

## Your guide to our diversion services and how diversion fees are calculated

As a diversion customer your annual fixed charges account may consist of up to five fees, depending on what type of diverter you are. These fees are our Service Point, Resource Management, Access, Service and Entitlement Storage Fees. The following describes what services we provide you under each fee and how the fee is calculated.

### Service Point Fee

Applies to:

- Regulated surface water diverters
- Unregulated surface water diverters
- Groundwater diverters

#### Services provided under our Service Point Fee

The services we provide you under our Service Point Fee include:

- visiting your diversion site, also known as a service point, and measuring your water use (for diverters with a meter)
- inspecting, maintaining and replacing your meter if it's broken (for diverters with a meter)
- performing both routine and random compliance checks of your water source to ensure you're able to access water as efficiently as possible and your supply is not compromised by the illegal removal of water.

#### How our Service Point Fee is calculated

Our Service Point Fees are charged on the basis of the level of service you receive.

- Service point – unmetered for each unequipped, domestic and stock or unmetered service point (previously known as a small service point)
- Service point – metered (excluding D&S) for each metered service point (previously known as a large service point)

Shepparton Irrigation Region groundwater diverters don't pay a Service Point Fee because, to support salinity management objectives in the region's management plan, we don't measure use, maintain meters or undertake routine compliance checks.

### Resource Management Fee

Applies to:

- Unregulated surface water diverters
- Shepparton Irrigation Region groundwater diverters
- Groundwater diverters

#### Services provided under our Resource Management Fee

The services we provide you under our Resource Management Fee include:

- developing and reviewing resource management plans to ensure the long term sustainability of the water resources you access
- providing seasonal summaries and outlooks that help you plan your future water use
- monitoring, analysing and presenting water resource information to help you make informed decisions about your water use
- protecting your interests on key issues like the Murray-Darling Basin Plan and sustainable water strategies.

#### How our Resource Management Fee is calculated

We calculate our Resource Management Fee on the basis of the volume of the licence you hold because this is fair for all diversion customers and best reflects the true cost of providing associated services.

Each Resource Management Fee reflects the type and amount of resource management activities required by that particular diverter type.

Regulated surface water diverters don't pay a Resource Management Fee because they pay an Entitlement Storage Fee.

## Access Fee

Applies to:

- Regulated surface water diverters
- Unregulated surface water diverters
- Shepparton Irrigation Region groundwater diverters
- Groundwater diverters

### Services provided under our Access Fee

The services we provide you under our Access Fee include:

- implementing restrictions on irrigation use during dry periods to extend water access for diverters
- managing water allocations, rosters and water ordering to maximise your access to water and ensure limited water is shared fairly between all diverters
- investigating and resolving issues when you have difficulty accessing water
- developing water access policies that benefit you like improving our water trading and groundwater carryover rules.

### How our Access Fee is calculated

We're moving away from charging our Access Fee on the basis of the megalitres you hold.

To better reflect the cost of providing access related services and encourage agricultural production, we're moving towards charging our Access Fee based on the number of service points you have.

Each Access Fee price reflects the cost of managing access to water for that particular diverter type.

In 2015/16 we began transitioning our diversion customers to our new Access Fee structure; therefore, for some diverters the Access Fee will also include charges based on megalitres held.

The 2018/19 financial year is the last year we'll charge our Access Fee on this basis. From July 2019 we'll charge our Access Fee solely on the number of service points you have.

## Service Fee

Applies to:

- Regulated surface water diverters
- Unregulated surface water diverters
- Shepparton Irrigation Region groundwater diverters
- Groundwater diverters

### Services provided under our Service Fee

The services we provide you under our Service Fee include:

- helping you with your enquiries when you phone or email us
- providing you with advice about how you can best access water.
- Managing and processing accounts and other customer communication activities

### How our Service Fee is calculated

All diversion customers pay the same Service Fee because we provide all diverters with access to the same level of service.

## Entitlement Storage Fee

Applies to:

- Regulated surface water diverters

### Services provided under our Entitlement Storage Fee

The services we provide you under our Entitlement Storage Fee include:

- collecting and storing water in our dams, lakes and reservoirs so water is available when you require it.

### How our Entitlement Storage Fee is calculated

Each Entitlement Storage Fee reflects the cost of storing water for that particular system.