Drought relief package extended

The NSW Government continues to recognise the difficulties that families and farmers are experiencing with the drought and has extended its Emergency Drought Relief Package for financial assistance of up to $4,000 towards your 2018/2019 invoice.

This means all eligible unregulated licence holders in rural and regional NSW will continue to receive a rebate of up to $4,000. If applicable the rebate will be automatically applied on your invoice.

For further rebate information from the NSW Government, please refer to our attached letter or visit the Rural Assistance Authority raa.nsw.gov.au

Metering regulations pushed back

The NSW Government announced on Friday 4 October 2019 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 rather than 1 December 2019.

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

Timely water information at your fingertips

We are excited to announce that our Water Insights Portal is now live across a number of valleys. Our Insights Portal gives you timely information in a visual manner to help you make informed water planning decisions.

Information provided includes: Water availability, river heights and valley storage information. It’s our way of showing you that we value and promote transparency about how NSW’s water resources are managed.

Check out the portal at waternsw.com.au/waterinsights
Customer Advisory Groups (CAGs) update

Our ten area-based CAGs commenced meetings at the end of October and will continue throughout November at various locations around the state. Some of the key issues discussed include the drought, water operations, maintenance activities, IPART pricing determinations and metering reform.

CAGs meet face-to-face three times a year and provide a forum for WaterNSW to regularly consult with a broad cross-section of our customers on issues relevant to our performance and delivery of services.

The next round of CAGs is scheduled for February and March 2020. If you would like further information on the CAGs, including your local representatives, please visit our website at waternsw.com.au/cag

IPART review water prices for 2019-20

The Independent Pricing and Regulatory Tribunal (IPART) have reviewed prices for WaterNSW’s Rural Bulk Water Services and Greater Sydney for the 2019-20 financial year. These services relate to storing and delivering water to licence holders in 12 valleys across NSW.

To get a better understanding of fees and charges we have provided a calculator on our website to assist you. You can review the fees and charges on our website at waternsw.com.au/pricing. Alternatively, the IPART determination can be accessed at ipart.nsw.gov.au

Customer Information Booklet

We are excited to announce that we have launched our Customer Information Booklet recently in continuing to improve our overall customer experience for you.

The booklet is a valuable resource in providing you information on:

- who we are
- how you can interact with us
- our responsibilities
- services we provide

You can download a copy now at: waternsw.com.au/customerbooklet

Switch paper billing off

Did you know e-billing has arrived?

Go paperless and sign up to receive your bills electronically straight into your inbox.

E-Billing offers you the convenience of being able to view and download your bills anywhere, and at any time as long as you have email access.

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