

Taking water from rivers and creeks

In most cases, you need a Surface Water Licence to take water from any waterway.

You must understand and comply with the licence conditions, including the amount of water you can pump.

If you want to pump from a waterway, you will usually need a Surface Water Licence.

Any person who is using or intending to use surface water for a commercial use must have a licence to take and use that water.

Commercial use includes irrigation, dairy shed water, mining, aquaculture, feedlots, piggeries, poultry farms, golf/sporting areas, guest accommodation, water bottling and snow making.

You may also need a Surface Water Licence to take and use water for domestic and stock purposes, when the water is taken from a waterway that does not flow over your property (an example of this would be if there is private land located between your property and the waterway you wish to take water from).

Everybody's circumstances are different. If you are unsure whether or not you need a licence, please contact us on **1300 139 510**.

The application process

Southern Rural Water prefers that our customers have no surprises during the application process. We strongly urge anyone thinking of taking water from a waterway to talk to one of our assessment officers before you apply.

Please see our factsheet on **"What happens when you apply to take and use water"**.

All river basins in Victoria now have caps. For basins that are fully allocated, no new licences will be issued. However, you may be able to buy or temporarily transfer an unused licence from someone else.

For basins that are not fully allocated, you may be able to obtain a licence. In many cases, this will be limited to taking water during the winter months (known as winterfill).

Surface Water Licences are assessed against a number of points, including:

- The point where you intend to pump from
- The amount of water you intend to take
- The current volumes already being taken from the system
- The potential of your pumping to interfere with other users or the environment
- The long-term sustainability of the waterway and the environment

When you contact us, we can provide you with an application form, which also outlines any additional information you may need to provide (such as property maps, environmental assessments etc).

In many cases, applications for Surface Water Licences must be advertised locally, including notifying neighbours, and submitted to relevant authorities for comment. We will provide you with templates.

Licence conditions

If your licence is approved, it will be subject to conditions, including:

- How much water you can take and from where and when
- Installation of a meter to measure and monitor your water use
- The need to comply with restrictions, rosters and bans
- Other conditions

Water quality/quantity

Southern Rural Water does not guarantee the quality or quantity of any surface water. Surface water should not be considered safe for human consumption unless properly treated.

To get an idea of what water quality you might expect, check with your local Catchment Management Authority, the EPA or Southern Rural Water's environmental team. However, we recommend that you test your water quality regularly, particularly in summer months when blue-green algae outbreaks can occur. For information on water use during a blue-green algae outbreak, see <http://www.srw.com.au/current-bga-warnings/>

Metering

All commercial use of surface water must be metered.

Southern Rural Water will provide a water meter at cost. It must be installed to our specifications, either by yourself or a contractor. We will inspect the installed meter to ensure it meets our standards.

All meters remain the property of Southern Rural Water.

Domestic and stock licences do not need to be metered.

More information

Contact us on **1300 139 510** for more information or to make an appointment to chat to one of our assessment staff. More information can also be found at www.srw.com.au