

Groundwater fees - what your fees go towards

A fair go for everyone

Monitoring and compliance

Technical advice

All groundwater licence holders are required to pay annual fees and charges to Southern Rural Water.

These fees and charges cover the cost of managing groundwater to ensure fair and equitable access for all water users, with the least possible impact on the environment. The cost of providing this service remains the same to Southern Rural Water, no matter how much of your entitlement you are able to access.

Some of the services covered by your fees include:

Monitoring

Southern Rural Water monitors water use across the southern half of Victoria to ensure everyone is sticking to their licence conditions. This includes reading your meter, usually twice a year.

Our technical staff also monitor aquifers and rivers so that we know their levels. This information helps us to manage groundwater and surface water.

Sharing water fairly

There are many ways we work to ensure water is shared fairly.

Our field staff investigate reasons for sudden or unexpected changes in water levels. Where there is a risk of over-extraction, or if bores are unreasonably interfering with each other, we may have to introduce rosters or restrictions. We have developed, and review regularly, Local Management Plans for groundwater areas which may include restrictions at a local level.

Compliance is a large part of our job. Our field staff work with licence holders to ensure they stick with their licence conditions. We investigate complaints and we take legal action when we find someone taking water unfairly. Sometimes this involved going to court or to VCAT.

Another large part of our business is applications for new licences. This is paid for by application fees. We make decisions on applications, considering available resources and effects on other users and the environment. Often this means providing local communities with the chance to have their say on the application.

Information and advice

Southern Rural Water has completed ground-breaking, 3D mapping of groundwater to give us a better understanding for future management. It allows us to see in a way that was not possible before, how groundwater systems connect with each other, the environment and users. These 3D maps have been incorporated into our new groundwater hub, which is available <http://gwhub.srw.com.au/>

Our hydrogeologists also provide technical advice where necessary, including for new applications.

We provide fact sheets, newsletters, public forums and other forms of communication to help educate people about groundwater and its use.

More information

For more information, application forms or fact sheets, phone SRW on 1300 139 510 or visit our website www.srw.com.au