Have your say on WaterNSW

We will be calling for nominations for representation on our Customer Advisory Groups (CAGs) across rural and metro NSW in February and March 2019.

CAGs are an important forum to regularly consult, on an area basis, with a broad-cross section of our customers on issues relevant to our performance and delivery of services to customers.

Topics covered in our CAG meetings include water operations, regulatory items impacting customers, maintenance in your local area affecting water delivery, drought updates and other related topics involved in WaterNSW discharging our responsibilities.

Nominations for the 2019-22 term will be open for the Barwon-Darling, Coastal-Hunter, Greater Sydney, Gwydir, Lachlan, Macquarie-Cudgegong, Murrumbidgee, Murray-Lower Darling, Border rivers and Namoi-Peel Customer Advisory Groups. Nominations will close on 29 March 2019.

If you are interested in becoming a member on one of our CAGs, please contact your local water user group to register your interest.

For more information, please contact Toni Hayes at Cag.Support@waternsw.com.au or visit waternsw.com.au/cag.

Drought update: Greater Sydney and Regional NSW weekly update

NSW is experiencing one of the most severe droughts on record, with the Central West, Far West and North West regions the worst affected to date.

For the past six months we have seen the lowest recorded inflows in history (the amount of water entering the river and its storages). Effective management of these storages has extended water availability, delaying some of the worst impacts of the drought by up to 12 months.

The drought is a natural disaster – it has not been caused by extraction or irrigation. Without imminent inflows, the lack of water will continue to impact water quality and the riverine environment, while curtailing agricultural production.

A dedicated section on our website is now available, providing you with relevant water storage and drought information for Greater Sydney and regional NSW. These pages offer an overview, storage levels, extraction figures, FAQ’s, operations reports and other relevant content all at your fingertips.

Buying or selling a property with an existing work approval

When buying or selling a property with an existing work approval, you are not required to do anything. The work approval automatically transfers when the transfer of land title is registered at NSW Land Registry Services (LRS).

If you have purchased a property with an work approval for purposes other than stock and/or domestic, you will need to check with your solicitor as to whether the water entitlement was included in the contract of sale. If so, your solicitor needs to be aware that the title for the water access licence (WAL) needs to be transferred at NSW LRS at the same time as the land.

I’ve sold my property - why am I still receiving a bill?

If you are still receiving a bill after selling your property, it means that the transfer of the title for your Water Access Licence (WAL) has not been completed by the solicitor as part of the settlement.

In order to transfer your WAL to the purchaser, you will need to lodge a transfer application form - 71M direct with NSW Land Registry Services (LRS). Until this happens, you will remain the holder of the WAL and continue to be billed.

We’re changing the way your bill looks

Over the coming months, you will notice a new and improved look to your bill. In response to our customer feedback, we have updated the look and feel of your bill by ensuring your charges are clearer and simpler to understand. We will be running a poll to hear your feedback, so sign up to our monthly e-newsletter by visiting waternsw.com.au/subscribe.

Water licensing Q&A session

Our Water Regulation Officers will be visiting Bega between the 26 - 28 of February.

You can meet us at the Local Land Services building situated at: Rooftop Level, Sapphire Marketplace, 2/83 Upper Street, Bega.

Appointments can be arranged by calling Amanda (02) 9865 2830 or Martin (02) 9865 2831.

Contact us

📞 Call us on 1300 662 077
сет Visit us at waternsw.com.au
🐦 Follow us on Twitter @WaterNSW
💡 Provide feedback on “Your Voice” at oursay.org/waternsw

Metering update

The NSW Government last year released a new metering framework for non-urban water meters in NSW. The new meter policy commenced 1 December 2018.

The following measures commence 1 April 2019:

• new requirements for new/replacement meters and faulty meters
• exemptions for inactive works
• data logging and telemetry specifications
• maintenance requirements.

Staged roll-out dates for meter compliance are:

• by 1 December 2019: surface water pumps 500mm or larger
• by 1 December 2020: inland northern regions
• by 1 December 2021: inland southern regions
• by 1 December 2023: coastal regions.

Please also note the regulatory requirements for multiple works (that is, pumps using the same authority or approval).

Works <100mm in diameter do not require meters unless it is a condition of the relevant water sharing plan or your work approval or licence.

Telemetry units are required to be installed in parallel with the above staged roll-out but only for surface water pumps above 200mm.

More information is available at industry.nsw.gov.au/water-reform or you can contact the Water Renewal Taskforce: water.reform@industry.nsw.gov.au.