

Customer Newsletter

JANUARY 2020



Emergency works to extend town water supply in the Peel Valley

The NSW Government continues to recognise the difficulties that families and farmers are experiencing with the drought and in June 2019, announced a range of water security projects to extend essential town water supply to the Peel Valley.

WaterNSW has identified a number of short and long-term works to secure water to meet critical human needs in Tamworth, Moonbi and Kootingal and have undertaken the following works:

Stage 1: the temporary weir, pipeline and pumps have been installed and the water supply is being redirected to the existing Dungowan to Tamworth water supply pipeline. The temporary measures are reducing transmission losses from water travelling via the Peel River to Tamworth.

Stage 2: works are underway to construct the 19 kilometre permanent underground pipeline from Chaffey Dam to Dungowan.

All works will be in accordance with relevant planning and environmental laws and approvals.

Information sessions are being planned for late February or early March 2020. To keep up to date on our progress and upcoming information sessions check out waternsw.com.au/peelvalley

Check out our Customer Booklet

We're proud to announce that we launched our Customer Information Booklet recently in continuing to improve our overall customer experience for you.

This valuable booklet will 'make it easy' for you to find all the information you need in one place on how to interact with us, our responsibilities and services we provide.

You can view the booklet at:

waternsw.com.au/customerbooklet



Metering regulations pushed back

The NSW Government announced late last year that the start date for implementation of the new metering regulations have been pushed back to provide customer relief.

The government recognises that the lack of water in this extreme drought will make it impossible for many water users to meet the current deadline to comply with the new metering rules.

The most immediate benefit for water users with surface water pumps 500 mm and above is that the new adjusted date is now 1 December 2020 for some customers.

The government remains committed to rolling out the metering rules to help you prepare for new mandatory metering equipment conditions that may apply to your water supply work approval.

For further information, visit waternsw.com.au/meteringupdates

Track your app online

To provide you more transparency around the status of pending applications, we recently released a new tracking feature to our Water Applications Online system that allows you to track the progress of submitted applications 24/7 and gives you a realistic timeframe for when they will be finalised.

Track your application in four easy steps:

1. Go to waternsw.com.au/WAO
2. Choose the 'Track completed application' option
3. Enter your application number
4. Enter either your surname or full company name (whichever name your application was made in)

Don't know your application number? No problem. Just call to speak to one of our friendly Customer Service Officers on **1300 662 077**.

You can track applications, whether they were made online or submitted as a hard copy form.

Our Water Applications Online system allows you to lodge, pay and track a variety of applications online. See the table below for an overview of which ones can be submitted online and which still need to be sent to us as a hard copy form.

We are continuously improving processes to provide you greater visibility in relation to water matters, so stay tuned for more exciting changes later this year.

Visit our applications and fees page on our website for more information about submitting applications at waternsw.com.au/applications

Type of application	Apply online	Apply via form	Track online
Construct a bore for domestic and stock water new approval	✓	✓	✓
Construct a bore for domestic and stock water amend an existing approval	✓	✓	✓
Water supply work and/or use approval	✗	✓	✓
Extend a water supply work and/or use approval	✓	✗	✓
New specific purpose water access licence	✓	✓	✓
New water access licence with zero share component	✓	✓	✓
Assign share components between water access licences	✓	✓	✓
Surrender a water access licence	✗	✓	✓
Surrender a domestic and/or water access licence - unregulated river	✗	✓	✓

Have you been affected by the recent bushfires or drought?

Drought and Fire are a major stressor affecting farmers and their families in rural NSW and can cause financial hardship and stress within family relationships.

Rural and remote communities suffer additional disadvantage due to isolation and limited access to mental health services.

Families in these communities may not seek help in times of stress due to limited availability of mental health services or their attitudes towards health and wellbeing.

Early intervention is a critical task in improving the mental health of rural communities.

The Centre for Rural and Remote Mental Health (CRRMH) is a state-wide organisation that is committed to improving the mental health, wellbeing and resilience of rural and remote residents.

The Rural Adversity Mental Health Program Coordinators are based across NSW and can provide specialist knowledge and support for people experiencing mental health concerns living in the rural communities.

To access advice regarding mental health, check out ramhp.com.au

We understand that you may be in an area impacted by the current Bushfires. We are committed to helping our customers through difficult times. If you are having trouble paying your WaterNSW bill, contact us on **1300 662 077** to discuss options.

Contact us

- Call us on **1300 662 077**
- Visit us at waternsw.com.au
- Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)

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