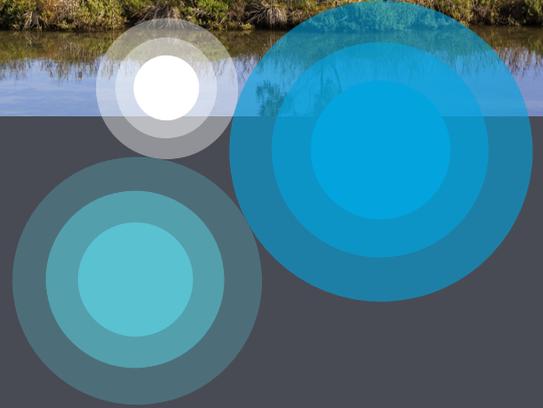


## Fact Sheet

# Unauthorised water take: Exceeding your water entitlement



**Why is exceeding my water entitlement a problem?** It is illegal to take and use more water than allowed under your entitlement. Any water used in excess of entitlement means less water available for other entitlement holders. The Victorian Government and Melbourne Water (MW) has a zero-tolerance to unauthorised water take.

## Tips to ensure you're avoiding unauthorised water take

There are many ways you can avoid exceeding your water entitlement. These include:

- Make sure you have enough water available in your entitlement and allow enough time for Temporary or Permanent Trades to be processed.
- Read your meter/s regularly and closely monitor your use against entitlement. They're available at any time or on request from Melbourne Water during business hours on 131 722.
- Check if restrictions and/or bans apply to your waterway. [www.melbournewater.com.au/diverters](http://www.melbournewater.com.au/diverters) 



Figure 1. Meter and datalogger in Yarra Valley

## What happens if I exceed my water entitlement?

- You will receive a phone call or a letter advising you of the situation.
- We understand it is most often unintentional and we'll work with you to resolve the problem.
- However, it's a serious issue. Unauthorised take means any negative balance at any time and a zero tolerance approach means any negative balance will be met with enforcement action.
- Customers who have used more water than their entitlement, be issued with a penalty infringement notice, face prosecution or have their licence suspended or cancelled.

## Correcting your negative balance

Options to correct include:

- Trade with another users either on a temporary or permanent basis. We can help you do this.
- You may be able to link other entitlements that you utilise in the immediate vicinity.

## Trading water allocation to your property

To trade water allocation to your entitlement you can:

- Purchase water from someone you know;
- Transfer water from another property you own, or;
- Purchase water through a register listing licence holders who have indicated a willingness to trade water (available from Diversion Team at Melbourne Water).

The relevant forms can be found on our website at [www.melbournewater.com.au/water-data-and-education/waterway-diversions/pricing-forms-and-guidelines](http://www.melbournewater.com.au/water-data-and-education/waterway-diversions/pricing-forms-and-guidelines) and submitted to Melbourne Water.

## More information

This factsheet is one in a series explaining compliance and enforcement at Melbourne Water.

You can find this series and further information about water use compliance on the Melbourne Water website at: [www.melbournewater.com.au/water-data-and-education/waterway-diversions/water-use-compliance](http://www.melbournewater.com.au/water-data-and-education/waterway-diversions/water-use-compliance).



Figure 2. Discussion of options onsite

When an application form is lodged and paid, Melbourne Water will make an assessment under the relevant trading rules and policies to determine if the transfer can be approved.

### FURTHER INFORMATION

If you have any further enquiries, please call Melbourne Water on 131 722 or email us via [diversions@melbournewater.com.au](mailto:diversions@melbournewater.com.au)

## ZERO tolerance on water theft

So there is an even playing field for everyone.  
[melbournewater.com.au/watertheft](http://melbournewater.com.au/watertheft)

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Melbourne Water is owned by the Victorian Government. We manage Melbourne's water supply catchments, remove and treat most of Melbourne's sewage, and manage rivers and creeks and major drainage systems throughout the Port Phillip and Westernport region.