

Telemetry – what it is and what you need to know



Under the NSW Government's non-urban metering reform, **all surface and groundwater works** captured by the rules need to be fitted with an **accurate meter** and a **telemetry-capable data logger (a local intelligence device or 'LID')**. This fact sheet has been developed to help you understand what telemetry is and how it applies to you.

What is telemetry?

Telemetry removes the need to manually report your water take monthly, by securely transferring the data from your meter to a cloud-based storage system.

The information collected will be used across the following agencies for water management, billing and compliance.

- Department of Planning and Environment (DPE-Water)
- Natural Resources Access Regulator (NRAR)
- WaterNSW

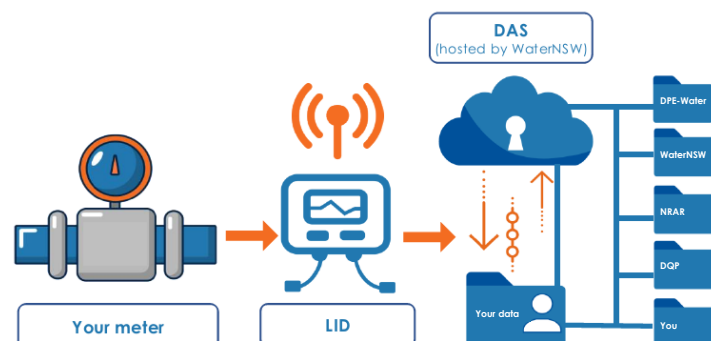
You will also be able to access your data through a secure dashboard.

Local intelligence device (LID)

Data is recorded and transmitted by an 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.



What is the telemetry rebate?

If you install telemetry on your LID, your annual telemetry service charge will be automatically credited on your WaterNSW bill each year until you reach the **total rebate amount of \$975**.

That will cover your telemetry service charge for just over four years.

The telemetry rebate does not apply to government-owned meters.

Do I need an LID?

The metering rules **require all meters to have an LID even if not connecting to telemetry** and the LID must be registered in the DAS.

Compatible LIDs

DPE-Water maintains the list of compatible data logging and telemetry devices on their website at water.dpie.nsw.gov.au/nsw-non-urban-water-metering

If you are not required to use telemetry and choose not to do so voluntarily, the LID you select must be able to have the data downloaded on site. Only one LID currently has this functionality - the YDOC that retails for around \$2,000.

LID requirements

All LIDs (even if only used as a data logger) 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.

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Do I need telemetry?

Below are the metering thresholds including LID and telemetry requirements.

Surface water

If you take surface water, you are required to connect to telemetry if:

- your pump is 200mm in size or more
- the size of your work is not listed on your work approval
- you have an existing metering condition.

Pumps	
500 mm+	Compliant meter, local intelligence device (LID) and telemetry
200-499 mm	Compliant meter and LID
100-199 mm	Compliant meter and LID
< 100 mm	Check multiple pump requirements
Other works	
Includes pumps already required to meter	Compliant meter, LID and telemetry

Groundwater

If you take groundwater, you are not required to use telemetry although you can choose to do so voluntarily to reduce your manual reporting requirements. A meter and LID are still required.

Bores	
200 mm+	Compliant meter and LID
< 200 mm	Check multiple pump requirements
Other works	
Includes bores already required to meter	Compliant meter and LID
At-risk groundwater sources	
All works	Compliant meter and LID

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
- Modbus error
- Tamper cable cut
- Battery low
- Modbus multi-failure

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

What if I am in a telemetry blackspot area?

A temporary exemption is available if you are required to connect to telemetry but are unable to do so because your site does not receive network coverage.

To apply for the exemption, you will need to notify DPE-Water by completing the [Telemetry network coverage exemption notification form](#) available on their website at water.dpie.nsw.gov.au/nsw-non-urban-water-metering.

The exemption:

- temporarily removes the requirement to install an LID, but you will still need to install/use a valid meter.
- requires you to record and report your water take every month based on the requirements that apply to meters without telemetry. More information about recording and reporting can be found at waternsw.com.au/metering

Note: This is a temporary exemption until 23 December 2022.

Need help?

More information about metering can be found on our website at waternsw.com.au/metering

If you have any questions, contact our Customer Service team on 1300 662 077 or Customer.Helpdesk@waternsw.com.au