

Customer Newsletter

NOVEMBER 2020



WaterInsights Update

WaterInsights provides comprehensive information about how water is managed and shared in NSW, presented in a way that is both transparent and easy to understand.

Our recently updated interactive portal enables access to the latest data and important information, including how water is managed and shared in NSW. It also provides updates, allocations and rules all in one place to help customers make informed water planning decisions.

Some of the new features include:

- mobile and tablet compatibility, so you can view important information on the go
- new River/Aquifer tab for all water sources to display more gauging station and monitoring bore trends
- improved water source navigation making it easier to switch between the different water sources WaterNSW manage

Check out the updated portal at:



waterinsights.waternsw.com.au

WaterInsights Portal

Powerful resource to help you make informed water planning decisions.

- water availability
- water allocation statements
- operations updates
- notices and alerts
- plus much more



IPART 2020 – 2021 Pricing

The Independent Pricing and Regulatory Tribunal (IPART) has reviewed prices for WaterNSW Services for the 2020-2021 financial year.

The outcome of IPART's review sees **no changes** to unregulated prices for the 2020-21 financial year. Current prices are available on our website at waternsw.com.au/pricing. Alternatively, the IPART determination can be accessed at ipart.nsw.gov.au

IPART is currently reviewing prices for water planning and management services in NSW from 1 July 2021. These services are delivered by WaterNSW, Department of Planning, Industry and Environment – Water (DPIE – Water) and Natural Resources Access Regulator (NRAR).

To learn more about IPART's reviews, view the Issues Paper and detailed information on pricing proposals, visit IPART's website at ipart.nsw.gov.au

We encourage you to use our online Billing Calculator available at waternsw.com.au/calculator to help make it easier to estimate or compare your charges for 2020-21.



Metering Update

Following the disbandment of the Government's Water Renewal Taskforce, from 1 July 2020, WaterNSW has responsibility for the operational implementation of the NSW Government's water metering framework introduced in December 2018.

Here's some key tips to make the transition as smooth as possible:

1. Know your rollout date:
 - a. 1 December 2020 – Surface Water pumps 500 mm and above
 - b. 1 December 2021 – Northern Inland
 - c. 1 December 2022 – Southern Inland
 - d. 1 December 2023 – Coastal
2. Use the metering guidance tool or read the metering leaflet on the Department of Planning, Industry and Environment's website to see how the metering rules apply to you at: industry.nsw.gov.au/water/metering
3. Check your approval to make sure it matches the works listed. If your pump size is different, you can change it at waternsw.com.au/amendapproval
4. Regardless of your rollout date, if you have a faulty meter, you need to report it to us within 24 hours using our online form: waternsw.com.au/s91i. You then have 21 days to get it repaired or replaced – or you can apply for an extension.
5. If you need to replace your meter prior to your rollout date, you need to ensure it is pattern approved, installed with tamper proof seals and has an approved Local Intelligence Device (LID). It must be installed and certified by a Duly Qualified Person (DQP).
6. A list of DQPs can be found on Irrigation Australia's website at irrigationaustralia.com.au
7. The NSW Government has decided that WaterNSW will retain ownership of existing government meters. If you are currently using a government-owned meter, we are committed to ensuring these meters are compliant and will contact you with further information closer to your rollout date.

If you have questions regarding this metering update, please visit our website at waternsw.com.au/metering or call our friendly customer service team on 1300 662 077.

Contact us

-  Call us on 1300 662 077
-  Visit us at waternsw.com.au
-  Follow us on Twitter @WaterNSW

Advertising and Objections

Certain types of water related applications are required under the Water Management Act 2000 (WMA) to be advertised to provide members of the community with an opportunity to lodge an objection to the granting of the application before a decision is made.

Where are applications advertised?

WaterNSW advertises applications for Approvals in the following locations:

- local newspapers
- the Koori Mail
- the NSW Water Register
- our advertised applications page at waternsw.com.au/advertising-and-objections

If no local newspaper is available in either print or digital form, WaterNSW will advertise notices for applications in the state-wide publication, The Land.

Objectors have 28 days to lodge an objection from the date the advertisement is listed on the NSW Water Register.

Objections

Objections made to WaterNSW are reviewed and resolved, where possible. WaterNSW is limited in the type of objections it can deal with under the Water Management Act.

Prior to lodging an objection, check the examples on our website to see if another agency is better placed to resolve the issue.

For more information on types of objections and how to lodge an objection, please visit our website at

waternsw.com.au/advertising-and-objections

Water Sharing Plan Conditions

The Department of Planning, Industry and Environment (DPIE) are amending some water sharing plans (WSP) as part of their Water Resource Plan development process.

The changes may include updates to the Water Sharing Plan rules, changes to mandatory conditions and in some instances water sources changing plans.

If you are impacted by these changes, you can expect to receive a notification of updated Water Access Licence and Approval conditions from the Department of Planning, Industry and Environment in the coming months, noting that the new conditions do not take effect until impacted customers are issued the notifications in the mail.

Information about Water Sharing Plans can be found on DPIE's website at:

industry.nsw.gov.au/water/plans-programs/water-sharing-plans