

# Customer Newsletter

NOVEMBER 2020



## Continuing Metering updates

With the NSW Government's water metering framework well underway, we want to remind approval holders of surface water pumps 500 mm and above of their 1 December 2020 requirements.

By 1 December 2020, water users with surface water pumps 500 mm and above will need to have your metering equipment installed and certified by a duly qualified person (DQP) and ensure that it is:

- pattern approved
- installed with tamper proof seals
- has an approved local intelligence device (LID).

All impacted customers will be sent their updated conditions notifications in the mail from the Department of Planning, Industry and Environment (DPIE) in the coming weeks.

The Natural Resources Access Regulator (NRAR) requires impacted water users to demonstrate they have taken steps to become compliant by 1 December 2020. If you haven't done so already, we encourage you to contact a duly qualified person (DQP) as a matter of urgency to discuss your situation and order the necessary meter and LID.

### Government-owned meters only

Government-owned meter users do not need to engage with a DQP. Our metering team are currently contacting customers using government-owned meters 500 mm 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 [waternsw.com.au/metering](http://waternsw.com.au/metering) or call our friendly Customer Service team on 1300 662 077.

## IPART Pricing reviews

IPART is currently reviewing prices for water planning and management services in NSW from 1 July 2021. These services are delivered by WaterNSW, Department of Planning, Industry and Environment – Water (DPIE – Water) and Natural Resources Access Regulator (NRAR).

IPART are also currently reviewing prices and costs for rural bulk water services provided by WaterNSW. This review will set new prices to apply from 1 July 2021.

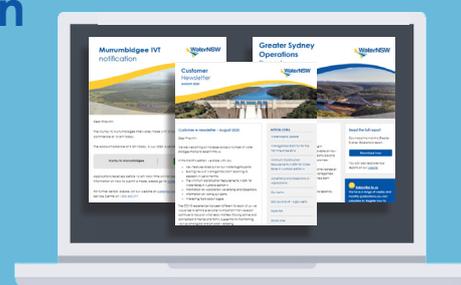
To learn more about IPART's reviews, view the Issues Paper and detailed information on pricing proposals, visit IPART's website at [ipart.nsw.gov.au](http://ipart.nsw.gov.au)

## Don't miss out on important water information

We have water reports and newsletters available for you.

Customers and community members can select from our range of notifications to stay informed on all WaterNSW matters.

Subscribe now via our website at [waternsw.com.au/subscribe](http://waternsw.com.au/subscribe) to receive updates.



## 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 [waternsw.com.au/ebilling](http://waternsw.com.au/ebilling)
- Pay your bill on the go, 24 hours a day, 7 days a week with your **credit/debit card online** here [waternsw.com.au/payments](http://waternsw.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 [waternsw.com.au/directdebit](http://waternsw.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.

## We're here for you this holiday season

We will be open 8 am - 5 pm on all business days to process your water orders and trades or assist with any enquiries. We will be closed on Christmas, Boxing and New Year's day.

## The benefits of iWAS – our 24/7 online water accounting system

Access your water account 24 hours a day, 7 days a week using our online water accounting system, iWAS.

### How iWAS can help you?

- Easily enter meter reads and non-metered usage
- Keep you updated on important news and announcements
- View your account balance and download your water account statements in a click of a button
- View and download the allocation assignment register
- Create a master account allowing customers to link other customers to their iWAS account

Visit [waternsw.com.au/iwas](http://waternsw.com.au/iwas) to register for iWAS.



## Update your details to ensure you don't miss anything!

To help make sure that communications go to the right people, please keep your contact details up to date.

**Have you recently moved or changed your contact details?**

Please update your details at [waternsw.com.au/updatedetails](http://waternsw.com.au/updatedetails)

**Have there been any changes to the ownership of a property?**

Please advise our Customer Service Centre on 1300 662 077.

**Unsure if information received was meant for you?** Please let our Customer Service Centre know on 1300 662 077.

**Unsure about information you received or have any other questions?** Contact our Customer Service Centre on 1300 662 077.



[waternsw.com.au/updatedetails](http://waternsw.com.au/updatedetails)

### Contact us

- 📞 Call us on 1300 662 077
- 🖱️ Visit us at [waternsw.com.au](http://waternsw.com.au)
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