

Wednesday 15 October 2025

Your questions answered

What is the current allocation for rural customers?

As at 15 October, the rural allocations have increased to 75% of licence volume. This applies to channel and pipeline customers who receive raw water, which may be supplemented with recycled water.

Last year the opening allocation was 100%. Why the change?

Each year, allocations are based on available water resources and made in accordance with our drought response planning.

As a result of dry conditions and low inflows, our catchment storages near Kyneton are currently at 64% capacity and holding around 45 gigalitres. At this time last year, our storages were at 75% capacity.

We are actively managing our water holdings to meet customer demand. We originally announced a 30% allocation and have continued to monitor our water resource position on the 15th of every month. Allocations are currently at 75%.

If it rains, will the allocation be increased?

We are actively managing water holdings across the region to meet customer demand and will continue to monitor our position closely over the coming months.

Allocations may increase if our water resource position improves. However, significant rainfall and inflows to our reservoirs will be required before any increase to allocations is made.

We will reassess our water resource position on the 15th of each month.

When does the Rural Season begin?

The Rural Season typically opens towards the end of October/early November, depending on demand. Pipeline customers can access water throughout the Rural Season when opening allocations are made on 1 July.

I don't need my water allocation this year. How can I arrange a temporary transfer?

Coliban Water holds a list of licence holders that have water available for sale.

If you wish to be listed, you can complete a Rural Transfer List Application Form available on our website at www.coliban.com.au/rural. This list is then provided to potential purchasers on request.

You can also find a licence holder privately who is interested in trading.

If you are successful in finding another licence holder to trade with, both parties must complete and sign the Temporary Transfer Form available on our website at www.coliban.com.au/rural.

The minimum amount that can be traded is 1 megalitre.

Who pays when you make a transfer?

What you pay	What the other person pays
When making water volumes available for temporary transfer, you continue to pay the infrastructure charge on the water. Please consider the infrastructure charges when determining what your trading price will be.	The person receiving the temporarily transferred water is billed the volume charge on the actual volumes they use. They also pay a rural transfer administration fee.

What options do I have to increase water to my property?

Last season, almost 21% of rural water licences were not used.

Customers in this position can consider making their unused licence volumes available for temporary transfer, meaning water can be allocated where it is most valued.

Temporary transfers apply for the current season only. Any volumes transferred revert to the original licence holder for the following season.

A number of standpipes can be accessed across our service region if carting is needed. Further information is available at www.coliban.com.au/business/water-carting.

Are there plans for the channel system to be run any differently? Will Rostered Channels still run?

We will manage the operation of the channel system to ensure fairness and to optimise the delivery of limited water supplies.

Like Non- Rostered channels, Rostered Channels will operate only when there is sufficient demand to reduce water losses. Some Rosters may not run if large water losses will occur. Orders may be delayed in times of low allocation.

Further information on rosters will be provided to customers in the coming months.

How do standpipes work?

A number of standpipes can be accessed throughout the region. An interactive map is available at www.coliban.com.au/business/water-carting.

A Water Carting Permit is required to access water from a Coliban Water or local council-operated standpipe. You can apply for a Water Carting Permit at www.coliban.com.au/business/water-carting. There are three different Water Carting Permits available:

1. Drinking Water Carter
2. Private Water Carter
3. Recycled Water Carter

Once your Water Carting Permit application is approved, you will need an AvData Key to operate our standpipes. These can be purchased from our office for \$35. You will then receive an AvData invoice at the end of each month for any water accessed.

Only Drinking Water Carters can sell water for human consumption and they must be registered with their local council. Further information is available at www.health.vic.gov.au/food-safety/private-drinking-water-carters.

Are customers with a concession card eligible for a discount?

The Department of Health and other agencies offer a variety of concessions and benefits to eligible cardholders. These can assist customers on low incomes with water bills.

Customers with a concession card can apply online at www.coliban.com.au/add-my-concession or contact us on **1300 363 200**.

You recently announced changes to tariffs. Were there price changes for rural customers?

Rural charges will increase by less than inflation in 2025/26, with most charges increasing by 2.1%.

This increase is less than last year when rural charges increased by 2.3%.

These charges will help fund a range of water security projects and maintain operations within the rural network.

We are currently working on a detailed business case to make the rural system more efficient. You will receive an update on this in the coming months.

We mailed a copy of the updated fees and charges to our rural customers on Friday 19 June 2025. A list of rural fees can also be found at www.coliban.com.au.

Need more information?

We're here to help. If you have any other questions or require additional information, please contact us Monday to Friday between 8am and 5pm on **1300 363 200**.
