contact our Customer Service Centre on [1300 662 077](tel:1300662077), Monday to Friday between 8am-5pm or email Customer.Helpdesk@waternsw.com.au