

Understanding Flow Rate

Flow rate is the volume of water that can be delivered through your outlet (or access point) to your property at a point in time. Flow rate is measured in megalitres per day. Your flow rate is determined by the size of your outlet, system demand and the number of Delivery Entitlements (DEs) attached to the outlet.

Maximum Flow Rate – outlet capacity

The size of your outlet (or access point) sets your maximum flow rate. This is referred to as your outlet flow rate. It is the maximum amount of water that can flow through your outlet at any time. Generally, you will receive water at your ordered flow rate, up to your outlet capacity.

Assured Flow Rate – peak demand

When there is high customer demand for water, the flow rate will be shared across customer orders. This means that your actual flow rate may be less than your ordered flow rate. DEs provide you with an assured flow rate under periods of high network demand. We will deliver a flow rate of 1 megalitre per day for every 150DEs you have. DEs are generally attached to an outlet.

Pro Rata Flow Rate – supply restrictions

Occasionally, we have flow rate restrictions due to either a water shortage or an asset malfunction. This means that we do not have enough water to meet all customer orders.

Under these circumstances, the available flow rate will be shared pro rata across customer orders, based on your DEs for each outlet. That is, the more DEs you hold the greater your share of the available water.

If you have a fixed flow system (e.g. a pump) you may be required to reduce the volume of your water order instead of your flow rate (i.e. water for a shorter period time).

[For more information on Delivery Entitlements, visit our DEs FAQ Fact Sheet](#)

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