

Customer Newsletter

FEBRUARY 2021



WaterInsights new feature release

WaterInsights is a powerful, interactive tool that provides accessible and meaningful data on 450 water sources, including how water is shared, allocated and managed in NSW, presented in a way that is easy to understand.

We have recently updated the portal to include new features such as:

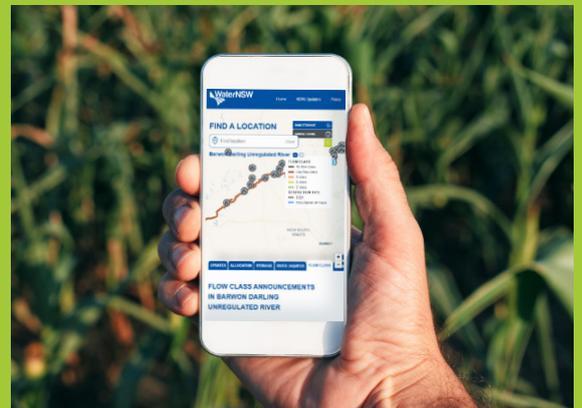
- **Updated River/Groundwater tab** - improved visibility of groundwater and insight into water use to assist customers when considering licensing or extraction needs.
- **Active Management announcements for the Northern Basin** – announcements for when pumping is prohibited or limited.
- **Water balance & historical usage** – graphical representations of water balance reports and water usage by licence type for the last 10 years.
- **Improved NSW Updates menu option** is a quick way to view relevant state-wide updates and notices.
- **New Rainfall map view option** – you can switch the map view by Rainfall outlook or Observed rainfall enabling users to assess their water needs.
- **New 'Extreme Events' section** – provides regular updates on extreme event conditions and its impact on water quality and quantity as well as communicate NSW declared drought status or water quality status using colour codes.

WaterInsights Portal

To find out more about WaterInsights and view the fact sheet, visit:

waternsw.com.au/waterinsights/water-insights

Visit the interactive portal at waterinsights.waternsw.com.au anywhere, anytime.



waterinsights.waternsw.com.au

IPART Pricing review update

The Independent Pricing and Regulatory Tribunal (IPART)'s draft reports and draft determinations will be released on **Tuesday 16 March 2021** for its reviews of costs and prices for:

- Water NSW's rural bulk water services
- Water management services provided by the Water Administration Ministerial Corporation (WAMC).

IPART will hold an online public hearing on draft prices on Tuesday 30 March 2021, which will provide opportunity for the public and stakeholders to have their say or ask questions on these water price reviews. Further information is available on IPART's website at ipart.nsw.gov.au

Keep your contact details up to date

In order for WaterNSW to provide you with timely and accurate information, which could include water availability and quality updates, we need your up to date contact details on file.

If you recently moved or changed your contact details, please update your details at watnsw.com.au/updatedetails

For any changes to the ownership of a property, please advise our Customer Service Centre on **1300 662 077**.

If the information received was not meant for you, please let our Customer Service Centre know on **1300 662 077**.

If you are unsure about information you received, call our Customer Service Centre on **1300 662 077**.



watnsw.com.au/updatedetails

Metering rollout begins in regional NSW

New non-urban metering rules have taken effect from 1 December 2020 for licence and approval holders of surface water pumps 500 mm or larger.

The new rules will see hundreds of landholders connected to modern telemetry systems for the first time. The technology will improve user functionality and provide more accurate information.

The Natural Resources Access Regulator (NRAR) expects water users to show they have taken reasonable steps to comply by the deadline. NRAR has published its compliance approach to the metering regulations. This includes what NRAR expects from water users and how it will enforce the metering rules, including when people cannot comply for reasons outside their control.

The Government-owned meter compliance program has also commenced. Our metering team are currently contacting customers using government-owned meters sized 500mm and above to organise a visit and assess each site to check compliance, schedule work and make sure all valid sites are able to be compliant.

If you have questions regarding this metering update, please visit our website at watnsw.com.au/metering or call our friendly Customer Service team on **1300 662 077**.

Billing solutions

Life can get pretty busy, so we want to help make managing your bill easy with a variety of payment options to suit your needs.



Want to reduce clutter and help decrease your environmental footprint? Simply register for electronic billing to have your bill delivered straight to your inbox - making billing faster and more convenient. Register here watnsw.com.au/ebilling



Pay your bill on the go, 24 hours a day, 7 days a week with your credit/debit card online here: watnsw.com.au/payments



We've listened to your feedback and are excited to announce the launch of our Direct Debit payment option.

Sign up for direct debit to take the worry out of paying your bills and get more time back in your day. It's a convenient and fee-free way to ensure your water bills are always paid on time.

It's easy to sign up! Simply complete the direct debit form on our website at watnsw.com.au/directdebit and send it back to us.

If you have questions regarding billing solutions available to you, contact our Customer Service team on **1300 662 077**.



Simply visit: watnsw.com.au/payments

Contact us

Call us on **1300 662 077**

Visit us at watnsw.com.au

Follow us on Twitter [@WaterNSW](https://twitter.com/WaterNSW)

watnsw.com.au