



Growing opportunity – water and beyond.

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Access and Ordering Rules

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1 Introduction

- 1.1 This document contains Rules of the Company that are binding under the Water Entitlements Contract and Water Delivery Contract. A Customer's Water Entitlements Contract or Water Delivery Contract binds them to these Rules.
- 1.2 These Rules should be read in conjunction with, and are subject to, the Contract, any relevant Rules, the *Water Act 2007* (Cth), the *Water Market Rules 2009* (Cth), the *Water Charge (Termination Fees) Rules 2009* (Cth), the Act and all other relevant laws, regulations and orders. The Water Delivery Contract gives the Company a number of rights and powers with respect to water that is taken by Customers without ordering it for delivery from the Company or otherwise with the Company's consent.

2 Definitions and interpretation

- 2.1 In these Rules, the following words have these meanings unless the contrary intention appears:
- (1) **Change Request** means a request by a Customer to change a Water Order;
 - (2) **Cut-off Time** means 10 am each day;
 - (3) **EasyWater** means the facility for Customers to place Water Orders by telephone or by using the Company's web site;
 - (4) **Service Level and Flow Rate Schedule** means a schedule of the current determinations made by the Company under rules 3.1 and 3.3;
 - (5) **Stop Request** means a request by a Customer to cancel a Water Order or cease the delivery of water requested by a Water Order; and
 - (6) **Water Order** means a request by a Customer for the delivery of water under the Water Delivery Contract and these Rules, in accordance with a Right of Access.
- 2.2 In these Rules, unless the contrary intention appears, a word or phrase defined in the Documents has the same meaning in these Rules.
- 2.3 Clause 1.2 (Interpretation) of the Contract applies to these Rules with the necessary changes.
- 2.4 In these Rules, unless the contrary intention appears, reference to Water Allocation ordered for delivery or delivery of a volume of Water Allocation includes any volume of water that the Company determines, in accordance with the Contract, has been taken or delivered.

3 Determination of service levels and flow rates

- 3.1 The Company may, from time to time, determine levels of service that apply to Rights of Access in different Pricing Groups determined by the Company under the Charges Rules.
- 3.2 Without limiting rule 3.1, the Company may determine levels of service in relation to:
- (1) whether delivery of Water Allocation is continuously available or rostered;

- (2) the priority of Water Orders among Pricing Groups;
 - (3) the availability of the Company's Works for the delivery of Water Allocation on different dates throughout the Water Year;
 - (4) access to the Company's Drainage Works; and
 - (5) the time of day for the commencement and cessation of delivery of Water Allocation in accordance with Water Orders.
- 3.3 The Company may, from time to time, determine the minimum water flow rates per day per Delivery Entitlement that apply, subject to the Water Delivery Contract, in parts of the Company's Works from time to time.
- 3.4 The Company may, at any time, vary, amend, supplement or replace a determination made under rule 3.1 or rule 3.3.

4 Schedule of service levels and flow rates

- 4.1 The Company may, from time to time, publish a Service Level and Flow Rate Schedule on the Company's web site.

5 Ordering water

- 5.1 In order to receive water under the Water Delivery Contract, a Customer must place a Water Order in accordance with this rule 5.
- 5.2 Water Orders must specify:
- (1) the volume of water to be delivered;
 - (2) the Customer's Water Allocation Account number;
 - (3) the unique identifier for the Landholding for the delivery of water;
 - (4) the Outlet for the delivery of water;
 - (5) the requested start time (subject to rule 5.8) and date for the delivery of water;
 - (6) the requested finish time (subject to rule 5.8) and date for the delivery of water;
 - (7) the Customer's desired water flow rate in Megalitres per day (or, if permitted by EasyWater in respect of a Water Order, in Megalitres per hour); and
 - (8) the intended use of the water to be delivered.
- 5.3 The Company will use reasonable endeavours to comply with Water Orders placed in accordance with this rule 5 within 48 hours after the next Cut-off Time occurring after the Water Order is placed, unless the Water Order specifies a later date for the delivery of water.
- 5.4 Water Orders must be placed using EasyWater in accordance with the procedures, instructions and user guides for using EasyWater set out on the Company's web site from time to time.

- 5.5 The Company must ensure that EasyWater enables a Customer to obtain information, updated at least monthly, about the volume of water taken by, or delivered to, the Customer in the relevant Water Year, including where this has been registered by a Meter or determined by the Company.
- 5.6 If the Customer has not received the water requested pursuant to a Water Order made in accordance with this rule 5 within three days after the expected date for delivery of the water and the Company has not contacted the Customer in relation to its failure to deliver the water in accordance with the Water Order, the Customer must, within five days after the expected date for delivery of the water, notify the Company that the water has not been received. If notification is not received by the Company in accordance with this rule 5.6, the Water Order will be deemed to have been cancelled by the Customer.
- 5.7 To the extent that there is any inconsistency between anything in these Rules and the procedures, instructions and user guides for using EasyWater set out on the Company's web site, these Rules prevail.
- 5.8 Unless otherwise specified by the Company, the Company's Supply Works operate between the hours of 6 am and 6 pm each day.

6 Changing or cancelling water orders

- 6.1 In order to change, stop or cancel a Water Order, a Customer must lodge a Change Request or a Stop Request in accordance with this rule 6.
- 6.2 Change Requests and Stop Requests must be placed before the Cut-off Time that precedes the date for delivery specified in the relevant Water Order.
- 6.3 The Company will use reasonable endeavours to comply with Change Requests and Stop Requests placed in accordance with this rule 6.
- 6.4 If the Customer makes a Change Request or Stop Request after the deadline set out in rule 6.2, the Company may, at the Company's option:
- (1) change, cancel or stop the Water Order in accordance with the Change Request or Stop Request; or
 - (2) deliver the water ordered by the Water Order and debit the volume of Water Allocation ordered from the Customer's Water Allocation Account.
- 6.5 If the Customer shuts off, prevents or does not permit the supply of water ordered in a Water Order (other than after having lodged a Change Request or Stop Request in accordance with this rule 6), the Company may debit the volume of Water Allocation ordered by the Water Order from the Customer's Water Allocation Account.

7 Restricted water availability

- 7.1 Without limiting the Company's rights under the Water Entitlements Contract or Water Delivery Contract, the Company may suspend or vary the operation of anything in these Rules that is affected by or is inconsistent with:
- (1) a new Legal Requirement, a change to a Legal Requirement (including its interpretation) or the suspension of a Legal Requirement;
 - (2) a new rule or decision being made by any Government Agency, or a change in any rule or decision of any Government Agency;

- (3) a new administrative practice or policy being introduced by any Government Agency, or a change in any administrative practice or policy of any Governmental Agency;
- (4) the principles to be applied by a Government Agency with respect to the regulation of the irrigation industry and, in particular, matters affecting revenue, prices and charges and service levels;
- (5) the regulation of the irrigation industry (including any act or omission by a Government Agency) and other industries (and the relationship of such other industry regulation to the regulation of the irrigation industry); or
- (6) the result of reviews by a Government Agency or any policies or procedures which it adopts,

including any law, rule, decision, practice or policy, or any change in any law, rule, decision, practice or policy which takes effect retrospectively.

8 Determinations affecting meter readings

- 8.1 For the purposes of determining whether a volume of water materially different from the volume registered by a Meter was delivered by the Company, the determinations of the Company set out in Schedule 1 generally apply.
- 8.2 The determinations set out in Schedule 1 do not apply if the Company makes other determinations in accordance with the Contract (for example, where, in the opinion of the Company, the Meter is measuring incorrectly, not operating properly or not operating).

Schedule 1 - Determinations affecting meter readings

If actual flow rates of water delivered in respect of a Water Order meet or exceed the benchmarks set out in the Table 1, the volume delivered will be taken as recorded on the Meter.

Table 1: Flow rate benchmarks

Meter type	Flow rate benchmark
12 ML Dethridge Meters	3 Megalitre/day
6 ML Dethridge Meters	2 Megalitre/day
525mm Dia Doppler/Magflow Meters	1 Megalitre/day
450mm Dia Doppler/Magflow Meters	0.7 Megalitre/day
300mm Dia Doppler/Magflow Meters	0.3 Megalitre/day

If actual flow rates of water delivered in respect of a Water Order measured by a 12ML Dethridge Meter or a 6ML Dethridge Meter do not meet or exceed the benchmarks set out in Table 1: Flow rate benchmarks, the Company will apply the multiple of the volume recorded by the Meter that corresponds to the actual flow rate as set in the following Tables 2 and 3, respectively.

Table 2: 12 ML Dethridge Meter

Actual flow rate	Multiple of Meter recording to be applied
Less than 1 Megalitre/day	1.8
Between 1 and 1.5 Megalitre/day	1.6
Between 1.6 and 2 Megalitre/day	1.4
Between 2.1 and 3 Megalitre/day	1.2

Table 3: 6 ML Dethridge Meter

Actual flow rate	Multiple of Meter recording to be applied
Less than 1 Megalitre/day	1.4
Between 1 and 1.5 Megalitre/day	1.2
Between 1.6 and 2 Megalitre/day	1.1

If actual flow rates of water delivered following a Water Order measured by a 525mm Dia Doppler/Magflow Meter, 450mm Dia Doppler/Magflow Meter or 300mm Dia Doppler/Magflow Meter do not meet or exceed the benchmarks set out in Table 1: Flow rate benchmarks, the Company will apply the flow rates set in Table 4.

Table 4

Meter type	Flow rate
525mm Dia Doppler/Magflow Meters	1 Megalitre/day
450mm Dia Doppler/Magflow Meters	0.7 Megalitre/day
300mm Dia Doppler/Magflow Meters	0.3 Megalitre/day