

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).

Frequently asked questions

What is Delivery Entitlement?

A DE is an entitlement to have water delivered at a flow rate to an outlet or access point in an irrigation area. It gives you access to a share of the available capacity in the channel or piped channel that supplies water to your property.

DEs provide the security of having water delivered when there is demand for water from other customers on the channel or network.

If you do not have enough, or any DEs, you risk:

- Putting yourself in the situation where you are not able to get the water you need, when you require it, and
- Having to pay more for your water if you to have water deliveries more than 120% of your DEs held (*see Casual Usage charges).

What if I have more than one Outlet – can I share my DEs?

DEs can be shared across your outlets if they are all drawing from one irrigation pool. This means that any one outlet can receive either all, or a portion of the assured flow rate – however the total flow rate share cannot exceed 100% of DEs.

Can Murrumbidgee Irrigation DEs be transferred outside of the MIA?

No - they cannot be traded outside the MIA, and must be attached to an outlet.

How is MI adding value to DEs?

From time to time MI makes available additional water from system and operational savings. This water is available to customers for allocation or purchase in proportion to their DEs.

We are also creating further value for DEs by basing products like our recent forward water offer on DEs.

Can I pool my DEs to save casual usage charges?

Casual Usage applies to water deliveries over 120% of the customer DEs, or where a customer does not hold any DEs.

DEs are pooled automatically, by both customer and Single Water Allocation Account (SWAA) for billing purposes. This means casual usage will only be charged if the total amount of water delivered exceeds the 120% of DEs held across all customers and properties within the SWAA.

[For more information visit our DEs FAQ Fact Sheet](#)

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