



Frequently asked questions

Can I trade water without having to be online?

Yes. We can assist on the phone, or you can complete paper forms. Water Partners will be happy to assist with all your needs.

Do I need an email address to register for online trading?

Yes. This is mandatory for online trading as all notifications for offers and lodgements will be sent via email.

Can I still trade if I do not have an email address?

Yes. We can assist you to register and arrange your trades directly via text on your mobile or paper forms.

When can I trade?

Once you have completed your registrations and your entitlements have been verified, you can trade. You will automatically be given the option for online trade which means you can trade anytime 24/7.

How many Allocation Bank Account (ABA) numbers can I register?

There is no limit to the number of ABA numbers you can register however you will need to provide a completed Form 39B for each ABA for verification before they are made active.

What is a Form 39B and why does it need to be completed?

A Form 39B is where you appoint limited authorisation of an agent to trade water without recording the authorisation in the Water Register. Effectively, this authorises Water Partners to act on your instructions and in situations where more than one person owns the water entitlement, it allows one of those people to instruct transactions.

Example: If there are four people listed on the Allocation Bank Account (ABA) as the holders, all four people would need to sign the Form 39B and then any one of the four could give instructions on the sale or purchase of temporary water.

Can I list or accept an offer over the phone?

Yes. Water Partners can complete this for you however we will need to have your instructions confirmed via a text message or email before we can action. This proves that you gave the instructions for the trade and meet our policy and compliance requirements.

What if I want to change my offer?

You can change your offer. To do this, you can either login and change the offer volume, or price, or cancel if required. You can also call Water Partners, and we can do it for you. You will need to confirm via a text message or email that you requested the change.



How do I know if my offer has been accepted or sold?

At every stage of the process, from listing an offer to it being traded and lodged, you will be sent emails advising the steps. For example, if you list an offer to sell allocation water you will receive an email advising the offer number, Allocation Bank Account (ABA) number, volume, and price as confirmation. If you do not have an email, we will post notifications to you.

If I buy allocation water, when do I have to make a payment?

As soon as the trade is matched you will be sent an email with confirmation and an invoice for payment. All trades must be paid in full within 48 hours of the trade.

How long does it take for the allocation water to be transferred into my Allocation Bank Account (ABA)?

The water can be transferred into your ABA instantly after the funds are received in the Water Partners bank account during normal business hours.

What payment options are available?

You can pay by direct deposit into the Water Partners bank account listed on your invoice or we accept payments via credit card or debit card over the phone. Please note that a surcharge applies to credit card payments.

I have sold allocation water, how and when do I get paid?

For each parcel sold you will receive an email notification and a remittance advice showing the trade value and any fees. The email will also request that you provide your bank account details via phone to the office to enable the payment to be made.

The buyer has 48 hours to make their payment and when this has been received, we will transfer the water from your Allocation Bank Account (ABA) to the buyers and then make payment to your bank account directly.

What are the fees and commissions and where can I find them?

Water Partners has a Fee Schedule which is located on the member portal and under the Forms and Information tab on the Southern Rural Water Exchange website. The schedule lists the fees charged by the Southern Rural Water and the Victorian Water Register and fees and commissions charged by Water Partners for services that go towards the cost of providing the Southern Rural Water Exchange.

How is the platform funded?

Southern Rural Water has covered the cost of development, implementation, and ongoing infrastructure expenses, so customers can enjoy the benefits of the platform. Trading fees cover the cost of trade facilitation.