The end of water year is approaching

As the 2018/2019 water year is ending soon, you may be at risk of forfeiting water if there is more water in your account than your Water Sharing Plan (WSP) carryover rules allow. To assess your carryover water at a glance and maximise your available water, log in to iWAS, our online Water Accounting System. If you are not already registered for iWAS, call our customer service team on 1300 662 077 to start to benefit from improved water account management.

We recently launched an exciting update in iWAS to display carryover account balances on the My Licence viewing page. The new functionality will enable you to assess your carryover water at a glance and avoid forfeiting water.

We encourage all customers to monitor their account and take appropriate actions. Customers who may be interested in trading water can visit our website at waternsw.com.au/trading.

For further information you can download the End of water year factsheet at waternsw.com.au/factsheets.

End of water year check list:

☐ Log onto iWAS, our Water Accounting System and access your carryover water.

☐ Transfer or trade any unused water before 30 June 2019.

☐ If you don’t want to transfer or trade your water, please use your water before the end of the water year.

Regular water account check list:

☐ Ensure you submit regular meter readings throughout the year to us, particularly at the end of each financial quarter. (30 Sep, 31 Dec, 31 Mar and 30 Jun)

☐ Regularly log on to iWAS and check the balance of your water account.

☐ Check your water meters and organise a service or repair in accordance with the requirements of the NSW non-urban water metering policy.

☐ Inform us immediately if your metering equipment has stopped working by completing the online s91i form on our website.

Note: it is an offence to extract water without a functioning meter.
Your customer payment reference number has changed

We have recently updated your payment reference number on your WaterNSW water bill.

Please ensure you use your new reference number when making payment online or when contacting our Customer Helpdesk.

To make it easier for you, we have highlighted your new customer reference number and payment reference numbers on both side of your invoice.

Metering update

On 1 April 2019 the NSW Government rolled out new requirements for new and replacement meters, faulty meters, and inactive works. There are three major changes:

1. **New and replacement meters must be installed in accordance with the new standards.**

   From 1 April, all new and replacement meters above the relevant groundwater and surface water thresholds must be pattern-approved and installed and validated by a Duly Qualified Person in accordance with the requirements of Australian Standard 4747.

2. **Inactive works**

   Users with surface work approvals can now apply to amend their approval to an inactive status. This means they don’t need to comply with the new metering standards until they re-visit their approval status.

3. **Faulty meter requirements**

   Customers with a faulty meter have 24 hours to notify us, but can continue to pump; they have 21 days in which to have the meter repaired. If unable to repair it within this period, you can apply for an extension. We’re making it easy for you – we’ve deployed an online faulty meter’s application, so you can notify us in one click where a meter is faulty.


Continuing upgrades to our rural valley assets

WaterNSW is continuing to deliver the statewide rural valley asset upgrade program to refurbish and restore various assets across dams, weirs, regulators and water supply infrastructure to improve water delivery to our customers.

Initiated in 2017, the second program of work is underway with construction planned to start in June 2019 and due for completion in mid 2020.

The program will deliver solutions to these assets to reduce risk and meet compliance on safety, environmental and operations for the needs of our customers into the future.

Works will be completed in stages as sites are prioritised based on current condition and with the more critical assets being scheduled first. Remaining sites will be assessed and scheduled in future work programs.

During the construction, you may notice an increase in personnel, vehicle movements, noise and dust near the sites and changes to the water flow in rivers.

For more information about the upgrades or to enquire about any of the project activities, visit waternsw.com.au/ruralvalleysupgrades or call 1300 662 077.