

Rationing Frequently Asked Questions

What is rationing?

Rationing is the sharing of available channel capacity when demand exceeds channel capacity.

How will it affect me?

Your ordered volume or the time you requested your order may be altered to a reduced volume or reduced duration in accordance with the amount of delivery share you hold and the ration cycle.

Why do I need to be rationed?

Rationing may be required in isolated locations as we expect demand for irrigation water to increase during the upcoming Autumn growing period. Our customers have a significant portion of their allocation to use. This year's strong rainfalls mean we've delivered 427 GL compared to an average of 864 GL (based on a five year average) with in excess of 900 GL still available to customers within the GMID.

As a result, some channel congestion may occur when demand increases.

In instances where demand exceeds capacity for only a short period, we will schedule irrigation orders - linking start orders with finish orders. This means customers will need to be flexible with start dates and times to fit demand within available capacity.

In isolated locations, where demand exceeds capacity for an extended period, we will be using a rationing cycle. This ensures all customers receive a fair supply as we manage this congestion.

How is rationing determined?

The rationing cycle will be guided by a formula. The formula has two variable inputs:

- The number of days in the cycle
- The % of Delivery Share

For example a 10 day rationing cycle at 100% delivery share rate will allow customers to receive 100 per cent of their delivery share every 10 days. In this example a customer with 1ML/day delivery share will be able to access 10ML in every 10 day cycle.

How long will it last?

The duration is influenced by demand. As soon as demand drops below the physical capacity of the channel, rationing will be removed.

How often will it happen?

If demand for water does not exceed our delivery capacity, there will be no change for our customers.

Does it cost me anything?

No, there will not be any additional costs charged to your GMW account.

Does it affect domestic and stock supply?

Rationing does not affect domestic and stock supply.

What if I ignore the rationing and take what I intended to order?

Operating outside the rationing criteria will impact on the service to other customers and will therefore be investigated by GMW's Compliance Officers and may lead to prosecution.

I pay more for water, I should get priority treatment?

Access during rationing events is based on delivery share held by the customer at each service point. The larger the delivery share, the greater the volume that can be accessed during a rationing cycle.

Will I be notified when changes to the rationing arrangements are made?

Yes, messages will be updated on Waterline whenever changes are made to the rationing arrangements. You may also be contacted by a planner about your order.

Who should customers contact?

Customers should contact their planners on 1300 469 469.