Drought update: valley specific drought webpages now live

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, specific to your locality. These pages offer an overview, storage levels, extraction figures, FAQ’s, operations reports and other relevant content all at your fingertips.


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.
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 a 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.

Did you know?

You can save time and make a positive impact on the environment by signing up for electronic billing?

Visit us at waternsw.com.au/electronicbilling

You’ll get an email when your bill is ready to view.