

Customer notice

11 July 2018

Barwon-Darling Unregulated Water Source – Water Accounting Procedure

All customers will have now received their statements of conditions for each licence and work approval held in respect of the Barwon-Darling Unregulated Water Source (**Barwon-Darling**) in addition to a copy of the Draft NSW Metering Framework.

Please contact WaterNSW on 1300 662 077 if you have not received your condition statement or the NSW Government draft metering framework from the Department of Industry Water.

With notification of condition statements complete and the draft metering framework having been communicated, customers now have greater clarity that time and event logging will be replaced by flow metering.

Consistent with the above, WaterNSW is now able to advise customers of our water accounting procedure based on flow meter data wherever possible rather than time and event devices.

WaterNSW no longer accepts time and event loggers as the primary means of determining extraction and will only utilise time and event logger data where NO flow meter with data logger has been previously installed.

To assist customer's understanding of how WaterNSW will determine usage to be debited in the Barwon-Darling until the NSW Metering Framework comes into effect, we have summarised our water accounting procedure below. This procedure takes effect immediately and continues to apply until the NSW Metering Framework is finalised and/or any necessary amendments by WaterNSW.

What metering will be used to determine water usage?

1. The primary source of metering to be used in the Barwon-Darling will be a flow meter with data logger (to debit against the relevant licence).
2. Where both a flow meter with data logger and a time and event logger are installed, the data from the flow meter with data logger will be used and the time and event logger will not be used.
3. If no flow meter exists on the extraction site, data from a time and event logger will be used.

Given these changes, extraction sites where a time and event logger in addition to a flow meter with data logger has been previously installed, the flow meter with data logger is now considered the primary meter AND must be operational prior any water extraction occurs.

Similarly, any extraction sites with only a flow meter with data logger installed, must be operational prior any water extraction occurs.

To avoid doubt, all flow meters with data logger must have the data logging function fully enabled and operating. WaterNSW must be able to access metering and data loggers as required, so please ensure there are no passwords restricting access.

Who is responsible for maintaining metering equipment?

The responsibility to maintain all metering equipment installed rests with the licence holder.

Debiting water from a licence

- Where flow conditions have been met and a work approval has been nominated, extraction will be attributed to an access licence.
- If commence to flow conditions are only met for the lowest nominated access licence, usage is attributed to the lowest nominating access licences only.
- In instances where there are multiple licences of the same class nominating the same work approval, we will maximise the use limit/available account balances of the same class.
- Where extraction can be attributed between multiple classes of licence nominating a work approval:
 - if the next available commence to pump flow conditions are exceeded; then
 - the lowest available class of licence's use limit/account balance will be maximised first.
- If you would like to nominate the licence that usage is to be debited, you must provide a signed nomination with a copy of your substantiating records. If we have not received your nomination within 21 days after the end of the billing period in which the usage relates, we will not accept your nomination.
- If you are required to keep records in accordance with your licence conditions, please refer to the Department of Industry fact sheet to see which template to use - <https://www.industry.nsw.gov.au/water/licensing-trade/licences/types/water-access>.

What do I need to do if my meter stops working?

If you intend to extract water without a working meter you need to complete an application which is available on the WaterNSW website or call 1300 662 077 for assistance.

WaterNSW will consider your application and approval of this authorisation will depend on the availability of an accurate measure of assessment for the water extracted while the meter is not functioning. If the application is approved, the authorisation will be issued for a set time period to allow for the meter to be fixed. Repair and maintenance of metering equipment is the responsibility of the licence holder.