

# Telemetry – what it is and what you need to know

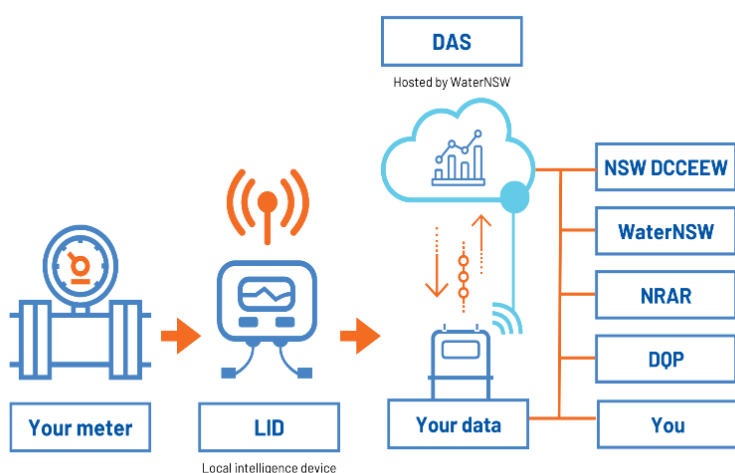
## Fact sheet

Under the NSW Government’s non-urban metering reform, water users with a surface water pump greater than 500mm+ or with a water entitlement greater than 100ML (where an exemption does not apply), must install a local intelligence device (LID). This fact sheet has been developed to help you understand what telemetry is and how it applies to you.

### What is telemetry?

Telemetry refers to the remote and automatic collection and transmission of water usage data from metering equipment. This process is facilitated by a local intelligence device (LID), which communicates data to a secure cloud-based system, the data acquisition service (DAS) managed by WaterNSW.

The introduction of telemetry under the non-urban metering rules aims to improve the accuracy and efficiency of water usage monitoring.



The data is then used by WaterNSW, the NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW) and the Natural Resources Access Regulator (NRAR) for billing, compliance, and water management purposes.

Telemetry enables real-time reporting, reducing the need for manual readings by securely transferring the data from your meter to a cloud-based storage system, where you are able to access your data through a secure dashboard.

### Local intelligence device (LID)

Data is recorded and transmitted by a LID. This usually looks like a small portable box with wires that connects to a water meter and sends the data to the data acquisition service (DAS) which is hosted by WaterNSW.

### Data acquisition service (DAS)

The DAS is a cloud-based data acquisition service that collects and stores data received from compatible LIDs. The DAS uses encryption to protect your data. Only government and agency approved staff, as well as yourself and your identified employees will have access to the documents and files stored in the DAS.

### Do I need an LID?

For surface water users with a pump greater than 500mm in size and/or any water user with a water entitlement greater than 100ML, a LID is required to be installed (unless otherwise exempt). For water users with a water entitlement under 100ML the installation of a LID is optional.

## LID requirements

All LIDs must be:

- connected to a water meter
- capable of transmitting metering data via telemetry
- approved by the NSW Government.






A duly qualified person (DQP) also known as a certified meter installer (CMI) can advise you on the best LID for your situation, but it is ultimately your responsibility as the water user to ensure you buy a fit-for-purpose device that meets your needs.

## Compatible LIDs

NSW DCCEEW maintains the list of compatible data logging and telemetry devices on their website at [water.dpie.nsw.gov.au/nsw-non-urban-water-metering](http://water.dpie.nsw.gov.au/nsw-non-urban-water-metering)

## Do I need telemetry?

As part of the recent amendments to the non-urban metering regulation, the NSW Government has prioritised a water entitlement approach in structuring the metering requirements to guide you to whether you need telemetry.

CATEGORY		Telemetry required
SIZE	Surface water 	
ENTITLEMENT	All nominated works 	
	All nominated works 	Optional

**\*EXEMPT**

- Groundwater bores less than 200mm or
- Surface water pumps less than 100mm or
- Multiple sized-based thresholds^.

^ For more information on multiple sized-based thresholds exemption, please view the 'exemption' section at [waternsw.com.au/metering](http://waternsw.com.au/metering)

## What if my telemetry equipment is faulty?

Faulty telemetry equipment means that the equipment is not operating properly or is not operating at all. There are several reasons your telemetry equipment may be faulty including:

- Source is out of date
- Tamper enclosure open
- Tamper cable cut
- Battery low

If you receive an email from the DAS alerting you of an error or fault in your equipment, you will need to follow the steps outlined, including submitting an s91i form.

If you notice that your metering equipment is faulty, you must report it using the s91i self-reporting form on our website at [waternsw.com.au/s91i](http://waternsw.com.au/s91i)

### Need help?

If you need more information, please contact our Customer Service Centre on 1300 662 077, Monday to Friday between 8am-5pm or email [Customer.Helpdesk@waternsw.com.au](mailto:Customer.Helpdesk@waternsw.com.au)

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