



# Customer request for hydrology information

This form:

- is to be used when requesting rainfall, stream water level/flow and storm analysis results. This service is a GST free supply.
- must be completed and forwarded to Melbourne Water (including payment if the information is obtained for commercial use).

**Note:** Where available, information will be supplied within **10 business days** after receiving the request.

Forward application to:

Melbourne Water  
Flood Preparedness, Waterways and Land  
PO Box 4342 Melbourne, Vic 3001

OR Email: [HICR@melbournewater.com.au](mailto:HICR@melbournewater.com.au)

OR Customer Service Centre  
Phone: 131 722

**Application date:** \_\_\_/\_\_\_/\_\_\_\_\_

## Applicant details

Contact name:
Company name:
Phone:
Return postal address:
Return email address:

## Location details

State location and site ID:
Required period of data:
Melway reference:



## Information requested

Please select the information you require below:

### Stream

- Flow
- Levels

Preferred units

- ml/day
- m<sup>3</sup>/sec
- metres

Data interval

- event
- 6 min
- hourly
- daily

### Storm

- Intensity
- ARI

Preferred units

- mm/hr
- yearly

Data interval

- minutes
- hours

### Rainfall

- mm

Data interval

- 6 min
- hourly
- daily

### Media type requested

- hardcopy
- digital format (txt, xls, doc, csv), please specify: \_\_\_\_\_



## Payment details

This is only required if the information is obtained for commercial use. Note: payment must be included prior to request being processed. \*Office Use Only

\*Centre Number: **440118**

\*Account Number: **1280**

### Costs

- Standard service: **\$86.44**
- Storm event analysis/return periods of storm events: **\$138.99** per event per location
- Non-standard service for large requests: we will provide a quote within 10 business days

### Payment options

Pay online (credit card)

1. Visit [melbournewater.com.au/aboutus/onlinepayments/](http://melbournewater.com.au/aboutus/onlinepayments/) to pay by VISA or MasterCard.
2. Quote reference/invoice number:  
**HYDRO-*<surname/Company Name>***  
For example: HYDRO-SMITH
3. Once payment is complete, email your application to:  
[HICR@melbournewater.com.au](mailto:HICR@melbournewater.com.au)

OR

Attached is a cheque/money order for \$ \_\_\_\_\_

Made payable to:

MELBOURNE WATER CORP  
ABN: 81 945 386 953

## Privacy collection notice

Your personal information is being collected for the purpose of processing your request for hydrology information. If you choose to pay by credit card, your information will be disclosed to Westpac for the purpose of processing the payment. You may seek access to your personal information by contacting Melbourne Water.