



StreamNews

A bulletin for Melbourne Water diverters
Issue 33 - October 2025

Your Diversion Service: 2026 Price Submission Update

Thank you to everyone who participated in the recent online survey and consultation process for diversion service fees for the 2026–31 pricing period. Your feedback strongly influenced our decisions.

Based on the feedback received, we are proposing that diversion services and pricing remain largely unchanged. Customers showed a strong preference for the 'Standard package', with almost 90% of survey responses selecting it as their first choice.

For this price period, we are proposing to keep fees at 0%+CPI in the first year and then implement smooth pricing from July 2027. This is to reflect the broader pricing structure of Melbourne Water and cost of living pressures.

What's included in the Standard package:

- Continuing to deliver current service levels in line with our Customer Charter, with a stronger focus on communication.
- Meter installation to comply with the Victorian Government's Non-Urban Metering Policy an associated renewals including installation of telemetry.
- Continuous improvement to embrace new technologies and digital platforms.

Melbourne Water is proposing the following pricing approach for diversion services:

- **2026/27:** CPI + 0%
- **2027/28 to 2030/31:** CPI + 0.2%

Indicative Licence Fees for 2026/31 (excluding CPI)

Licence Type	2026/27	2027/28	2028/29	2029/30	2030/31
Licence Service Fee (per annum)	\$329.39	\$329.92	\$330.45	\$330.98	\$331.51
Volumetric Rate					
All months licence (Yarra)	\$43.21 /ML	\$43.28 /ML	\$43.35 /ML	\$43.42 /ML	\$43.49 /ML
All months licence (Maribyrnong)	\$90.45 /ML	\$90.60 /ML	\$90.74 /ML	\$90.89 /ML	\$91.03 /ML
Winter fill licence	\$21.75 /ML	\$21.78 /ML	\$21.82 /ML	\$21.85 /ML	\$21.89 /ML

Next steps:

On 1 October, we submitted the Standard package as part of our 2026 Price Submission to the Essential Services Commission (ESC). The ESC is now reviewing our submission. Following the ESC's review, new prices will take effect from **1 July 2026**.

We encourage our customers and community members to participate in the ESC's review process and share their feedback to help shape the final outcome.

We'll continue to keep you updated as the process progresses. If you have any questions or would like to learn more, please don't hesitate to reach out.



Telemetry and Metering update

As part of the Department of Energy, Environment and Climate Action's metering framework for Victoria's non-urban irrigation meters, it is a requirement that all Water Corporations' meters comply with Australian Standard AS4747 and have telemetry to record and transmit readings installed by 2025.

Our flowmeters fleet currently meets the Australian Standard and in 2025-26 we will be upgrading approximately 30 flowmeters that have reached their end of life with Arad Octave Ultrasonic flowmeters.

In early 2025 we commenced a project to install 252 telemetry devices on flowmeters across our entire operating area. We have partnered with Kallipr, an Australian based remote monitoring company that has partnered with utilities, councils and other Victorian water corporations to deliver telemetry solutions.

In August 2025, we started installing the first of the dataloggers onto flowmeters. The remainder of the loggers will be installed by the end of 2025. In early 2026, customers will begin having access to their live flowmeter data through a cloud based solution that will be supported by Melbourne Water.

METERING ACTION PLAN COMPLETED



Melbourne Water has updated our Metering Action Plan to ensure it meets current statewide requirements as well as national standards whilst continuing to meet customer and Melbourne Water expectations.

The plan can be viewed on our website:
www.melbournewater.com.au/media/16656/download

A dry season: restrictions and bans information

With a dry winter and start to spring, many waterways have been frequently switching between Available, Restricted and Banned status as their flow levels fluctuate. It is a condition of licences that you stay up to date with your waterway and check if it has any bans or restrictions before taking water.

Details of waterway status and flows can be found on the Restrictions and Bans page, <https://www.melbournewater.com.au/water-and-environment/water-management/waterway-diversions/restriction-and-ban-status>.

Alternatively, Melbourne Water provides a service to customers to receive automated text message alerts when waterways go on or off bans and restrictions. This is an automated system to be used in conjunction with the website and is particularly valuable as often river flows fluctuate daily and this service can provide up to date information. If you would like to go on this system, please email us at diversions@melbournewater.com.au and let us know which number(s) you would like added.

Rainfall update May-July 2025

Rainfall statistics for Coldstream over the past four months for the Coldstream rain gauge from the BOM site indicate:

Month	2025	Mean (1994-2025)
May	22.0	66.1
June	66.0	67.3
July	70.4	62.7
August	36.8	69.8

The 4 month total for May 2025 to August 2025 was 195.2mm. 70.7mm below the combined monthly mean for the period (265.9mm). Total rainfall up until August 2025 for the Coldstream gauge is 345.4mm, compared to the yearly mean total of 759.4mm.

Rural Land Program

The Rural Land Program provides assistance and funding opportunities for landholders to undertake works that will keep soil and nutrients on their farm and out of waterways.

The program has been designed to help landholders improve on-farm management practices through financial and technical assistance. Benefits include increased productivity for the property owner and improved waterway health for the broader community.

The Rural Land Program is about improving the management of water sensitive areas such as:

- waterways
- gullies
- drains and dams
- wetlands
- low-lying and seasonally wet areas

The Rural Land Program is available to landholders who own or manage rural land in these catchments:

- Woori Yallock, Wandin Yallock, Olinda, Stringybark, Yering, Hoddles Creek and Little Yarra
- Upper Jacksons, Upper Deep Creek and Upper Werribee
- Upper Bass, Lang Lang and Tarago

MORE INFORMATION



For more details on the services offered through the Rural Land Program contact Melbourne Water's Rural Land Officer Rowan Hore on **0428 709 708** or email rowan.hore@melbournewater.com.au.

Diversion Management Customer Charter update

Melbourne Water is updating our Diversion Management Customer Charter which outlines the customer service standards for diversion services and obligations of our diversion customers.

This charter meets the relevant customer service standards specified in the Essential Services Commission's Customer Service Code.

The Charter will inform customers about diversions services and licensing activities performed by Melbourne Water and the respective rights and responsibilities of Melbourne Water and of customers in delivering these services.





Stream Flow Management Plan Annual Report

Melbourne Water is responsible for managing 1,746 surface water diverters in the Yarra catchment, parts of the lower Maribyrnong River and some creeks in the western catchments.

Waterways and catchments that are considered ecologically important and where water supply is considered under stress may be declared as Water Supply Protection Areas (WSPAs) by the Minister for Water. Currently there are seven catchments in the Yarra River basin that are declared WSPAs. Under the Victorian Water Act 1989 and Melbourne Water develops Stream Flow Management Plans (SFMPs) for the WSPAs or water stressed catchments in the Yarra River Basin.

These plans help Melbourne Water ensure that the water resources of the relevant WSPA are managed in an equitable manner for the long-term sustainability of those resources.

To understand the effectiveness of the implementation of SFMPs, Melbourne Water is required to undertake Annual Reporting on each of its plans and a more comprehensive review of each plan every 5 years.

The SFMP Annual Report for the water year 2024–25 covers seven catchments in the Yarra River Basin: Hoddles Creek, Little Yarra and Don Rivers, Olinda Creek, Plenty River, Steels, Pauls and Dixons Creeks, Stringybark Creek, and Woori Yallock Creek.

Drier conditions experienced during 2024–25 saw overall metered use by diverters increase slightly compared to use in 2023–24. However, average stream flows across the Yarra Basin declined which also contributed to a significant increase in the number of days with bans in place.

Our SFMP Annual Report 2023–24 has been finalised in consultation with the Department of Energy, Environment and Climate Action and will be available on the Melbourne Water website in November 2025.

Amalgamation of Local Management Rules

As the delegated surface water diversion manager, Melbourne Water has been reviewing the existing Local Management Rules.

The Lower Yarra and Kororoit Creek LMR brings together the six existing LMR catchments managed by Melbourne Water and their specific rules and prescriptions regulating the consumptive 'take and use' of surface water from natural waterways into a single document.

The amalgamation process enabled Melbourne Water to review the information contained in each of the original documents. The result being that there is no change to the rules, prescriptions or licence conditions for each system and that the Lower Yarra and Kororoit Creek Local Management Rules would continue to ensure the protection of rights for water users accessing water in the catchment for agricultural, commercial, domestic and stock use and share water equitably between all consumptive users while providing for the needs of the environment.

The six LMR catchments that are included in the Lower Yarra and Kororoit Creek Local Management Rules are:

- | | |
|-----------------------------------|---------------------------------------|
| • Darebin Creek | • Merri Creek |
| • Gardiners Creek | • Moonee Ponds Creek |
| • Kororoit Creek | • Mullum Mullum Creek |

Do we have your correct contact details?



Please email diversions@melbournewater.com.au or call the Diversions Team on 131 722 to update your contact details on our records. This will ensure you never miss out on important information regarding your licence.



Image courtesy of Doug Gimesy

Wandin Silvan Field Days

The next Wandin Silvan Field Days will be held on **Friday 17th & Saturday 18th October 2025** at Wandin East Recreation Reserve, Monbulk-Seville Road, Wandin East.

The Field Days continue to be the principal focus for the Horticultural and Agricultural producers of this particular region, and beyond.

Melbourne Water will have an exhibitor display and members of the Diversions team will be in attendance. We look forward to meeting our customers face to face during the event.

Gates will be open to the public:

8.30am - 5.00pm Friday 17th October 2025

8.30am - 4.00pm Saturday October 18th 2025

The entrance fee, which benefits local CFA brigades, is \$17 per person, with no concession rate. Children under 15 are admitted free of charge. For more information visit www.wandinsilvanfielddays.com.au.

Get to know your Diversions Team

Sarah Gaskill

Service Lead Water Resources and Compliance

Adam Roszak – Senior Diversions Officer

Peter Theoharakos

Diversions Officer (Authorised Water Officer)

Stef Cooper – Diversions Officer

The team are available to assist in any matter relating to Diversions Management and can be contacted directly through our Customer Call Centre on **131722** or through diversions@melbournewater.com.au.

Safe access to meters

The health, safety and wellbeing of our people is our number one priority. Good access to water meters improves the safety for our customers, staff and contractors and the breakdown response time is improved if we can access the site quickly and safely.

Some reasons why we may not be able to safely access the meter on your property include:

- Dogs or livestock
- Vegetation or rubbish around your meter area (snake/spider hazard)
- Debris such as rocks, farm equipment laying in the area, pipework that has been installed at or near ground level
- Ruts created from heavy machinery or works around the meter site creating uneven ground surface
- Locked gates and meter boxes
- Meters are located in a flood-prone area
- The approach road or track is dangerous
- Hot electric fences

Some helpful tips

Pumps/Machinery – Make sure that any moving parts i.e., belts are isolated or protected from access and that they have appropriate guards are in place e.g., belts, pulleys and shafts. Any oil spills to be banded under pumps and remote start pumps are identified at the meter.

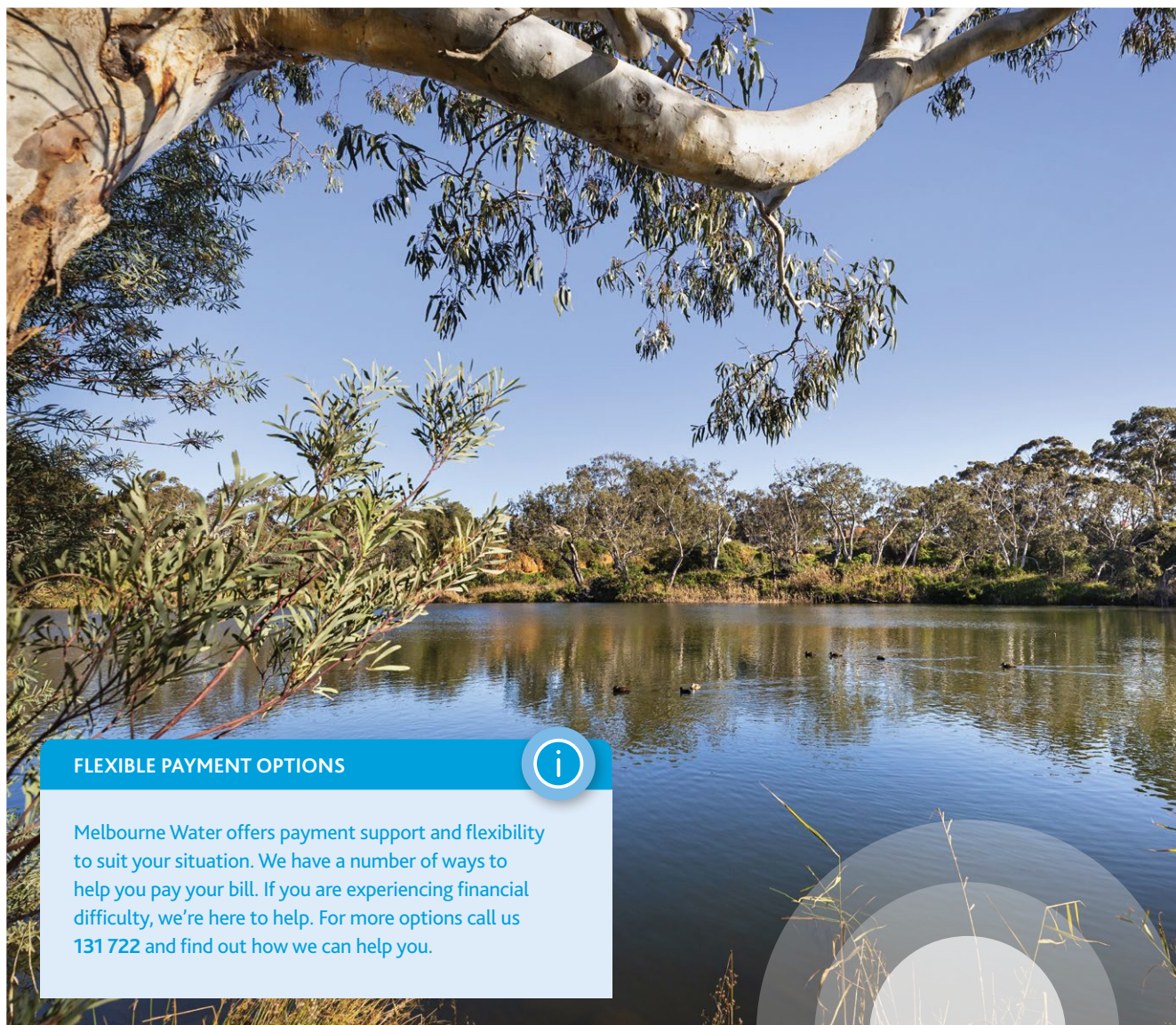
Biosecurity sites – Make sure the contact numbers or any directions to your office or appropriate location are clearly visible on the biosecurity signs.

Diversions Management Advisory Committee

Melbourne Water convenes a Customer Advisory Committee for Diversions customers to provide feedback to Melbourne Water on a range of issues relating to diversions management.

The committee also assists Melbourne Water in the development and review of policies and procedures regarding diversions management likely to impact on the interests of diverters, the environment and the broader community. It is expected that no more than 3 meetings per year, generally convened within normal business hours, would be required.

If you are interested in being on the committee, please contact the Diversions Team at diversions@melbournewater.com.au.



FLEXIBLE PAYMENT OPTIONS



Melbourne Water offers payment support and flexibility to suit your situation. We have a number of ways to help you pay your bill. If you are experiencing financial difficulty, we're here to help. For more options call us 131 722 and find out how we can help you.

Keep up to date with what's happening



For more information about the information in this newsletter or our other activities please call the Diversions Team on 131 722 or visit Melbourne Water's Waterway Diversions www.melbournewater.com.au/water-data-and-education/waterway-diversions.



For an interpreter, please call the Translating and Interpreting Service (TIS National) on 13 14 50

