

# IMPORTANT INFORMATION FOR SA RIVER MURRAY WATER USERS & ACCOUNT HOLDERS

Water account and water resource works approval holders are responsible for complying with all conditions of their authorisations and requirements of the *Landscape South Australia Act 2019* (and associated regulations). A summary of the key information and obligations is outlined below.

## To lawfully take and use water from the River Murray in South Australia, you require the following:

- **Water allocation:** the total quantity of water you are authorised to take per water year. This is represented on your **water account**. If you do not have an existing water account, one will automatically be created for you upon transfer of allocation.
- **Water resource works approval:** to construct, operate and maintain works for taking water.
- **Site use approval:** required to apply water to land.

Additionally, although it is not essential, you may also hold a:

- **Water access entitlement:** an ongoing right to a share of the water resource that will trigger a water allocation being automatically added to your water account at the start of July each year.

## Your obligations as a water account holder:

- Actively monitor your water use against your allocation and plan your water needs.
- Not to exceed the volume available on your water account at any time. Taking more than your water allocation is illegal in South Australia. This is checked at the end of each quarter.
- Ensure water trades are completed before the quarterly cut-off.

## Your obligations as a water resource works approval holder:

- Read and submit your meter reads by the deadlines outlined in the adjacent table.
- Ensure your metering equipment is not faulty and meter details are correct
- Only take from works listed on your approval.

## Your obligations as a site use approval holder:

- Ensure water is only applied to land listed on the site use approval. To apply water to other land, you are required to apply for a new or varied approval.

## Submitting a meter read

- You may lodge a meter read via [mywater](https://mywater.sa.gov.au). To create a mywater account visit: <https://access.mywater.sa.gov.au/aca/Customization/DEW/Account/Register.html>

1. **Sign up:** Visit the mywater login page Click "Sign Up" and follow the prompts.
2. **Activation:** We will review and activate login requests within 48 hours.
3. **Notification:** You will receive an email confirming your login has been activated and the next steps. All of the steps need to be completed prior to lodging a meter read.

Alternatively, you may lodge a meter read using the form at [www.environment.sa.gov.au/topics/water-and-river-murray/water-licences-allocations-and-markets/water-licences-accounts-and-metering/water-metering-and-reporting](http://www.environment.sa.gov.au/topics/water-and-river-murray/water-licences-allocations-and-markets/water-licences-accounts-and-metering/water-metering-and-reporting)) or email your meter details and reading to the Department's contact details at the bottom of this document.

## Trading water

- Allocation transfer applications must be received by 5pm on the last business day of the quarter to be included in quarterly calculations. Submit applications as early as possible – ideally at least two weeks earlier to guarantee processing prior to the end of the accounting period.
- Entitlement trades may be temporary or permanent and for part or all of an entitlement.
- Allocation trades are temporary and only for the current water year.
- Trades are a private arrangement between a buyer and seller. A water broker may facilitate the trade.
- The amount paid for the trade must be reported.
- To request a transfer, submit an application form and pay the application fee. Forms can be lodged via mywater <https://www.environment.sa.gov.au/topics/water-and-river-murray/water-licences-allocations-and-markets/mywater-portal>.
- Approval is subject to meeting the principles outlined in the River Murray Water Allocation Plan.

## Deadlines for quarterly accounting periods

	Accounting period	Allocation trade cut-off	Read Meter(s)	Meter Readings Due
Q1	1 Jul–30 Sep	30 Sept	1–14 Oct	31 Oct
Q2	1 Oct–31 Dec	31 Dec	1–14 Jan	31 Jan
Q3	1 Jan–31 Mar	31 Mar	1–14 Apr	30 Apr
Q4	1 Apr–30 Jun	30 June	1–14 July	31 July

## Penalties for overuse & unlawful take are mandatory

- Overuse/unlawful take of water is determined at the end of each quarter based on usage versus allocation.
- Penalties only apply once to a given volume of overuse. To continue to use water in a subsequent quarter, the water account will need additional water allocation (e.g. through increases in announced allocation or trade) and have a credit balance prior to taking additional water.
- Penalty rates are gazetted by the middle of each quarter – view here: [www.environment.sa.gov.au/topics/water/water-licences-permits/water-compliance/fees-and-charges](http://www.environment.sa.gov.au/topics/water/water-licences-permits/water-compliance/fees-and-charges)

## FREQUENTLY ASKED QUESTIONS

### 1. What if I submit my meter readings late?

If meter readings are not submitted by the deadline, you will be issued an expiation notice (fine). The current 2025/26 expiation fee (including victims of crime levy) is \$1105. DEW may also send staff to read your meter.

### 2. What if my meter is broken or stuck?

You must notify DEW within 48 hours. If the meter is faulty, DEW may estimate usage using alternative methods, as per section 79 of the Act. You are still required to remain within your allocated volume.

### 3. How do I confirm how much water I have available?

Log into your mywater account to review your balance. Alternatively, email [DEWwatertrade@sa.gov.au](mailto:DEWwatertrade@sa.gov.au) (include your licence/account number) to confirm your balance.

### 4. Does my water account need to be in credit before I take water?

Yes. Water may only be taken if the required volume is available on your water account. It is important to note that transactions and adjustments may not immediately appear on your account.

### 5. If I go over my allocation in one quarter, can I offset it in the next?

No. Financial penalties apply based on overuse *within each quarter*.

### 6. What if I take less water in one quarter — can I use the leftover later?

Yes. Unused allocation can be carried forward to the subsequent quarter *within the same water year*.

## 7. What if I fail to comply with my obligations?

An expiation notice (fine) will be issued for not submitting a meter read. A penalty will apply for water taken in excess of the water allocation. Additional compliance actions, such as variation of licence conditions and/or suspension or cancellation of the licence or prosecution may apply for recalcitrant or repeated non-compliance.

## 8. How are penalties calculated?

Penalties are based on how much water you used beyond your allocation at the end of each quarter. The penalty rate is declared under the *Landscape South Australia Act 2019*. View declared penalty rates here:

[www.environment.sa.gov.au/topics/water/water-licences-permits/water-compliance/fees-and-charges](http://www.environment.sa.gov.au/topics/water/water-licences-permits/water-compliance/fees-and-charges)

## 9. How do I challenge a penalty if I think it's wrong?

Prior to raising an invoice your usage data will be verified. You will be notified of the proposed penalty and given 14 business days to respond with any supporting information.

## LINKS TO OTHER RELEVANT INFORMATION

Carryover

[www.environment.sa.gov.au/environment/docs/River-Murray-private-carryover-FAQ-for-licence-holders.pdf](http://www.environment.sa.gov.au/environment/docs/River-Murray-private-carryover-FAQ-for-licence-holders.pdf)

Announced allocations

[www.environment.sa.gov.au/topics/river-murray/water-allocation](http://www.environment.sa.gov.au/topics/river-murray/water-allocation)

Environmental Land Management Allocations (ELMA)

[https://cdn.environment.sa.gov.au/landscape/docs/mr/environmental\\_land\\_management\\_allocations\\_factsheet\\_web.pdf](https://cdn.environment.sa.gov.au/landscape/docs/mr/environmental_land_management_allocations_factsheet_web.pdf)

## More information

Email: [DEWwatertrade@sa.gov.au](mailto:DEWwatertrade@sa.gov.au)

Phone: (08) 8372 7561

Visit: DEW Water Licensing, 28 Vaughan Tce Berri

Website: [www.environment.sa.gov.au/topics/river-murray/water-allocation](http://www.environment.sa.gov.au/topics/river-murray/water-allocation)

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