

# Murray-Lower Darling Customer Advisory Group

## Minutes of Meeting

**Location:** Wentworth Memorial Hall, Wentworth

**Date:** 10 March 2026

**Time:** 9.00am

**Present:** Sally Dye (online), Cameron Sandral, Judith Damiani, Mark King, Rachel Strachan, Louise Burge, Philip Baird, Linda Christesen (online), Steven Fawns, Luca Ferla (online), Linda Fawns, Peter Hamilton, Nerida Healy, Paul McPherson, Chris Stillard (observer), Anthony Wilson (observer, online), Tim Field (observer), Paula D'Santos (observer).

**WaterNSW:** Rob O'Neill, Brendan Maher, Jonathan Belej, David Wood, Lachlan Browne, Kristen Gemmell and Toni Hayes. Online for specific agenda items: Ben Coffey, Tracey Lawson, Phil Glastonbury, Kelly Ostwald, Paul Backo and Ivan Baumgartner.

**Agency and external staff:** Peter Hansen, Allan Raine, Belinda Hanly, Frances Guest (online), Luke Baker (online), Fabienne d'Hautefeuille (online)(NSW DCCEE) and Tom Zouch and Tyson Milne (MDBA).

**Meeting Opened:** 9.00am

### 1. WELCOME AND INTRODUCTIONS:

#### 1.1 Acknowledgement of Country

**1.2 Apologies:** Ross Berry, Hilary Johnson, James Dyer, Michael Chalmers, Troy Mauger, Tom Douglas.

#### 1.3 Confirmation of Agenda Items

#### 1.4 Declaration of Interest(s)

– Declarations of interest were sought from attendees in relation to the meeting's agenda items. No interests were declared. Items included in the agenda are not considered confidential unless declared as such.

#### 1.5 Minutes of Previous Meeting, 19 August 2025

– Resolved the minutes of meetings held on [19 August 2025](#), be confirmed as an accurate record of the meeting. Taken as read.

P Baird/M King

#### 1.6 Actions arising from minutes

– Refer to action sheet (attached).

– Members queried what is happening with the Tocumwal gauge and if there is an opportunity to review its management. As previously advised, the Tocumwal gauge is an MDBA asset. Both NSW and Victoria manage MDBA assets as constructing authorities and are funded accordingly. The MDBA coordinates the operation of sites for the collection of information where there is an interest for both states to minimise duplication.

– The Tocumwal gauge is managed by Victoria and data for the site can be found at <https://data.water.vic.gov.au/> (site number 409202). Information is also uploaded to the MDBA live data site at <https://riverdata.mdba.gov.au/system-view>

### 2. WaterNSW update:

#### 2.1 WaterNSW update and Land & Water Operations overview (R O'Neill)

– WaterNSW provided an update on its new operating model and status of the business transformation program. The labour reduction process has concluded with approximately 280 FTE roles removed, primarily affecting metropolitan areas, senior and middle management, and corporate functions.

- The Land and Water Operations portfolio structure was outlined, with priorities including improving end-to-end collaboration and process improvements, strengthening consistency in customer engagement, maintaining service levels despite resourcing changes, embedding teams and supporting team morale.
- Members revisited previous Murray Forum discussions, requesting exchange of ideas and information with stakeholders and emphasising the need for early and constructive policy engagement before BOC and MinCo meetings. WaterNSW advised that NSW DCCEEW leads these discussions and runs the process and encouraged members to raise the issue directly with the department.
- WaterNSW advised that additional online CAG meetings are available to members at any time throughout the year as required, provided 50% of members agree.
- Top of mind items for the Murray-Lower Darling CAG for our team were discussed, including flood work approvals and the Murray FMP, water availability and storage levels, RRCP/SDLAM (NSW DCCEEW), Menindee water quality and the Menindee Review (MDBA).
- Members also flagged the carp herpes virus proposal, progress of Barmah Choke feasibility options, and upcoming irrigation corporation reforms commencing 1 July.
- Members asked about the timing of the IPART determination. WaterNSW explained it is currently under a 12-month determination, with IPART's draft expected by the end of March. WaterNSW will advise members when it is released.
- Questions were also raised about potential WaterNSW budget impacts from SDLAM projects. WaterNSW advised that implementation costs would be Commonwealth-funded and noted that stakeholder collaboration will occur where possible, though some matters will need to be raised with NSW DCCEEW, who manages the SDLAM process.

### **3. Customer Services:**

#### **3.1 Water Accounting & Metering (L Browne)**

- WaterNSW provided an overview of iWAS, highlighting its key functions, including how customers can manage their water accounts, view meter data, and enter meter reads. An outline of the Data Acquisition Service (DAS) dashboard and its reporting capabilities was also provided.
- [iWAS](#) is WaterNSW's online water accounting platform, giving regulated, unregulated and groundwater customers easy, anytime access to their water accounts. A range of instructional videos and user guides is available on the WaterNSW website.
- Members have received queries from high security licence holders seeking clarification on the term 'inherited liabilities', used in iWAS.

**Action MLD2603.01:** WaterNSW to provide clarification on the term 'inherited liabilities'.

**Responsibility:** L Browne

- The [DAS](#) provides customers with real-time visibility of their water usage. It allows users to view meter reads in hourly increments, monitor telemetry battery health, view alarms, and export their own data. As a result of customer feedback, the DAS is now accessible directly through iWAS.
- To create a DAS account, please reach out to [customer.helpdesk@waternsw.com.au](mailto:customer.helpdesk@waternsw.com.au) for assistance in setting up your account.
- A summary of 2025-26 water use in the Murray and Darling was provided, with members questioning why carryover is negative, stating if customers don't have the allocation, they shouldn't be able to submit a water order. WaterNSW advised that if more water is taken than allocation, customers will go into a negative balance and risk compliance action from NRAR if the account is not balanced.
- Members questioned how the AWD volume is higher than the share component for high security.

**Action MLD2603.02:** WaterNSW to clarify why the AWD volume is higher than the share component for regulated river high security in the Murray water use summary (by 4011GL).

**Responsibility:** L Browne

- Members stated the data is not recognising GS eWater in the Darling, noting of the 29GL in regulated river general security, 20GL is held by the Commonwealth Environmental Water Holder. The 29GL is not general security consumptive use. It was noted this should be listed in the general security environment column. Noted for next presentation.

### 3.2 Groundwater assessment update (F d’Hautefeuille, NSW DCCEEW)

- NSW DCCEEW provided an update on the technical assessment process used to support groundwater trades and bore approvals. WaterNSW refers trades to NSW DCCEEW through an established triage process.
- The standard turnaround time for permanent trades is typically 45 business days; however, due to an influx of applications and a reduced number of staff who can do the work, current processing times have extended to approximately six months. The Minister’s office has been advised of these delays.
- BLR and temporary trades are being processed more quickly, with current turnaround times averaging around two weeks.
- Work is now underway on applications submitted in October 2025. Customers seeking updates on the status of their applications should contact WaterNSW directly.
- Members questioned if, when approving new licence trades into a zone, there is a risk of over extraction being created. The department advised there is criteria to ensure there is no risk to the aquifer and no risk of creating a ‘hot spot’.

### 3.3 Customer Assessments & Approvals (R O’Neill/T Lawson/R Nica)

- WaterNSW provided an overview of agency roles within the water sector, customer service standards (actual vs target) for applications and approvals, a proposal to change the end-of-year final submission date for temporary trades, and consultation on a proposal to discontinue the third-party consent process for temporary groundwater trades.
- WaterNSW continues to meet or exceed **customer service standards** for applications and approvals in most areas, with performance standards monitored monthly.
- WaterNSW is working with NSW DCCEEW on a proposal to change the final submission date to lodge **end of year temporary trades** to 20 June and sought feedback from members. Customers will be notified in advance if the change occurs. Members were also reminded that the customer service standard for temporary trades is 90% processed within 5 business days.
- Members congratulated WaterNSW on its trade process however raised concerns that permanent trades are taking longer than normal to process. Customers are waiting up to 2 weeks to be contacted by WaterNSW for payment, noting the 20-day processing time does not begin until payment is made. WaterNSW advised that initial checks are completed upon receipt of an application, and if additional information is required, the application may be delayed. If customers have specific examples they would like investigated, please send details to [toni.hayes@waternsw.com.au](mailto:toni.hayes@waternsw.com.au)
- Legislation dictates what must be advertised. Current advertisements can be viewed on the [NSW Public Water Register](#) and customers can also [subscribe to the advertised applications](#) mailing list for updates.
- Feedback was sought from CAG members on a proposal to discontinue the **groundwater temporary trade third-party consent process**, which was reinstated on 1 July 2024. Since reintroduction, WaterNSW has only approved 8 temporary trades (<0.2%) where a third party has consented to potential impacts on their water take.
- WaterNSW has received numerous complaints about the process, including concerns from customers who are reluctant to contact potentially impacted bore holders and from bore holders who lack the expertise to determine whether they should consent. There is also ambiguity under the *Water Management Act* regarding whether WaterNSW is lawfully permitted to seek consent in this way.
- Feedback on the proposal to discontinue can be provided via email to [engagement@waternsw.com.au](mailto:engagement@waternsw.com.au).

- Members requested that customers who are affected by this change receive a physical letter in the mail, stating a lot of people have been adversely affected because they weren't aware.
- Customers are encouraged to [book an appointment](#) with WaterNSW to discuss water licensing enquiries. Phone appointments are available Monday–Thursday, and face-to-face appointments are available every Tuesday.
- Customers can [subscribe to water trade and market email updates](#) via our website.

### **3.4 Flood Works, Floodplain Management Plans and Strikeforce (R O'Neill)**

- An explanation of a flood work, [flood work approvals](#) and Floodplain Management Plans (FMP) was provided, including what constitutes a flood work and when a flood study is required. An outline of the recently established Floodplain Strikeforce (between WaterNSW and NSW DCCEE) was also provided.
- WaterNSW acknowledged the complexity of this area and reaffirmed its commitment to supporting customers through the process. This includes offering optional pre-application meetings to discuss proposed works, provide general guidance on assessment requirements, and help determine whether a flood study is needed before an application is lodged and fees are paid.
- Discussion occurred around the costs associated with a flood study. WaterNSW encouraged customers to utilise the free pre-application meeting to discuss proposed works prior to submitting an application.
- An interagency working group between WaterNSW and NSW DCCEE has been formed to address stakeholder concerns and strengthen implementation of FMPs. A [Floodplain Strikeforce Interagency Action Plan](#) has been developed for consultation, proposing eight theme areas and 37 agreed actions aimed at improving processes, guidance, systems and tools to assist landholders with flood work approval applications and assessments.
- Feedback on the Action Plan can be submitted to [engagement@waternsw.com.au](mailto:engagement@waternsw.com.au) by 24 April.
- In partnership with NSW DCCEE, WaterNSW has developed a Flood Work Implementation Guideline which will provide additional information on the FMP, what constitutes a flood work, how to apply, the assessment process and free mapping tools. It is estimated this will be published in May 2026.
- WaterNSW will also publish monthly data on flood work application volumes, determination outcomes and the number of outstanding applications on a dedicated online dashboard.
- For more information go to <https://www.waternsw.com.au/customer-services/water-licensing/flood-work-approvals>

### **3.5 NSW Murray Valley Floodplain Management Plan (L Baker/F Guest/S Smith, NSW DCCEE)**

- NSW DCCEE provided an overview of the feedback received during Stage 2 public exhibition of the draft NSW Murray Valley Floodplain Management Plan (FMP) and timeframe for finalisation.
- The department conducted extensive consultation to engage with customers, including a listening tour, letters to all affected landholders, extensive advertisements and emails directly to customers, however only 31 submissions were received.
- Key feedback related to spatial refinement, legacy works, rules and assessment criteria, implementation and costs. The department is undertaking an independent peer review of the mapping to enhance mapping accuracy and alignment of management zones at a property scale, with particular focus on existing structures. This will result in minor changes to management zone boundaries. No changes are proposed to the rules and assessment criteria specified in the draft FMPs.
- A 'What We Heard' report will be published mid-March. While the number of submissions was relatively low, the information contained was extensive. The department is working with WaterNSW to ensure the responses and commitments to address concerns are aligned between the agencies. Following this, plans will progress to Ministerial approval and concurrence from the Minister for the Environment, with an anticipated commencement date of 1 July 2026.
- Members queried if they are automatically considered to be in zone D if they are not in a floodplain management zone area. The department has developed [technical guidelines for flood work applications in areas without a floodplain management plan](#).

## 4. OPERATIONS:

### 4.1 Water Planning & Delivery (D Wood)

- WaterNSW presented a review of operations in the Murray and Lower Darling valleys, including storage update and inflow review, weather outlook, inflows and releases, 2025-26 allocations, long range forecast, drought flood risk index and overview of Murray and Lower Darling operations.
- Members requested general security allocation (20%) and carryover be separated for clarity in future presentations.
- Discussion occurred around information used to determine inactive storage for each of the lakes at Menindee, with WaterNSW advising the Western Water Strategy is used. Members believe the data sets are outdated (23 years) and highlighted the importance of being clear on what is accessible and inaccessible water, stating it should not be added to allocation if it can't be used. It was noted the Menindee Review may capture this.

#### Murray operations:

- It is expected there will be low irrigation demand going forward compared to previous years.
- Generally the system is dry, with the MDBA making downstream transfers in both the Murray and Edward systems.
- Waddy Cutting regulator (Merran system) has been automated, allowing remote control of flows for more efficient operations. There will be a short shut down of flow required to allow gate repairs and the WPD team will work with irrigators on timing.
- It is expected Murray flows will commence/continue dropping. The team is expecting low/no irrigator demand in Murray/Edward as customers start considering water balances into the following year.
- The WPD team is providing input (operational advice) to projects/planning works, including SDLAM/RRCP/EEWD.
- Members sought information on the advice WaterNSW has provided regarding the Menindee SDLAM project and the Menindee Review. WaterNSW advised there is no longer a SDLAM project at Menindee, however the advice we provide is operational, such as identifying flows that could inundate structures, level of coffer dams that might be required and day to day operational considerations for managing the system. WaterNSW sits on the working group for the Menindee Review. Further information will be discussed in NSW DCCEEW's session after the CAG.
- Members requested a dedicated session with WaterNSW to better understand WaterNSW's role and the state's position on the Menindee Review and stated stakeholders should be involved in the working group. WaterNSW will discuss with NSW DCCEEW as a single NSW discussion.

**Action MLD2603.03:** WaterNSW to discuss with NSW DCCEEW request from CAG members for an out of session meeting with both agencies to discuss the state's position on the Menindee Review.

**Responsibility:** J Belej

- Members requested access to maps that indicate the location of newly installed flow meters in the Millewa and Werai forests by NSW DCCEEW (CPHR), prepared for NPWS as part of the Conservation Risk Assessment.

**Action MLD2603.04:** NSW DCCEEW (CPHR group) to provide maps showing the location of 11 regulators installed in the Millewa and Werai forests.

**Responsibility:** P D'Santos (NSW DCCEEW)

- A spring pulse was delivered downstream of Yarrawonga and through the Edward-Wakool system (no flooding of Millewa forest) and an autumn pulse has just commenced.

- The WPD team is working with the MDBA to understand southern basin demands and expected Murray flows into winter (minimum Murray flows etc.)

#### **Lower Darling operations:**

- There have been ongoing inflows of ~840GL since the start of water year.
- The MDBA has been calling water from Menindee Lakes to support southern basin since August 2025.
- WaterNSW has been supporting the Water Quality Working Group throughout summer.
- Release strategies for Menindee Lakes are currently being coordinated by the MDBA, DCCEEW and WaterNSW, including other key stakeholders as required.
- Environmental water delivery to GDA commenced mid-Dec 2025, with connection to the Murray late February 2026.
- Going forward, WaterNSW will continue to work closely with the MDBA and DCCEEW to determine and forecast triggers (top lakes volumes, 480 GL etc) and provide operational information; work with environment to determine GDA demand and recession and Lower Darling flow into Autumn-Winter; support project planning and delivery (eg PIR upgrade, Fish Passage options and MDBA Menindee Review).
- Operational updates are available at [WaterInsights](#).

#### **4.2 Pamamaroo Inlet Regulator (PIR) Project update (B Coffey)**

- WaterNSW provided an overview and update on the project, including project drivers, benefits and objectives, key issues and long-term solutions, remedial works, temporary and permanent works approach, water management and project timeline.
- Adverse conditions have caused significant movement and cracking of the Pamamaroo Inlet Regulator structure over many years, which could lead to failure of the structure if normal operations continue.
- Remedial work includes installing temporary coffer dams, new deeper sheet piling and concrete, structural work on the inlet regulator and the surrounding surfaces and will ensure the regulator remains serviceable and protect it from further damage, so that normal operations can continue.
- The structure is currently operating under restrictions including reduced operational measures to limit differential water levels and increased surveillance and monitoring as a short-term measure to reduce the risk of failure.
- It is expected work will commence mid-2026, with 3 months to construct the temporary works and 6-8 months to complete permanent works (weather dependent). RL59.87 at Wetherell has been selected as the trigger level to commence work.

#### **4.3 Regional Operations (B Coffey)**

- WaterNSW provided an update on the preventative maintenance plan, completed work orders, current issues, outage plan and the water monitoring program.
- WaterNSW's Water Monitoring Program helps identify and manage water quality risks and measure compliance with applicable standards and guidelines. At the last meeting, members discussed the need for a gauge between Wentworth and Bertundy (action MLD2508.01).
- WaterNSW has both gauges and flow site at Lock 10, and a water quality site, all downstream of the weir pool. The salt interception scheme has a water quality pontoon at Curlwaa which would be also in the weir pool. Victoria has water quality sites at Curlwaa on the Murray and at Wentworth on the Darling in the weir pool.
- While there is no permanent site between Wentworth and Bertundy, WaterNSW completes monthly water sampling at Ellerslie and Tapio. At this stage, there is no plan for additional water monitoring sites as the current sites and routine sampling are providing the data required.
- Members stated that section of the river is permanent planting and growers want further information on water quality and EC that might affect their irrigated crops. Bertundy has no relevance as the growers are in the Murray pool and the weir pool at Wentworth pushes the flow back upstream.

- Members also stated there is no way of knowing what water is flowing through the weir pool. WaterNSW advised it is complex to put in a site that will measure backflow, particularly in a stagnant recess of water. A gauge would give EC data but not flow data.
- WaterNSW advised gauge 425017 u/s of Wentworth should show similar conditions to what would be seen at Wentworth. This is a Victorian gauge and customers can access data on their site at [WMIS](#). Members questioned if this gauge can also be added to [WaterInsights](#), stating it still won't give a true reading of backwater.

**Action MLD2603.05:** WaterNSW to liaise with the MDBA and NSW DCCEEW to investigate the possibility of an additional gauge between Wentworth and Bertundy.

**Responsibility:** B Coffey

#### **4.4 Finance proposal for next CAG (P Backo)**

- As part of its submission to IPART, WaterNSW committed to providing clearer visibility to customers on WaterNSW's financial performance and transparency of charges, including at a valley level.
- WaterNSW proposes to share an updated view of performance relative to revenue, as previously shared with CAGs during the pricing engagement, using the most current financial information, to support transparency and ongoing engagement (examples provided and feedback sought).
- The discussion is intended to provide broader context on how economic conditions and management decisions are influencing financial outcomes, rather than focusing solely on short-term performance alone.
- WaterNSW is also keen to hear customer perspectives on the importance of long-term financial sustainability and how this should inform future planning.
- Members questioned if MDBA charges will be presented separately. WaterNSW is not planning to make any changes to consolidate the information.
- Members requested information be included on grant-funding (where it's spent, how much etc). Taken on notice for consideration. WaterNSW advised that where there is government funding, there is tight governance to ensure delivery in accordance with funding. This enhances profitability of the valley as charges are not pushed through.
- Members reiterated the request for more transparency around MDBA pass-through charges.

### **5. Presentations/Consultation:**

#### **5.1 Long Duration Storage Program – update on Hume Dam site (I Baumgartner)**

- WaterNSW is working to bring up to 5.2GW of pumped hydro energy storage to market by 2034, using public land and assets through its Renewable Energy and Storage Program (RESP) and Long Duration Storage Program (LDS).
- Four projects are progressing through RESP, and three sites have been shortlisted under LDS (Burrendong, Hume and Blowering dams). Together, these programs could help store enough renewable energy to power up to 2.8 million homes.
- We are currently at the back end of the pre-feasibility stage, with the project not being determined until 2029 and operation not likely until 2033.

#### **5.2 WaterNSW WaterInsights app (P Glastonbury)**

- WaterNSW has released its new WaterInsights app, available for Android users in the Google store (Apple to come). The app was tested by ~50 users, including some CAG members, and has the same functionality as the previous Water Live app. It is the fastest platform for real-time data.
- An overview of the key features was presented and discussed. The app is built from the website, and data for most sites is produced every 15 minutes.
- WaterNSW encourages everyone to use the app and provide feedback via a direct feedback loop in the app. This is the first iteration, so we are keen to hear from customers on what is useful and what isn't.

### **5.3 Murray Darling Basin Authority update (T Zouch & T Milne, MDBA)**

- The MDBA provided an overview of its river operations, including system inflows, active storage, 2025-26 storage volumes, Menindee forecast, heatwave response, weir operations, rainfall and system changes.
- A heatwave in January resulted in 8 consecutive days over 40 degrees. Intensive management of Euston weir pool was required, with additional water called on from upstream and a request for IVT deliveries to continue until upstream flows arrived.
- Demand reduced to almost zero off the back of the recent rainfall event.
- System changes: MIL Escapes turned off; Goulburn IVT ceased; Yarrawonga Weir temporarily surcharged; Yarrawonga release will reduce once the pool level is reduced; Hume releases reduced to maximum rate of fall; Dartmouth to Hume transfers to be wound back.
- The MDBA advised a large part of its role is information management and sought feedback from members on ways to provide better or more information to community groups or if a change to information provided is required.
- Members congratulated the MDBA on the last 6 months of information, stating it has been far more practical, and people can see and understand what is happening in the Lower Darling. Monthly meetings are great and people are feeling far more informed.

### **6. BUSINESS PAPERS (taken as read):**

- Taken as read.

### **7. GENERAL BUSINESS:**

#### **7.1 CAG Survey Results (B Maher)**

- The CAG survey at the end of the last round provided positive results, with ~50 members responding:
  - separating WaterNSW and NSW DCCEEW agenda items was valuable, with positive feedback received;
  - presenting online is suitable for short presentations (up to 20 minutes) however in person presentations are valued by customers where possible and provide better outcomes, understanding and discussion;
  - discussion of proposed policy and current policy are vital for both users and implementors;
  - it is important for NSW DCCEEW to host an afternoon session and that should continue; the separation will help clarify the roles of WaterNSW and NSW DCCEEW.
- WaterNSW reiterated that additional online CAG meetings are available to members at any time throughout the year as required, provided 50% of members agree.

### **Meeting review and close:**

**Next meeting:** 18 August 2026 (Deniliquin)

**Meeting closed:** 1.00pm

## Murray-Lower Darling Customer Advisory Group – Actions – 10 March 2026

### New actions

Action number	Action	Person responsible	Status
MLD2603.01	WaterNSW to provide clarification on the term 'inherited liabilities'.	L Browne	<p>Inherited Liability occurs as a result of a 71Q Assignment of Shares, 71P Licence Sub-division or a S74 Exit a Holding dealing, whereby prior water accounting debits pertaining to the Parent (Seller) licence are carried forward to a Child (Buyer) licence in relation to Carryover, AWD Volume, Usage and Uncontrolled Flow (UCF) transactions.</p> <p>The 'receiving' licence receives a pro-rata of liabilities of the originating licence(s) to accompany the share component 'transfer', to ensure the probity of accounting limits with the underlying principle that water is neither "created" nor "lost" in any dealing.</p> <p><b>The general principles of Liability Transfer are:</b></p> <ol style="list-style-type: none"> <li>1. XX liabilities transferred = XX liabilities received</li> <li>2. Originating (Seller) licence liabilities are reduced by liabilities transferred</li> <li>3. Receiving (Buyer) licence liabilities are increased by liabilities transferred</li> <li>4. The prevailing liabilities are used in accounting limit calculations on both licences</li> </ol> <p>All accumulative Inherited Liabilities are shown on the Water Account Statement and in the Water Account in iWAS, for the selected water year.</p>
MLD2603.02	WaterNSW to clarify why the AWD volume is higher than the share component for regulated river high security in the Murray water use summary (by 4011GL).	L Browne	<p>Splitting the held environmental water users out from the consumptive users is a manual process and it looks like the AWD volume for consumptive users included AWD volume for the environment.</p> <p>If you combine the High Security and High Security (environment) figures the AWD volume is 97% of the Share Component which aligns with the actual allocation.</p> <p>WaterNSW can recirculate the water usage part of the slide pack.</p>

<b>MLD2603.03</b>	WaterNSW to discuss with NSW DCCEEW request from CAG members for an out of session meeting with both agencies to discuss the state's position on the Menindee Review.	J Belej	
<b>MLD2603.04</b>	NSW DCCEEW (CPHR group) to provide maps showing the location of 11 regulators installed in the Millewa and Werai forests.	P D'Santos (NSW DCCEEW, CPHR)	<b>Complete.</b> Emailed to members 26 March 2026.
<b>MLD2603.05</b>	WaterNSW to liaise with the MDBA and NSW DCCEEW to investigate the possibility of an additional gauge between Wentworth and Bertundy.	B Coffey	

### Carried forward actions

Action number	Action	Person responsible	Status
<b>MLD2508.02</b>	WaterNSW to provide clarity around negative balances and carryover - process/rules for managing overuse and penalties if any; clarify the difference between the share component and AWD volume.	S Townsend	<p><b>Complete.</b></p> <p>NRAR has access to WaterNSW's Water Accounting System (WAS) and is able to conduct desktop reviews of negative balances. NRAR is responsible for issuing any penalties for overuse and regularly interact with customers in relation to rectifying negative account balances.</p> <p>The share component is a customer's entitlement on their Water Access Licence (WAL). A customer may not have access to their full share component, dependent on the Available Water Determination (AWD). The AWD is managed by NSW DCCEEW and is the amount of water allocated to a Water Access Licence (WAL) holder in a given year, expressed as a percentage of their licence entitlement. The AWD can increase during the year and will vary annually based on the water available.</p> <p><b>Discussion 10/3/26:</b> WaterNSW confirmed that carryover is water that was used in excess of what was available the previous year on allocation balance.</p> <p>Members questioned what the process is for someone going over their allocation account. NRAR has its own process in relation to compliance, however WaterNSW will run reports and get in touch with water users, so they have an opportunity to transfer water, otherwise it comes off the next year's allocation.</p>