

Restricted Flow Regulation and Management

Understanding restrictions and flow shares

What are restrictions?

When customer demand exceeds the physical supply capacity on a channel system, all orders are restricted equally based on the number of active flow shares.

What is a Flow Share?

The metric attributed to a landholding enabling the equal share of the available capacity on the channel system when restrictions are applied.

Is a Flow Share linked to my landholding or outlet?

Flow shares are attributed to a landholding. If more than one outlet is active during restrictions, the flow share is split between operating outlets.

How many Flow Shares do I have?

Each landholding was issued one flow share at privatisation in 1995 with some exceptions. The number of flow shares today on a landholding may vary subject to amalgamations or subdivisions since 1995.

You can identify how many flow shares on your landholding by logging into the [Customer Portal](#) and viewing the Water Allocation report usage statement.

Does an amalgamation or subdivision affect my Flow Share?

Yes. When a landholding is subdivided, its flow share is also divided; and where two or more landholdings are amalgamated their share is combined (in line with the [Distribution Rules](#)). During restrictions, if the combined amalgamated flow shares cause third party impact, flow shares revert to the original landholdings as at privatisation.

Are there any exceptions to the number of Flow Shares a landholding has?

Yes, at privatisation, landholdings that held 1500 water entitlements or more were issued with two flow shares. Again, the number remaining may vary subject to amalgamation or subdivision since that time.

Can I move or transfer Flow Shares between landholdings?

Flow Shares can be temporarily transferred upstream between landholdings on the same channel system, serviced by a common offtake, where:

- They are owned by the same owner,
- Owned by the same owner and different entity where the company determines those entities are conducting a joint enterprise,
- No third-party impacts are created, and
- The temporary flow share transfer form application is formally requested by you and approved by the company each irrigation year.

What are third party impacts?

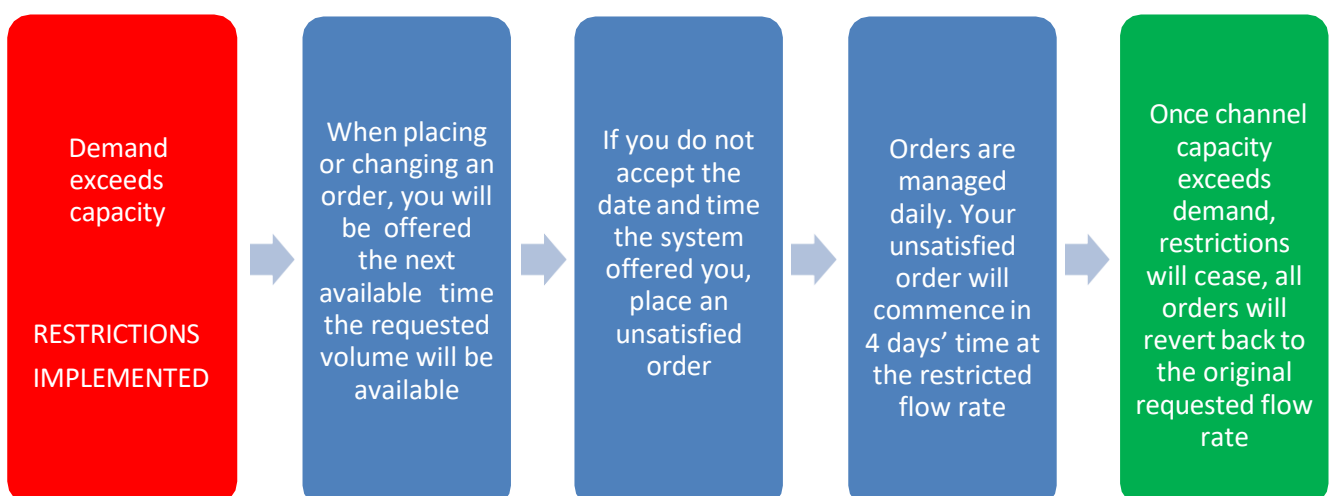
If the company determines that aggregation of Restricted Flow Rates may have an adverse effect on another customer.

Managing restrictions in times of high demand

Restrictions are imposed on customer orders when customer demand exceeds the physical capacity of a channel section.

During the restriction period, customer orders require a 4-day notification period. This means new orders or increases in flow will require 4 days' notice for delivery.

Key steps in managing flow restrictions



How can you help?

- Place your orders as early as possible, greater than 4 days is preferred.
- Place an unsatisfied order if you are not happy with the future date the water ordering system offers you.
- Your unsatisfied order will form part of the daily plan. This request will be scheduled for a 4 day start at a restricted flow rate.
- For the best outcome, a minimum 4 days' notice is required for order extensions and flow rate increases.
- Complete Irrigation Intentions surveys. This information provides advance warning of potential Restrictions.

How will we communicate through restriction periods?

Customers with orders impacted by restrictions will be contacted directly through SMS.

Any changes to the daily plan will be communicated by SMS to customers with affected orders.

Have further questions?

Call our Customer Operations team on 1300 138 265.