



Coastal-Hunter Customer Advisory Group

17 September 2025

We acknowledge the Traditional Custodians of the land and water on which we work and recognise the continuing cultural and spiritual connections that Aboriginal and Torres Strait Islander People have to Country. We pay our respects to Elders past and present.

Welcome and Introductions

- Apologies
- Confirmation of Agenda Items
- Declaration (s) of Interest – pecuniary or confidential
- Minutes of previous meeting – 26 March 2025
- Actions arising from minutes – 26 March 2025

Customer Advisory Groups Overview

Brendan Maher

Manager Stakeholder Engagement

Introductions

Please introduce yourself:

- tell us where you are from (ie location)
- what organisation you represent
- the type of customers you represent
- anything else interesting other members of the CAG might like to know

Election of Chairperson

Chairperson

- Elected annually by a vote of members present (maximum of 3 consecutive years)
- Impartial chair of meetings
- Even-handed on dealing with issues
- Gaining broad customer input
- Strong communication skills - ability to keep meeting on topic, to time and within scope
- Represent the CAG at CAG Chairpersons' meetings (twice per year or as needed, online or in person)
- Participate in pre-meetings with WaterNSW and providing input towards determination of meeting agendas

Our role in the water sector

We're at the source of the state's water.

WaterNSW is one of the main government agencies tasked with managing water in NSW. We follow the government rules and regulatory frameworks, implementing the rules to deliver water when and where it's needed.

The NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEE) makes the rules, we implement the rules, and the Natural Resources Access Regulator (NRAR) enforces the rules.

While we deliver the state's water for use by communities, farmers, the environment and industry, it's ultimately our customers, like local councils and Sydney Water, that treat and supply the water to households.

In this sense, we follow the rules, we don't make the rules. We're at the dams and waterways, we're not at the taps.

NSW DCCEE



Makes the rules

Governed by the *NSW Water Management Act 2000*.

Responsibilities:

- Planning and policy development
- Establishing regulatory frameworks for regional and metropolitan water in NSW
- Setting of mandatory licensing conditions resulting from water sharing plans

WaterNSW



Implements the rules

Established under the *WaterNSW Act 2014*.

Responsibilities:

- Operation of state's river systems
- Capture, store and deliver the state's water from the source
- Licensing and approvals for most customers
- Water resource information
- Water monitoring services on behalf of other agencies, such as DCCEE and the Bureau of Meteorology

NRAR



Enforces the rules

Established under the *NSW Natural Resources Access Regulator Act 2017*.

Responsibilities:

- Compliance, investigation and enforcement of regulatory framework for water
- Management rules

About Customer Advisory Groups

- CAG meetings are business meetings. Attendees should act professionally and respectfully towards members, WaterNSW and other agency staff
- WaterNSW has 11 area-based Customer Advisory Groups (CAGs) across NSW
- CAGs are the primary forum for WaterNSW to regularly engage and consult, on an area basis, with a broad cross-section of our customers
- Members represent customers from the following categories:
 - stock and domestic water users
 - regulated river water users
 - unregulated river water users
 - groundwater users
 - environmental water users
 - industrial and commercial water users
 - public water utilities
 - Aboriginal community representatives and cultural water users

CAG Member Roles and Responsibilities

- CAG members represent WaterNSW customers in their valley and have an obligation to provide regular feedback to the water users they represent
- As a representative, your input should be representative of members of your nominating organisation, rather than your individual views, and reflect a broader contribution of all customers you represent
- Members must be familiar with and comply with the Customer Advisory Groups Charter and the Customer Advisory Groups Code of Conduct
- Primary and alternate members are invited and welcome to attend, however if a primary member is unable to attend, **it is your responsibility to let your alternate member know so they can attend in your place**
- Observers may be invited to attend at the discretion of WaterNSW, via a formal request



Customer Advisory Groups Charter
1 July 2025

Objective

WaterNSW is committed to positive and open engagement and consultation with customers and stakeholders. The WaterNSW Act 2014 (the Act) establishes the objectives and functions of WaterNSW through an operating licence which requires WaterNSW to regularly engage with customers and the community. How we go about this engagement is detailed in WaterNSW's Engagement Framework 2025 which is available on WaterNSW's website (www.waterNSW.com.au).

The Customer Advisory Groups Charter is specific for WaterNSW customers and groups who represent their respective organisations on the Customer Advisory Groups. The Charter forms a key part of the WaterNSW's Engagement Framework.

Customer Advisory Groups

Charter

This Charter has been established by WaterNSW to apply to all Customer Advisory Groups and may be reviewed and updated by WaterNSW for the commencement of each new Customer Advisory Group term. Within the term of a Customer Advisory Group, WaterNSW and Customer Advisory Groups may propose amendments to the Charter, which to be effective, require the approval of both parties. Proposed amendments should be emailed to cas.agm@waterNSW.com.au and will be tabled at the next Customer Advisory Group meeting round for discussion and consideration by WaterNSW and all Customer Advisory Groups. Members are consulted on changes to the Charter.

Purpose

The Customer Advisory Groups provide a forum to exchange information, consult and provide an opportunity for advice from a customer point of view to WaterNSW, on an area basis. WaterNSW holds Customer Advisory Group meetings with a broad cross-section of our customers on issues, including but not limited to: system operations; pricing; asset operations and maintenance; WaterNSW involvement in Government programs; customers and stakeholder engagement; and other issues relevant to our performance and delivery of services to customers.

Areas

WaterNSW has established Customer Advisory Groups for the following areas (which aggregate catchments throughout NSW as per Appendix I).

Barwon-Darling	Border Rivers	Coastal-Hunter
Greater Sydney	Gwydir	Lachlan
Macquarie-Cudgegong	Murray-Lower Darling	Murrumbidgee
Namoi	Peel	

 CD2015/28 [v7] Review Date: June 2027
Uncontrolled when printed 1

What do we talk about?

- Members provide advice from a customer point of view to WaterNSW on a range of issues relevant to **WaterNSW's** performance and delivery of services to its customers, including:
 - water planning and delivery
 - asset operations and maintenance
 - customer services
 - our involvement in Government programs
 - customer and stakeholder engagement
 - pricing
- Members are encouraged to suggest relevant agenda topics for consideration via the Chairperson
- We don't discuss policy (eg WSPs) or individual customer issues. Individual customer issues can be emailed to engagement@waternsw.com.au
- As part of the day, NSW DCCEEW will hold a structured afternoon session separate to the CAG where members can discuss policy related issues

CAG Format and Schedule

- CAGs will meet in person twice per year (~March/April and ~August/September), with the option for additional meetings online if required or requested
- Meeting schedules may alter to accommodate other engagement needs around drought/flood, regulatory reform etc
- Commencing August/September 2025, WaterNSW will hold the CAG meeting in a morning session, focusing on WaterNSW agenda items and customer issues. This will be followed by an afternoon session led by NSW DCCEE, focusing on current programs, emerging priorities and opportunities for co-designed engagement across the region.
- CAG members will be invited to attend the afternoon session and are encouraged to extend the invitation to relevant community stakeholders who can contribute insights into regional water issues in the valley

Customer Services CAG update

September 2025



Updates & Feedback



Innovation



Insights



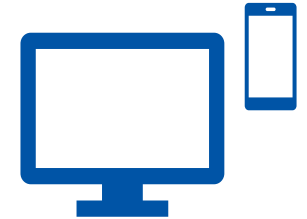
Work in progress / Performance



Telephone



Face to Face



Online / Digital

Customer Services CAG update

August 2025

Customer Experience & Billing

- Third Party Consent trial – Update

Customer Operations

- Metering
 - Unintended Works

Service Improvement / QA

- WMS Go Live

Customer Experience & Billing

Third Party Consent - Update

- Since the last round of CAGs, we have offered an applicant the objections pathway for a temporary groundwater trade.
- This was based on feedback that often it can be challenging for applicants to seek /obtain consent from multiple other landholders impacted by a proposed temporary groundwater trade
- This resulted in objections to the trade application
- Pending further trial, WaterNSW may offer the service on a 'fee for service' basis

Customer Operations

Update

Amending the classification of a work status

An unintended work is a work that is listed on a work approval but is not taking water. It could be surrendered, inactive, has not been constructed or is not taking from a water source – including taken under basic landholder rights.

Communications strategy

Below is a summary of the unintended works comms strategy

High-level communication strategy

First notification	Customer to receive a letter or email and fact sheet (enclosed) with a QR code link to the form and guide.
Second notification	Customers to receive an SMS reminder.
Third notification	Customer to receive a letter or email reminder and guide (enclosed) with a QR code link to form and fact sheet.
Fourth notification	Customers to receive a final SMS reminder.

*Between each notification a data cleansing process will be undertaken to ensure customers who have made action, are not contacted again.

Resources

Fact sheet	This fact sheet outlines the different definitions for each unintended work classification.
How-to register guide	This guide takes customers through step-by-step instructions on how to register for the Customer Portal.
How-to amend your status guide	This guide takes customers through step-by-step instructions on how to amend the classification of a work in the Customer Portal.
How-to amend your status video	This video takes customers through step-by-step instructions on how to amend the classification of a work in the Customer Portal.

What is an 'unintended work' status? Non-urban metering regulation

An unintended work refers to a water supply work that is authorised, and under the *Water Management Act 2000* does not take, or is not capable of taking water from a water source. This fact sheet outlines the categories that constitute an unintended work and therefore under the unintended work exemption, are exempt from metering requirements.

Not constructed
A not constructed work refers to a water supply work that has received approval but has not yet been physically built. As these works are not capable of extracting water until construction is complete, they are classified as unintended.

Constructed and only used to take water for basic landholder rights (BLR)
Under the *Water Management Act 2000*, landholders are entitled to take water for domestic and stock purposes under BLR, without the requirement to meter. This exemption applies to water used for household needs and for watering stock kept on the land but does not extend to intensive commercial activities such as feedlots or housed animal operations.

Constructed and not capable of taking water from a water source
Works that have been physically constructed but are not capable of extracting water from a water source are not subject to metering requirements. These works are considered unintended, as they do not have the means to take water. For example, storage tanks or pipework that is not connected to a pump etc.

Constructed and approval holder declares it is not being used to take water from a water source
This applies to works that have been constructed and are capable of taking water from a water source but are currently inactive or not being used to extract water. These works are not required to be metered, provided the approval holder formally declares that the work is not in use and ensures it is appropriately classified under their water supply work approval.

Decommissioned
A decommissioned work refers to a water supply work that has been rendered permanently incapable of extracting water. This typically involves the physical disconnection or disabling of a work and can no longer access a water source.

All other active works
Where a work is active, constructed or takes water from a water source, and you do not have an exemption, you are required to comply with metering or reporting obligations. You can view the non-urban metering requirements on our [website](#).

Need help?
If you need more information, please contact our Customer Service Centre on 1800 862 077, Monday to Friday between 8am-5pm or email Customer.Helpdesk@water.nsw.gov.au

WaterNSW

Amend the classification of your work status in the Customer Portal

How-to guide

This guide will demonstrate how to amend the classification of your work status in the Customer Portal.

As part of the non-urban metering regulations, a work that is classified as 'unintended' is not required to be metered. A work may be classified as unintended if it is:

- Not constructed
- Constructed and only used to take water for basic landholder rights (BLR)
- Constructed and not capable of taking water from a water source
- Constructed and approval holder declares it is not being used to take water from a water source
- Decommissioned

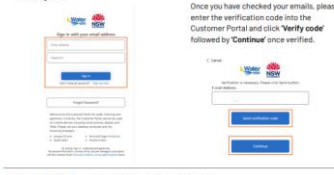
Read the [What is an 'unintended work' status? fact sheet](#) for more information.

Please note: There may already be a classification of your work allocated in the Customer Portal. If it isn't or you disagree with what is selected, please select the correct option that describes your work.

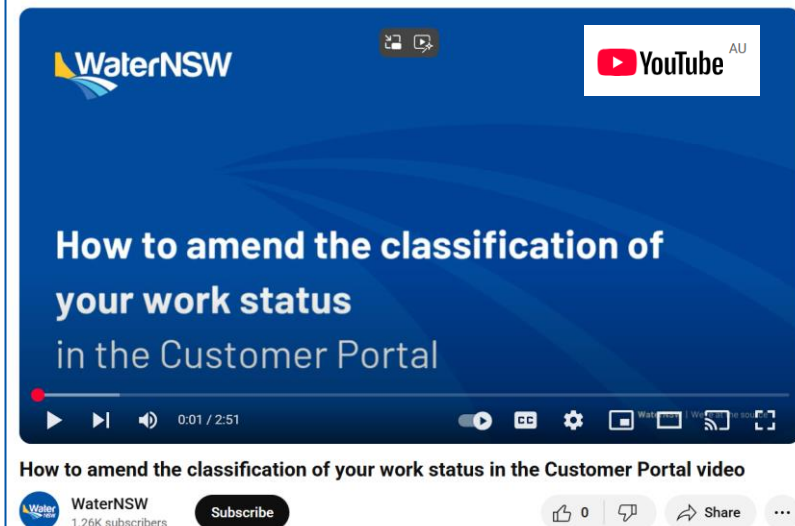
Login to the Customer Portal

1. Visit water.nsw.gov.au/customerportal
2. Enter your email address and password and click 'Sign In'.
3. Verify your account by entering your email address and clicking the 'Send verification code' button.

Once you have checked your emails, please enter the verification code into the Customer Portal and click 'Verify code' followed by 'Continue' once verified.



WaterNSW



WaterNSW

YouTube AU

How to amend the classification of your work status in the Customer Portal

How to amend the classification of your work status in the Customer Portal video

WaterNSW 1.26K subscribers

Subscribe


0 | Share

Reclassification of a work status - Customer Portal feature

Customers now have the ability to self-service in the Customer Portal and update the status of their work to reflect its installation status on the ground and how it is being used.

1. Login to the Customer Portal

< Cancel



Verification code has been sent to your inbox. Please copy it to the input box below.


E-mail Address

Verification code

Verify code Send new code

Continue

2. Complete the amend the status of your work form



To change the classification of work(s)

Amend the status of your work

Note: All fields marked in asterisks are mandatory fields.

If the status shown on your work(s) is incorrect, please complete the following form to amend the classification status of your work(s)

Approval Number: 30CA000635

Work ID Number (2002020950) - Work Type (BORE)

My work is *

- Not constructed
- Constructed and only used to take water for basic landholder rights
- Constructed and takes water from a water source
- Constructed and not capable of taking water from a water source
- Constructed and I declare it is not being used to take water from a water source
- Decommissioned

Cancel

3. WaterNSW checks the request and notifies the customer of their updated status



Benefits to the business and the water sector

There are numerous benefits to all stakeholders across NSW, including:

Customer digitalisation journey

- Encouragement and incentive for customers to register in the Customer Portal.
- Introducing and familiarising customers with the portal through a simple, self-service task.
- Removing future barrier to sign-up to the Customer Portal by supplying a reason and incentive to do so through unintended works having no metering requirements.

Data accuracy and confidence

- Customer will update their contact information and have their data verified.
- Timestamp of the last time the data was updated and verified.
- Accuracy in our contact information and work classifications.
- Better recording keeping will allow more accurate billing and more confidence from other agencies using our data.

Metering compliance outcomes

- Supports the metering regulation aim 'to ensure that 95% of licensed water take in NSW is accurately metered by the end of 2026, if not sooner'.
- Allows data to better reflect what is occurring on ground and for government to gain a better understanding on compliance numbers.

Water Market System

What does WMS provide

■ All Water sector customers (WaterNSW and DCCEEW) can securely register in the Customer Portal:

- Individual
- Business
- Organisation /corporation
- Third party service providers

■ Registered customers can amend their contact details within the Customer Portal. emails and mobile details can be updated with the assistance of staff.

■ Registered customers can view their existing Approvals and Licences and track the progress of any applications lodged through the Customer Portal.

■ Apply online for:

- BLR bore
- Subdivide, surrender and decommission BLR bores
- Water Supply Work, Water Use or combined approval
- Unintended works – update work status

■ In application support:

- On screen directions and explanations
- Pop up help text
- Screen sharing between customers and staff

Support for customers

- Websites updated to provide links and guidance material
 - ✓ User Guides
 - ✓ Fact Sheets
 - ✓ Frequently Asked Questions

- Digital help text updated in Customer Portal
- Customer Videos
 - ✓ How to register in the customer portal
 - ✓ How to update profile details
 - ✓ How to add a co-holder
 - ✓ How to manage a business account
 - ✓ How to apply for a Water Supply Work approval
 - ✓ How to apply for a Water Use approval
 - ✓ How to use the mapping tools
 - ✓ How to find metering requirements

- Customer Service Desk support and screen sharing
- Book a meeting with a staff member or use the on-site laptop

WMS 1.0: Delivered functionality

Delivered August 2025

- 1 **Business 360** Allow complex business with multiple staff, approvals, licences and addresses to be established and business manage who has access ongoing
- 2 **Interaction Portal basic func.)** Ability for staff to update mobile numbers, email address, add notes to approvals and manage customer care.
- 3 **BPay** Increased payment options for customers when applying
- 4 **Billing Integration** Billing information provided in the portal passed to the billing system. WMS will become the source of truth for customer billing addresses

Foundational Infrastructure

- ✓ Customer Portal
- ✓ Water Resource Manager
- ✓ Conditions Management
- ✓ Reporting
- ✓ GIS / Mapping
- ✓ Interaction Portal
- ✓ AO Portal
- ✓ Automated searches /assessment tools

DCCEEW

Partnered with NSW DCCEEW to deliver WMS, enabling all water sector customers to have access to the same technology platform and relevant functionality

Delivered

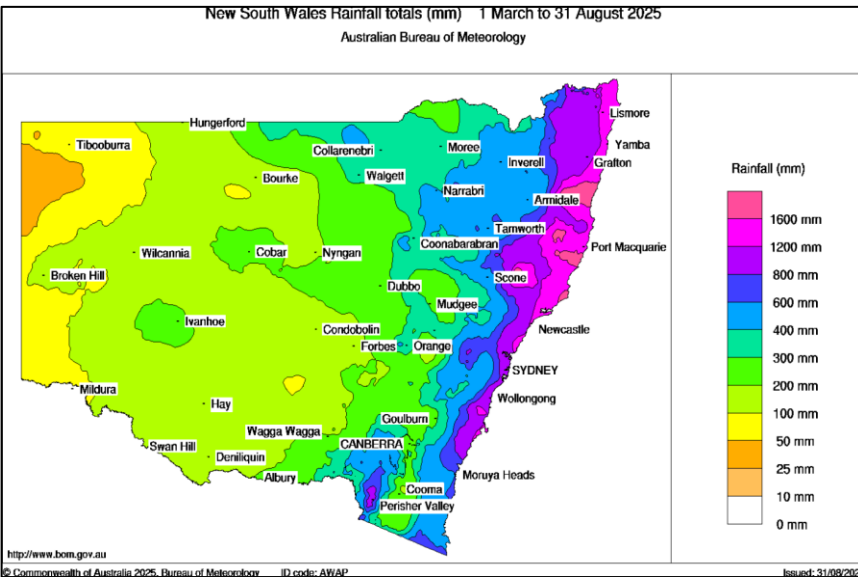
- 1 **Apply for a Basic Landholder Rights Bore** Online application and payment. Tracking of application status
- 2 **Guided Product Selector** Customer goals not product driven, easier decision making
- 3 **In Application Support** Better on-screen directions and explanations, Digital Adoption Platform, videos e.g. on mapping, adding a co-holder
- 4 **Customer Amendment Applications for BL Decommission: Seek pre-approval prior to decommissioning works; Surrender: Surrender approval with required evidence; Subdivision: Subdivide a BLR approval**
- 5 **Verification** Privacy, data security, data masking
- 6 **Continuous Improvement** Responding to customer feedback and implementing system enhancements and defect resolution
- 7 **Apply for a New Approval** Online application and payment for Water Supply Works, Water Use, Combined Approval, includes Advertising and Objections management...
- 8 **Unintended Works (metering)** New classification requirements, allowing customers to amend their work status and classification
- 9 **View all Licences & Approvals** Co-existence between WLS & WMS allow registered customers to view the details of their licences and approvals
- 10 **Third Party Access for Professional Service Providers** Power of Attorney & Executors or where customers are unwilling or unable to complete online
- 11 **Supporting our Customers** Customer-focused, knowledgeable staff, support tools, customer issue tracking
- 12 **Screen Sharing Support** Secure screen sharing allows CSRs to remotely guide customers through key processes.
- 13 **Training, Fact Sheets, Videos and Other Educational Resources** For Staff & Customers
- 14 **Contact Points** Online supported 'Book a Meeting' and 'Site Visit' options
- 15 **Regional Office support trial** On-site laptop with staff support to complete e-Applications

- WNSW & DCCEEW
- WNSW Only

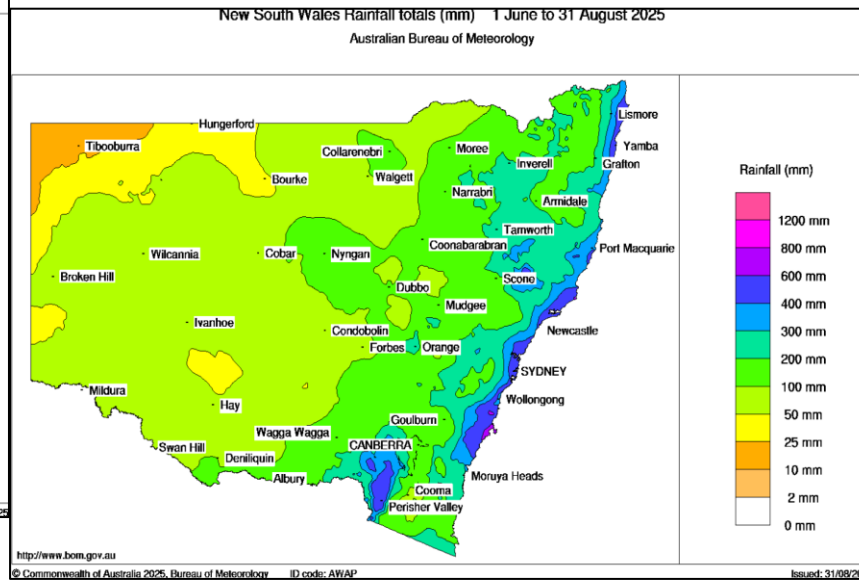
Water Planning & Delivery

Gavin Armstrong and Rooban Roobavannan
Water Planning and Delivery Specialists

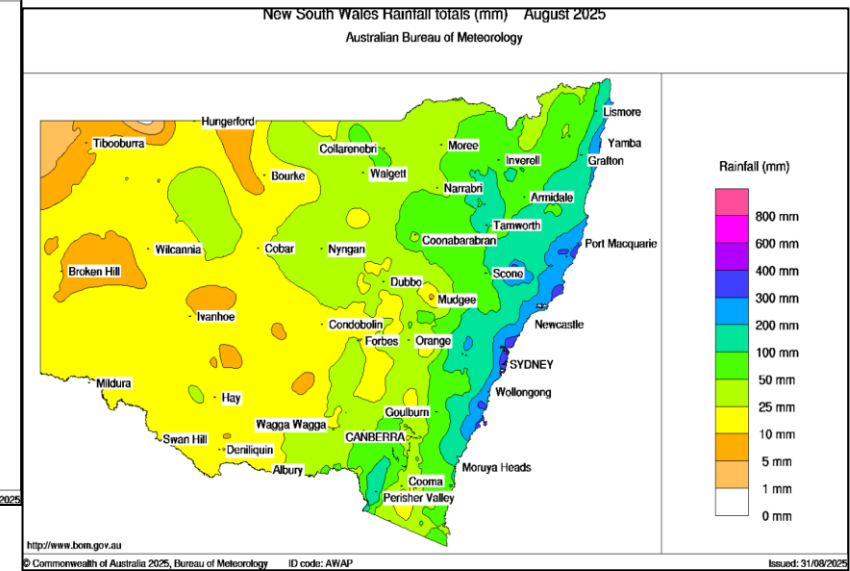
Recent Rainfall



6 months, March - Aug 2025

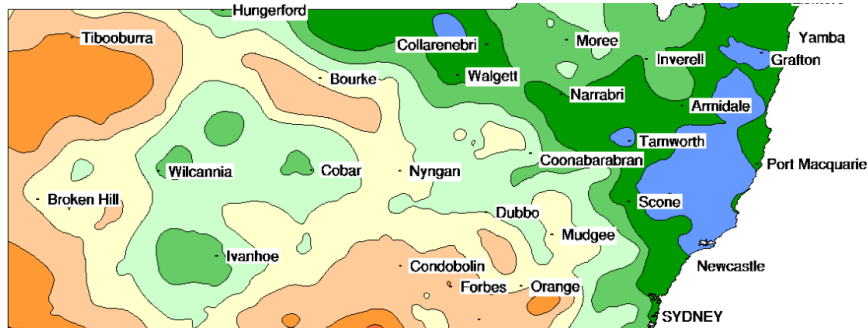


3 months, June-August 2025

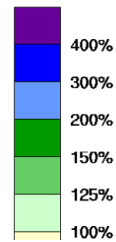


August 2025

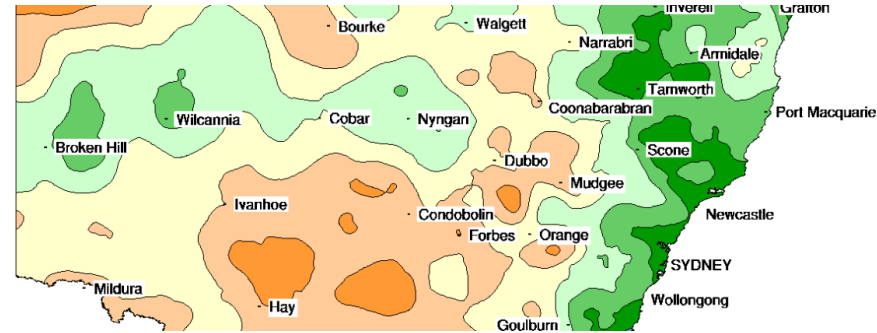
Rainfall in relation to average



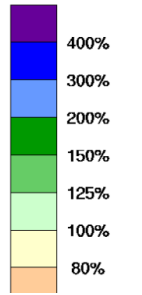
Percentage of Mean



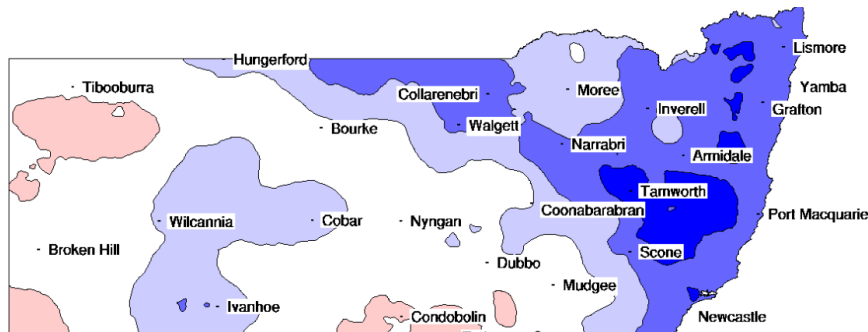
Rainfall Percent 6months



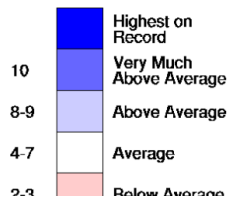
Percentage of Mean



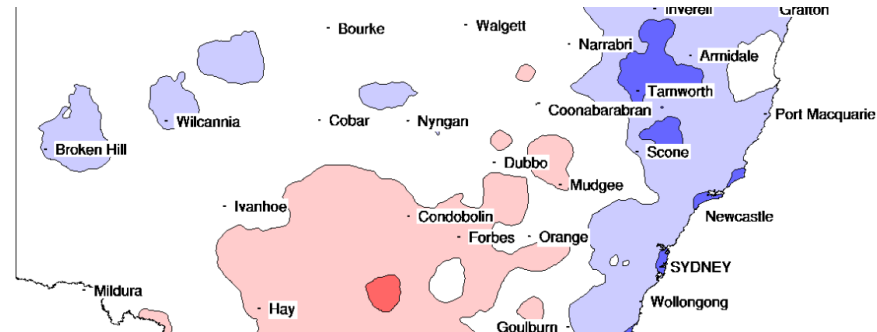
Rainfall Percent 3months



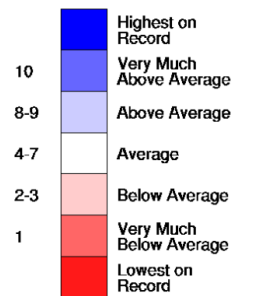
Rainfall Decile Ranges



Rainfall Deciles 6months



Rainfall Decile Ranges



Rainfall Deciles 3months

Current Storage Status

Glenbawn: 10 Sept 2025

- Storage Volume: 750 GL
- Storage Percent: 100%
- Inflows: 1 July 24 to 30 June 25 : 343,350 ML
- 1 July 25 to 31 Aug 25: 156,160 ML

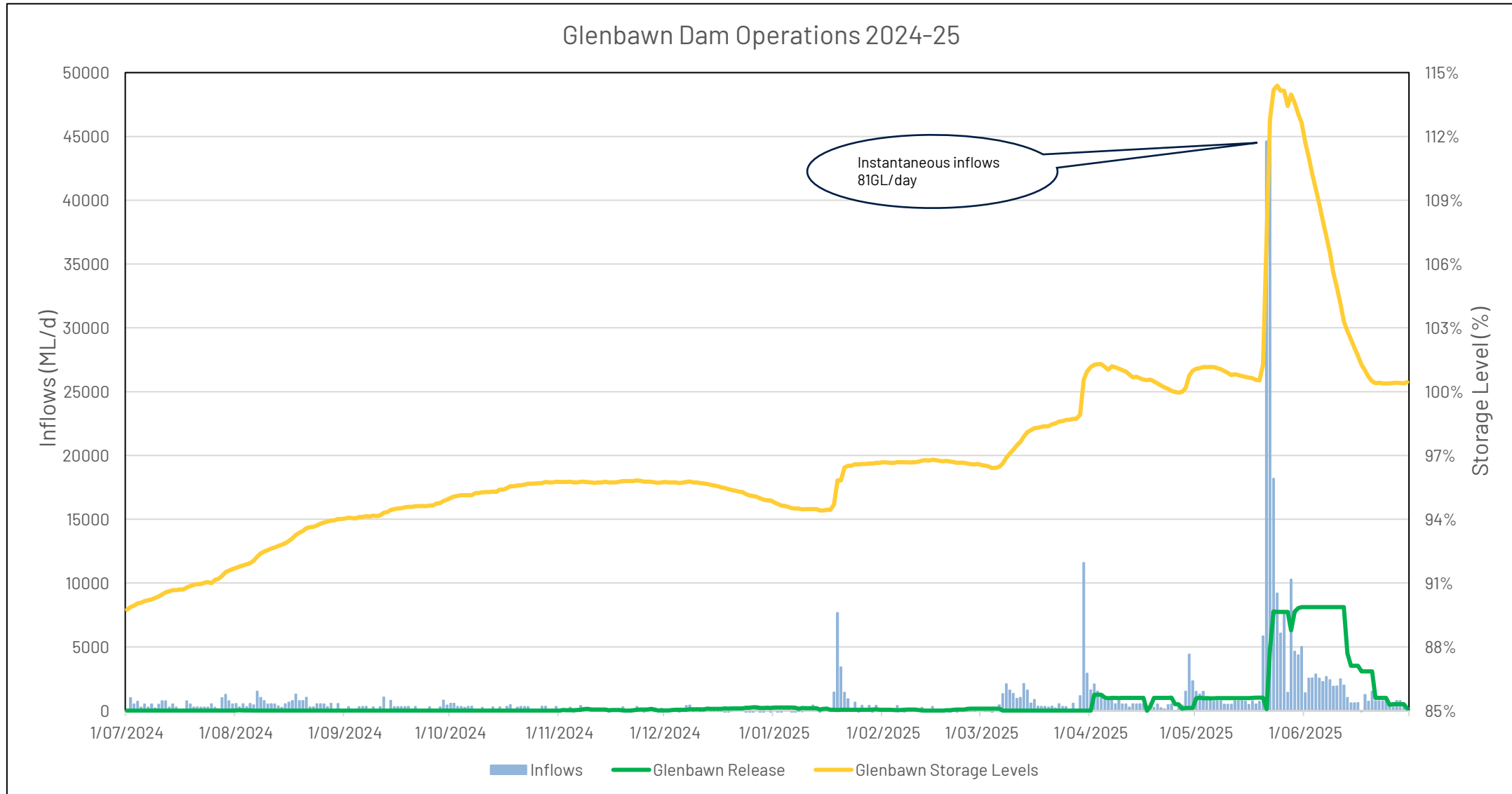
Glennies Creek: 10 Sept 2025

- Storage Volume: 292 GL
- Storage Percent: 103.1%
- Inflows: 1 July 24 to 30 June 25 : 117,543 ML
- 1 July 25 to 31 Aug 25: 34,161 ML

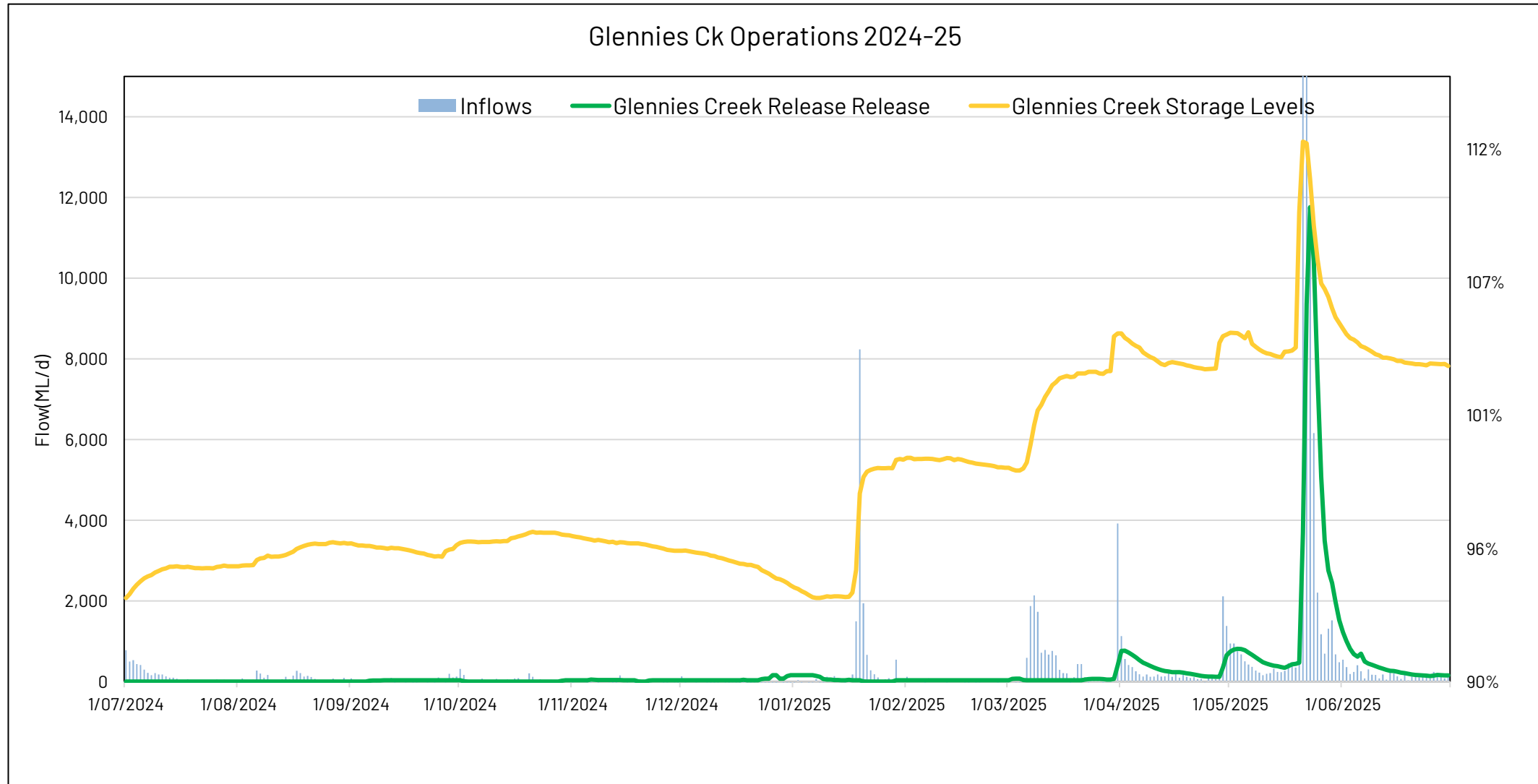
Lostock: 10 Sept 2025

- Storage Volume: 20,263 ML
- Storage Percent: 100.3% Spilling
- Inflows: 1 July 24 to 30 June 25 : 323,258 ML

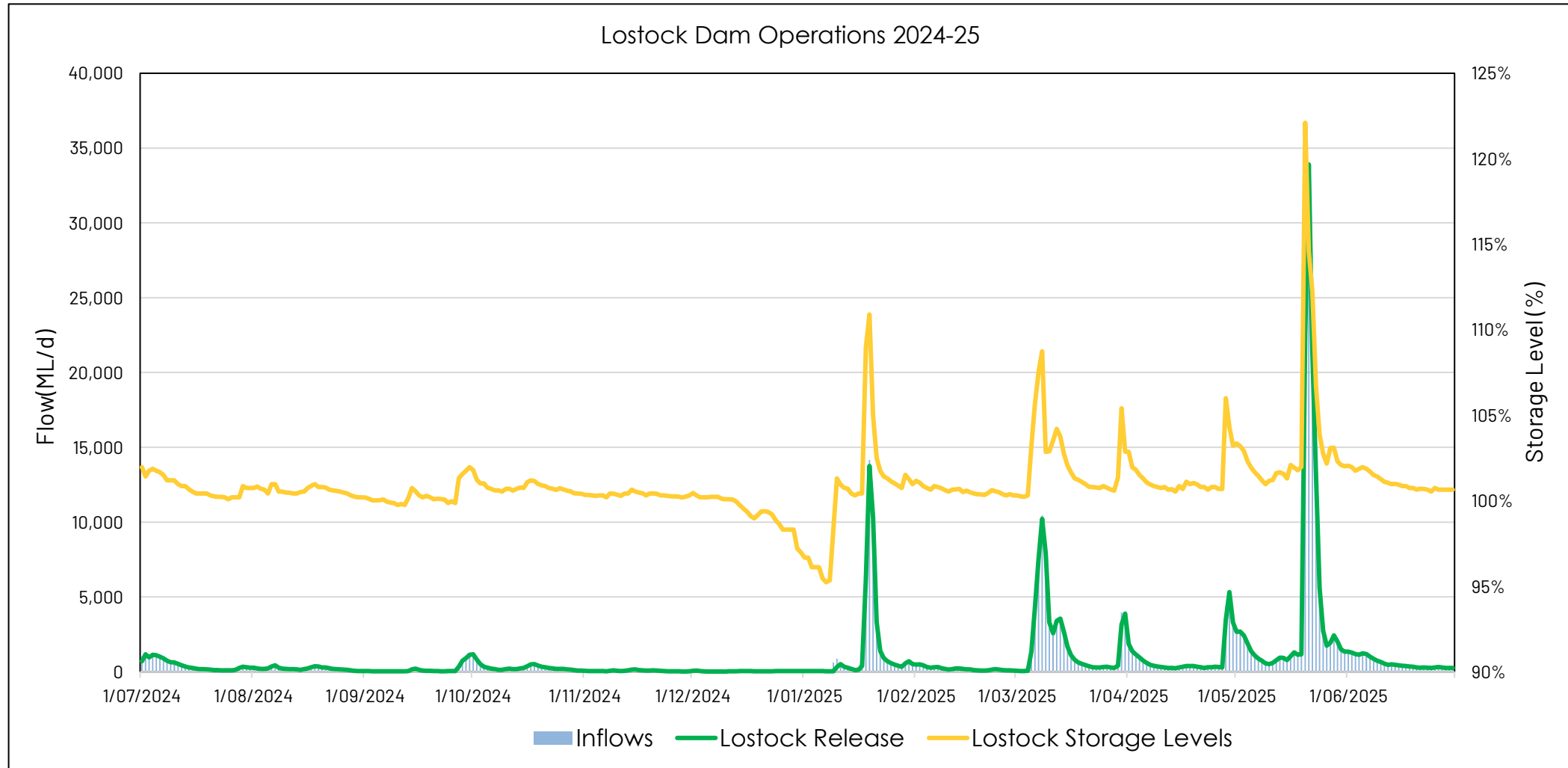
Glenbawn Operations 2024-25



Glennies Ck Operations 2024-25



Lostock Operations 2024-25



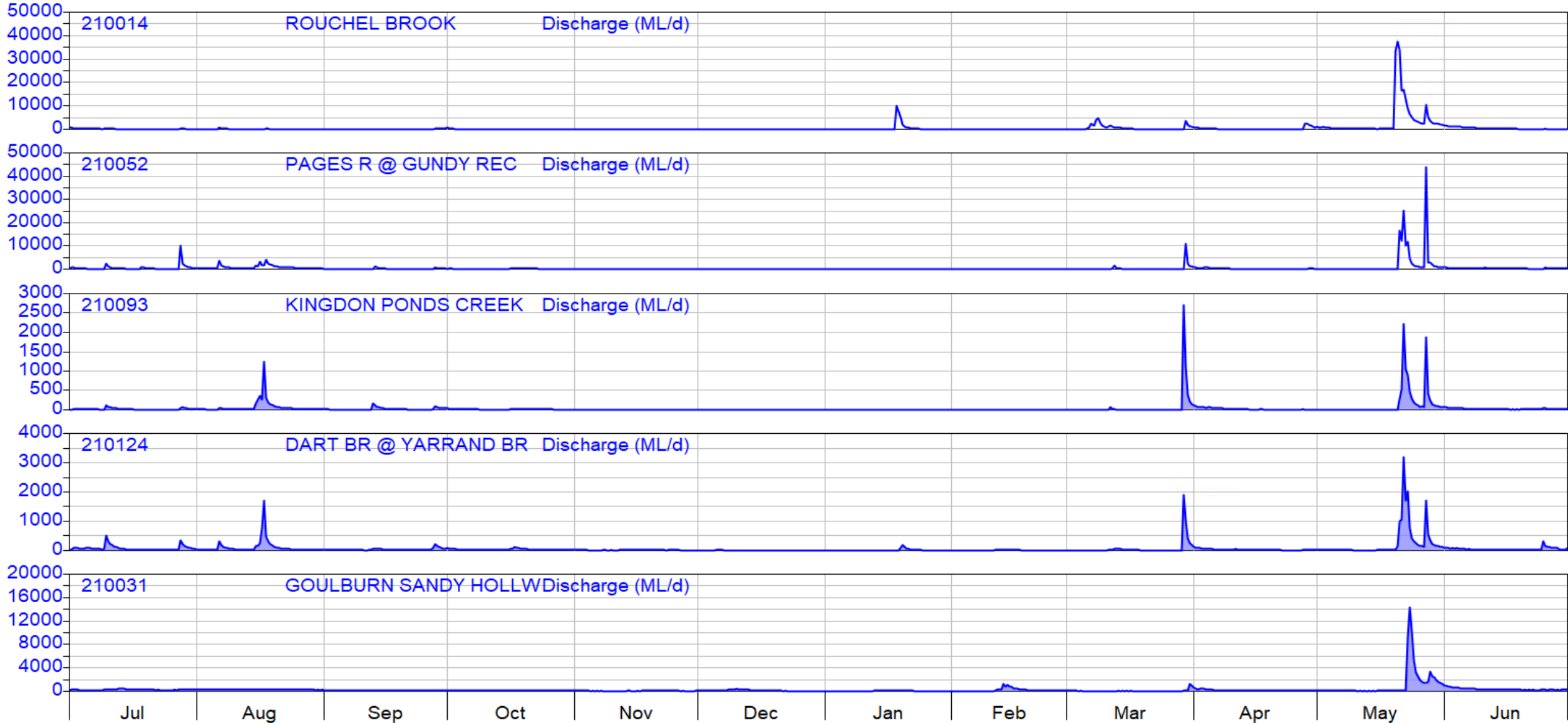
Hunter d/s flows 2024-25

WaterNSW

HYPLOT V134 Output 22/07/2025

Period 12 Month 01/07/2024 to 01/07/2025

2024-25



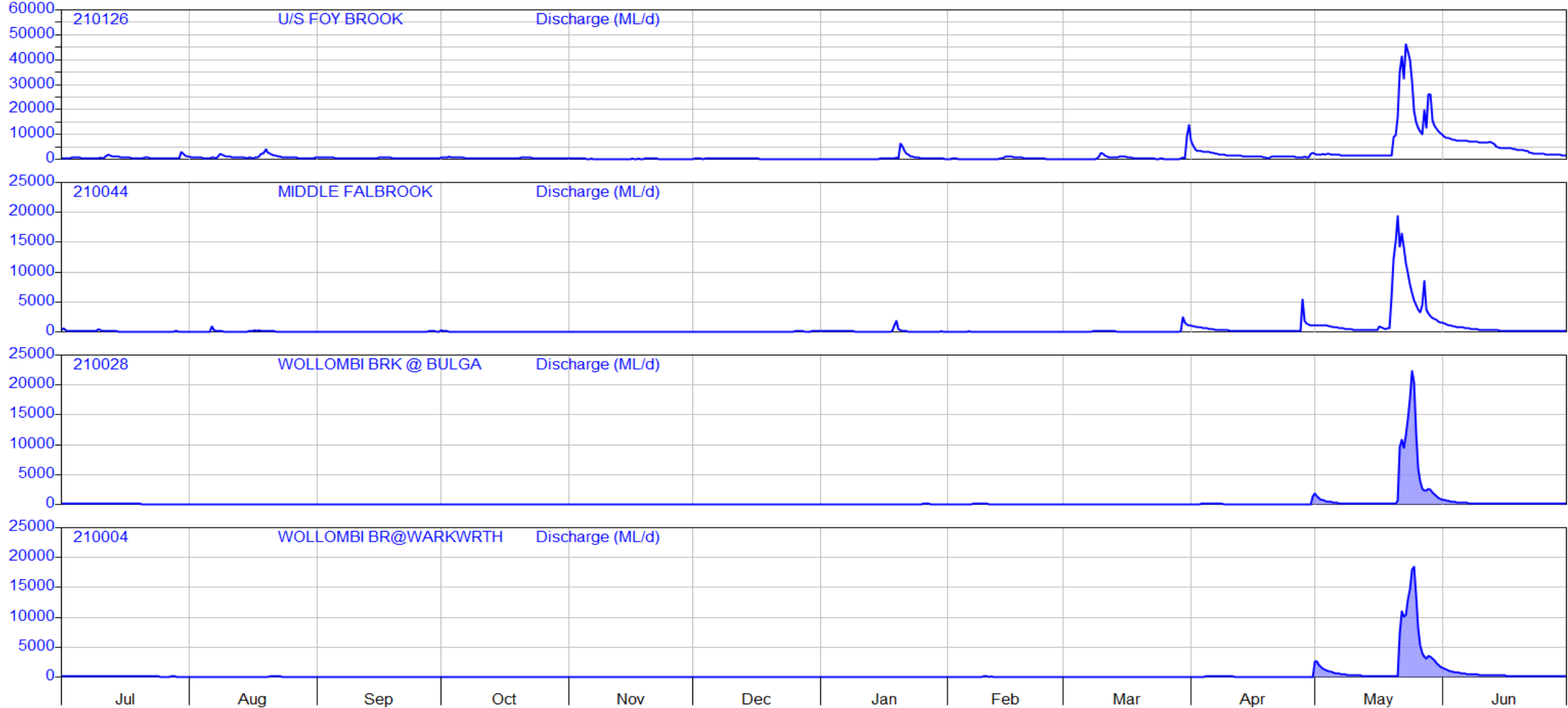
Hunter d/s flows 2024-25

WaterNSW

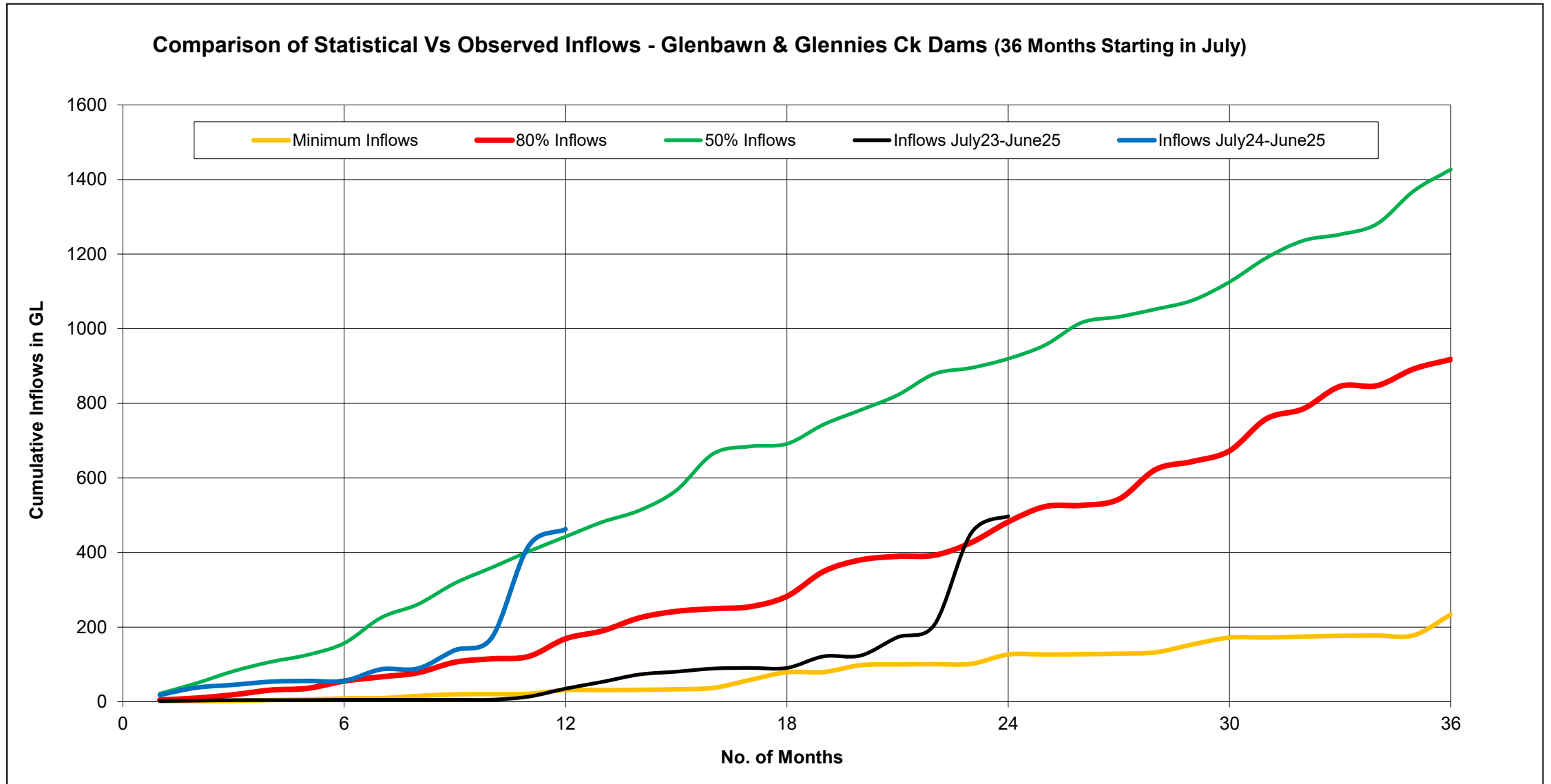
HYPLOT V134 Output 22/07/2025

Period 12 Month 01/07/2024 to 01/07/2025

2024-25



Inflow Comparison



Water Sharing Plan Rules – Dam spill and flood

Ensure maintain safety of the dam infrastructure

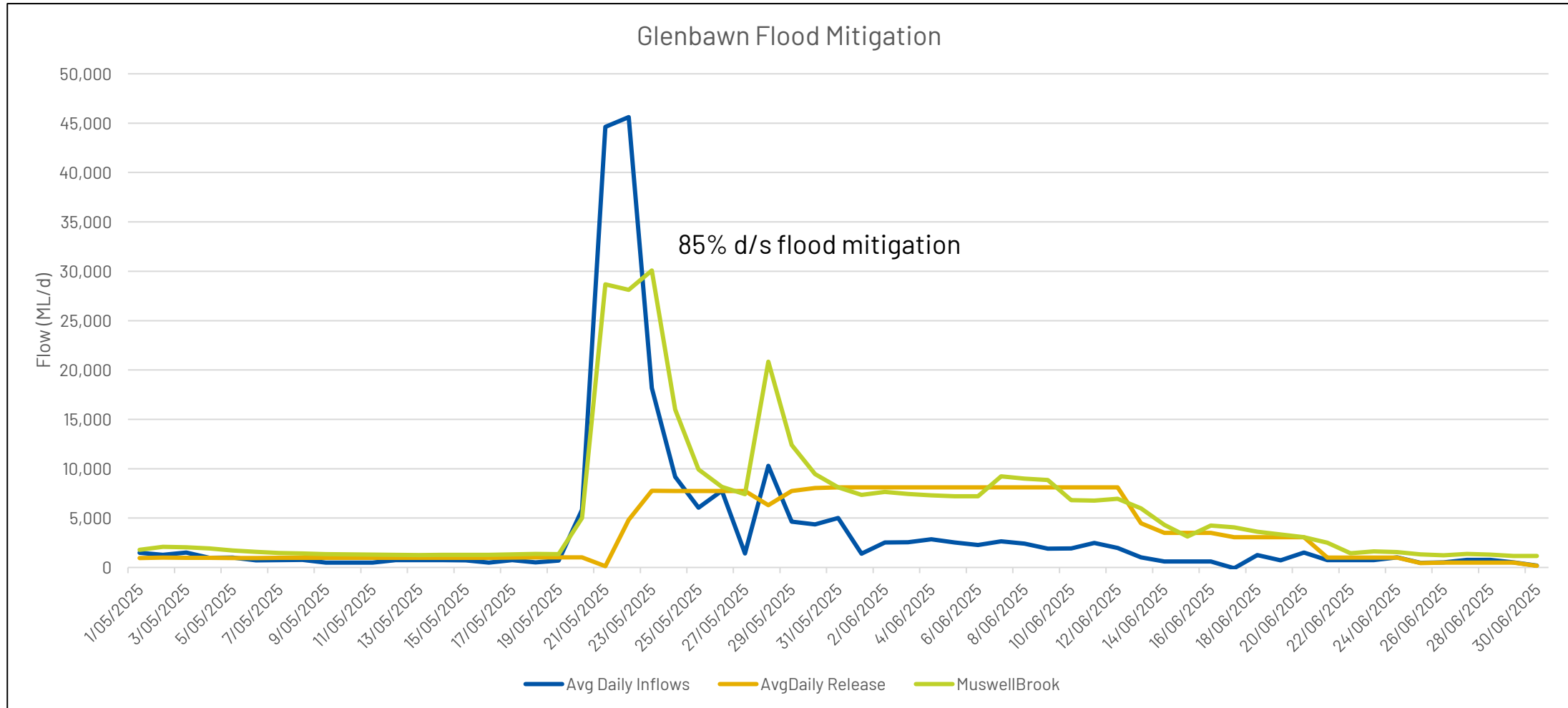
Leave the storages as full as possible after a flood or spill

Limit damage to downstream by not releasing additional water during a spill

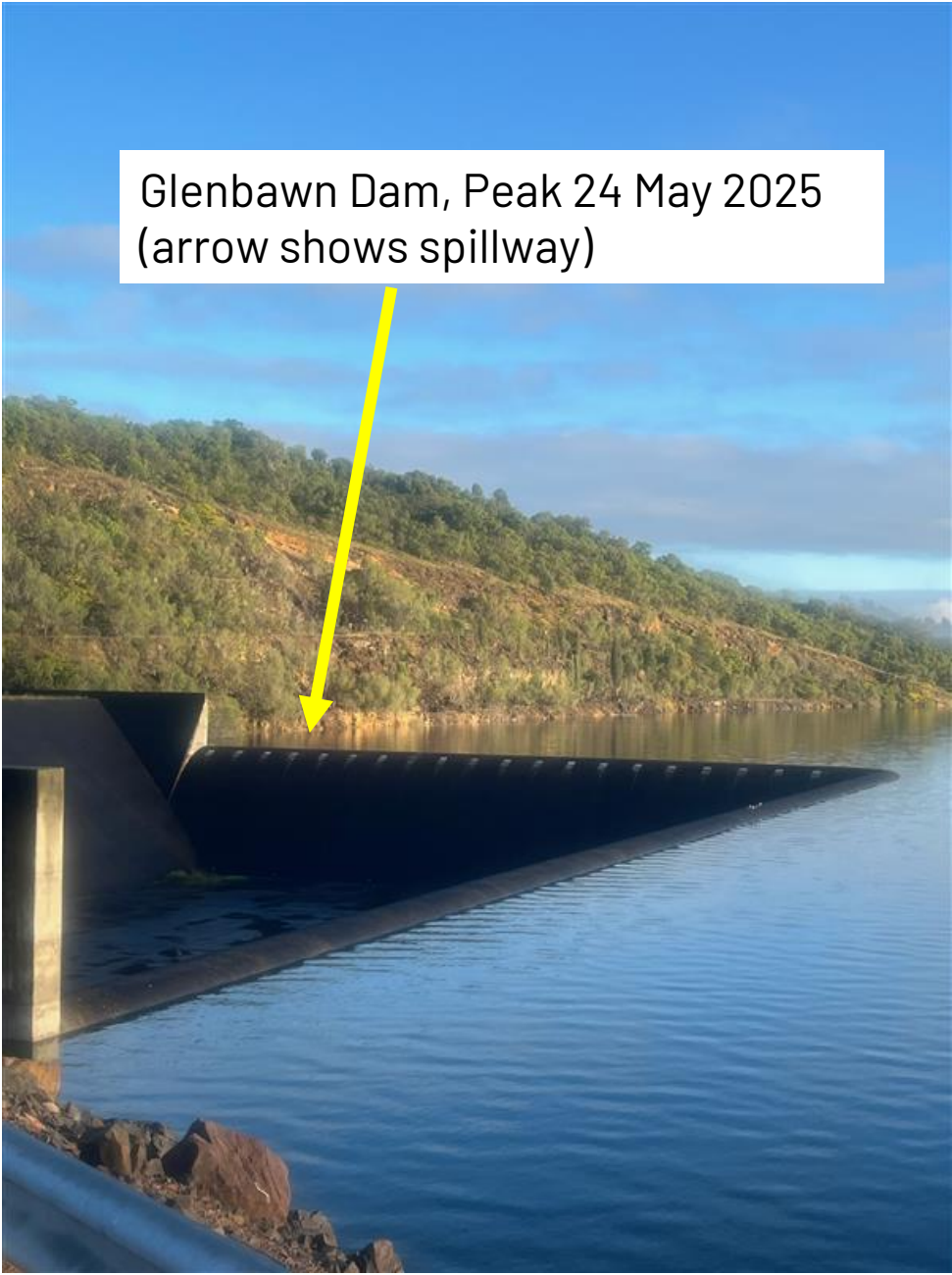
Glenbawn – flood mitigation zone

- Bring the level back to full supply level as soon as possible at the rate natural flood recession and consider channel capacity

Flood Mitigation – Glenbawn Dam May 2025



Glenbawn Dam Spillway



Early Warning Notices (EWNs) and Operational Notices

- **EWNs Notifications sent out to subscribers via email and text message**
 - **Dams commence spilling**
 - **When flows reach trigger volumes**
 - **When planned high releases to deliver water downstream**
- **Operational Notices – waterinsights**
 - **High releases**
 - **Updates on allocations**

<https://waterinsights.waternsw.com.au/12801-hunter-regulated-river/updates>

Wolla UPDATES ALLOCATION STORAGE GAUGES TRADING HRSTS HISTORICAL

HUNTER UPDATES

SET ALERT

ALL 2024/25

Glenbawn Dam High Release

OPERATIONS 11 Jun 2025

High Releases planned from Glenbawn Dam on 12 June 2025, to facilitate a scheduled essential gauging, monitoring and calibration downstream of the dam.

[View update](#)

Glenbawn Dam controlled releases to manage airspace

OPERATIONS 21 May 2025

WaterNSW advises landholders along the Hunter River below Glenbawn Dam that controlled releases of approximately 8,000ML/day will commence at 8pm.

[View update](#)

Water Usage/Balance 2025-26 - Hunter

Licence Category	Sum of Share Component	Sum of Account Balance	Sum of Available Water	Sum of AWD Vol	Sum of Carryover In	Sum of Usage
Domestic and Stock	1,554	1,179	1,179	1,554	-	375
Domestic and Stock (Domestic)	147	139	139	147	- 4	4
Domestic and Stock (Stock)	103	72	72	103	-	31
Local Water Utility	10,832	5,357	5,357	10,832	-	5,475
Major Utility (Power Generation)	36,000	36,000	36,000	36,000	32,400	-
Regulated River (GS)	128,544	111,983	111,983	126,456	30,113	27,845
Regulated River (HS)	21,740	13,979	13,979	21,740	5,226	7,353
Supplementary Water	48,519	60,179	53,730	97,039	-	36,859
Grand Total	247,439	228,888	222,439	293,871	67,736	77,943

- EWA Usage in 2024-25 : 0 ML

<https://waterinsights.waternsw.com.au/12801-hunter-regulated-river/research>

Water Usage/Balance 2025-26 - Paterson

Licence Category	Sum of Share Component	Sum of Account Balance	Sum of Available Water	Sum of AWD Vol	Sum of Carryover In	Sum of Usage
Domestic and Stock	34	29	29	34	-	5
Domestic and Stock (Domestic)	2	2	2	2	-	-
Domestic and Stock (Stock)	5	5	5	5	-	-
Regulated River (GS)	9,565	9,718	9,718	9,305	927	801
Regulated River (HS)	190	92	92	190	-	98
Regulated River (HS) TWS	75	15	15	75	-	60
Supplementary Water	756	659	659	756	-	97
Grand Total	10,627	10,521	10,521	10,367	927	1,060

Water Allocation Summary 2025-26

Hunter

- 100% AWD to S&D, LWU, MWU, HS
- 100% to GS
- 200% AWD – Supplementary
- 20 GL to EWA
- Spill reduction has been applied to carryover balances of GS and MWU.

Paterson

- 100% AWD to S&D, LWU, HS
- 100% to GS
- 100% AWD – Supplementary

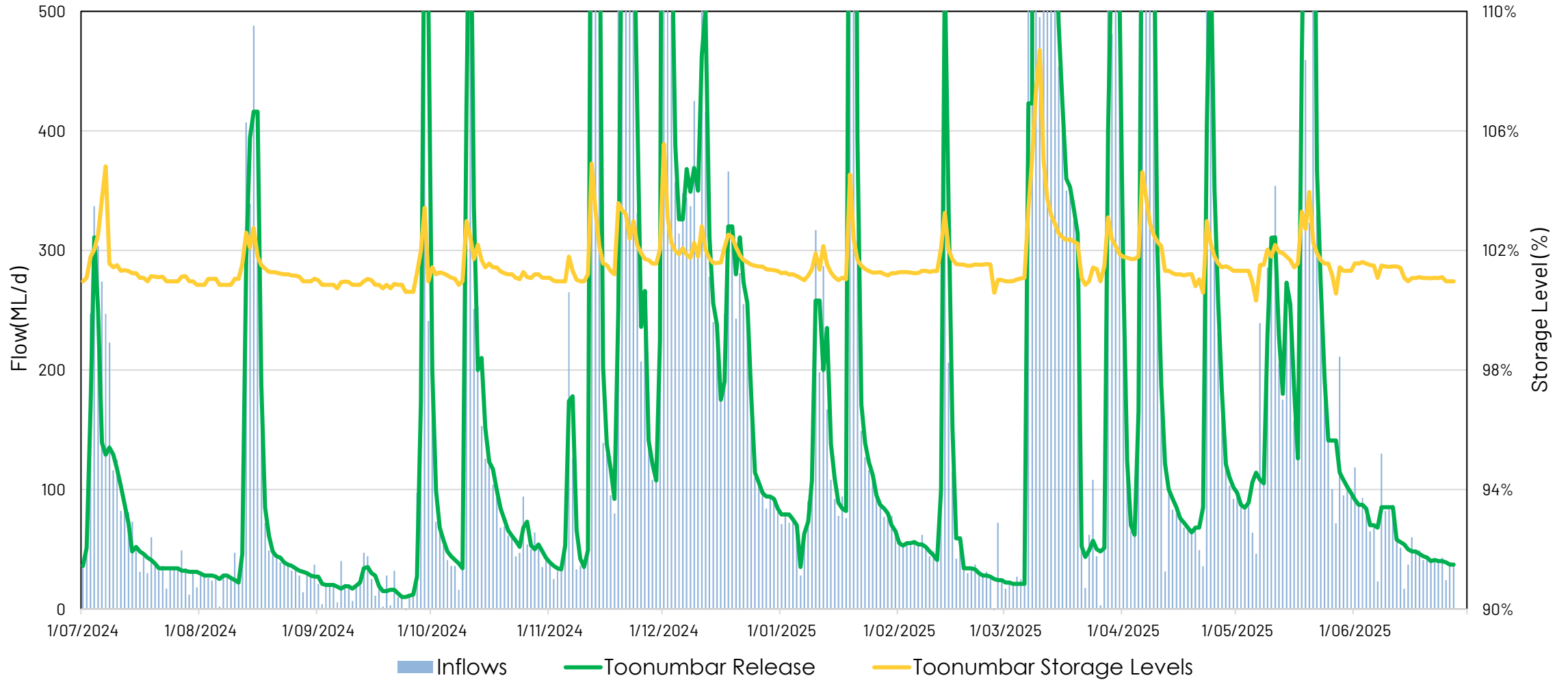
Current Storage Status - Richmond

Toonumbar: 10 September 2025

- Storage Volume: 11,145 ML
- Storage Percent: 101% Spilling

Toonumbar Operations 2024-25

Toonumbar Dam Operations 2024-25



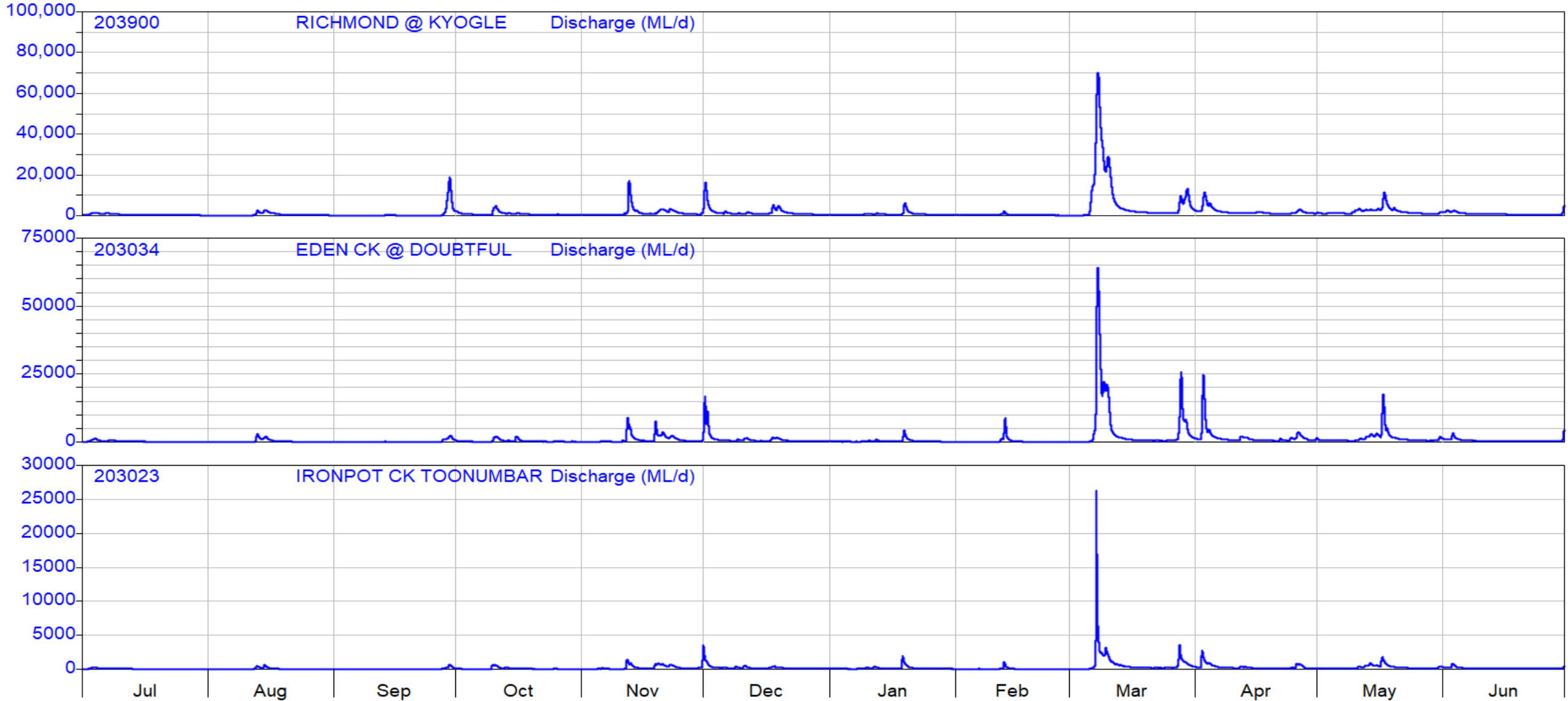
Richmond d/s flows July 24- Mar 25

WaterNSW

HYPLOT V134 Output 09/09/2025

Period 12 Month 01/07/2024 to 01/07/2025

2024-25



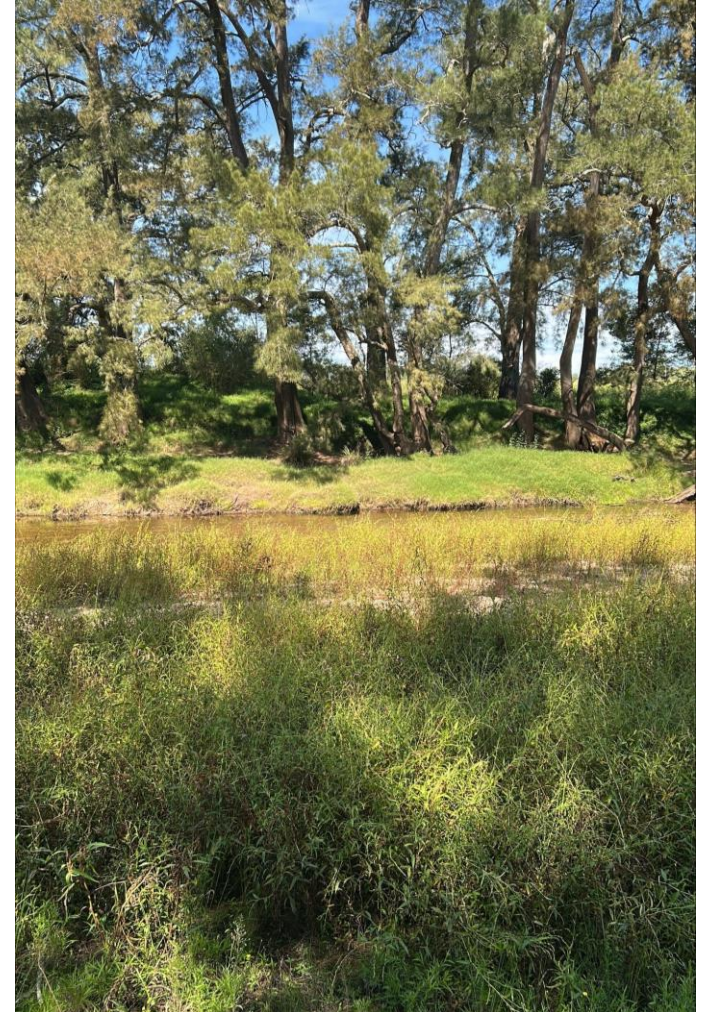
Water Usage/Balance 2025-26 – Richmond

Licence Category	Sum of Share Component	Sum of Account Balance	Sum of Available Water	Sum of AWD Vol	Sum of Carryover In	Sum of Usage
Domestic and Stock (Domestic)	5	5	5	5	-	-
Domestic and Stock (Stock)	8	8	8	8	-	-
Regulated River (GS)	9,531	9,470	9,470	9,531	120	120
Regulated River (GS)	123	115	115	123	-	-
Grand Total	9,667	9,598	9,598	9,667	120	120

Brogo Dam - Storage status (at 08 September 2025)

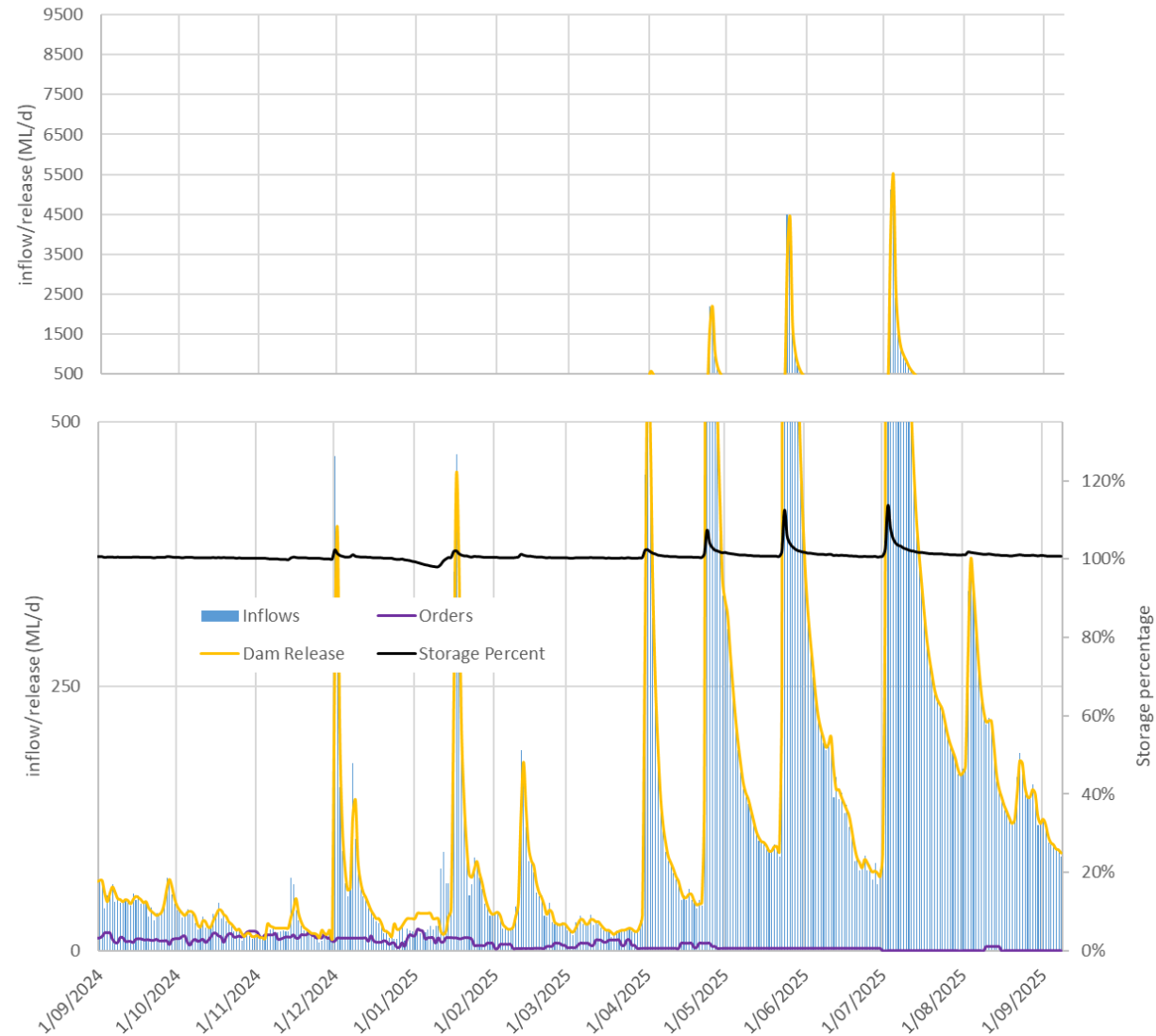
- Storage Volume: 9,041 ML
- Storage Percent: 100.7%
- Release (spillway): 92 ML/d
- Release (valves): 0 ML/d

*More rainfall is forecast post report preparation

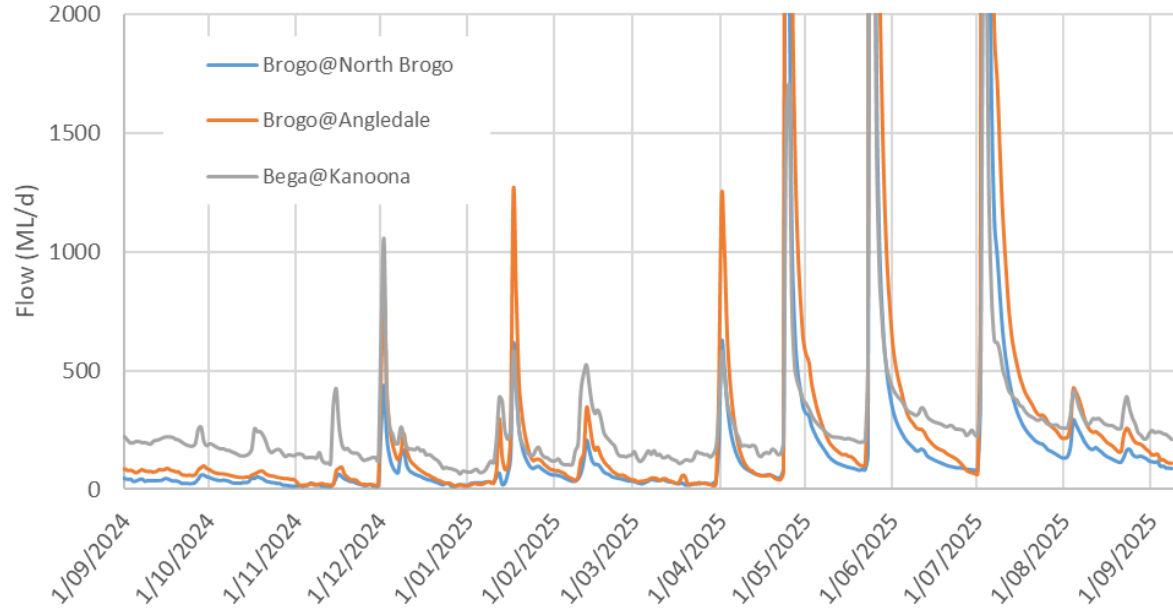
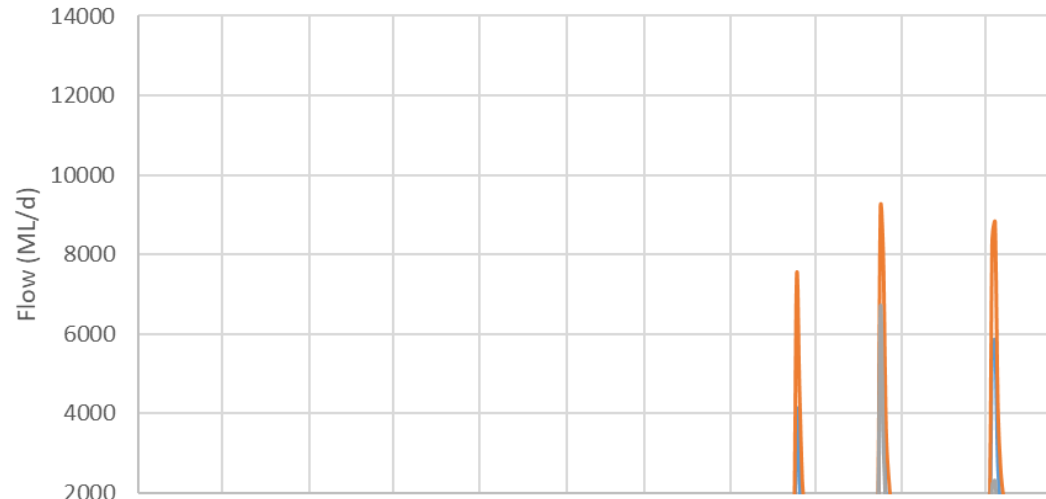


Brogo at Angledale- March 2025

Brogo Dam - Operations

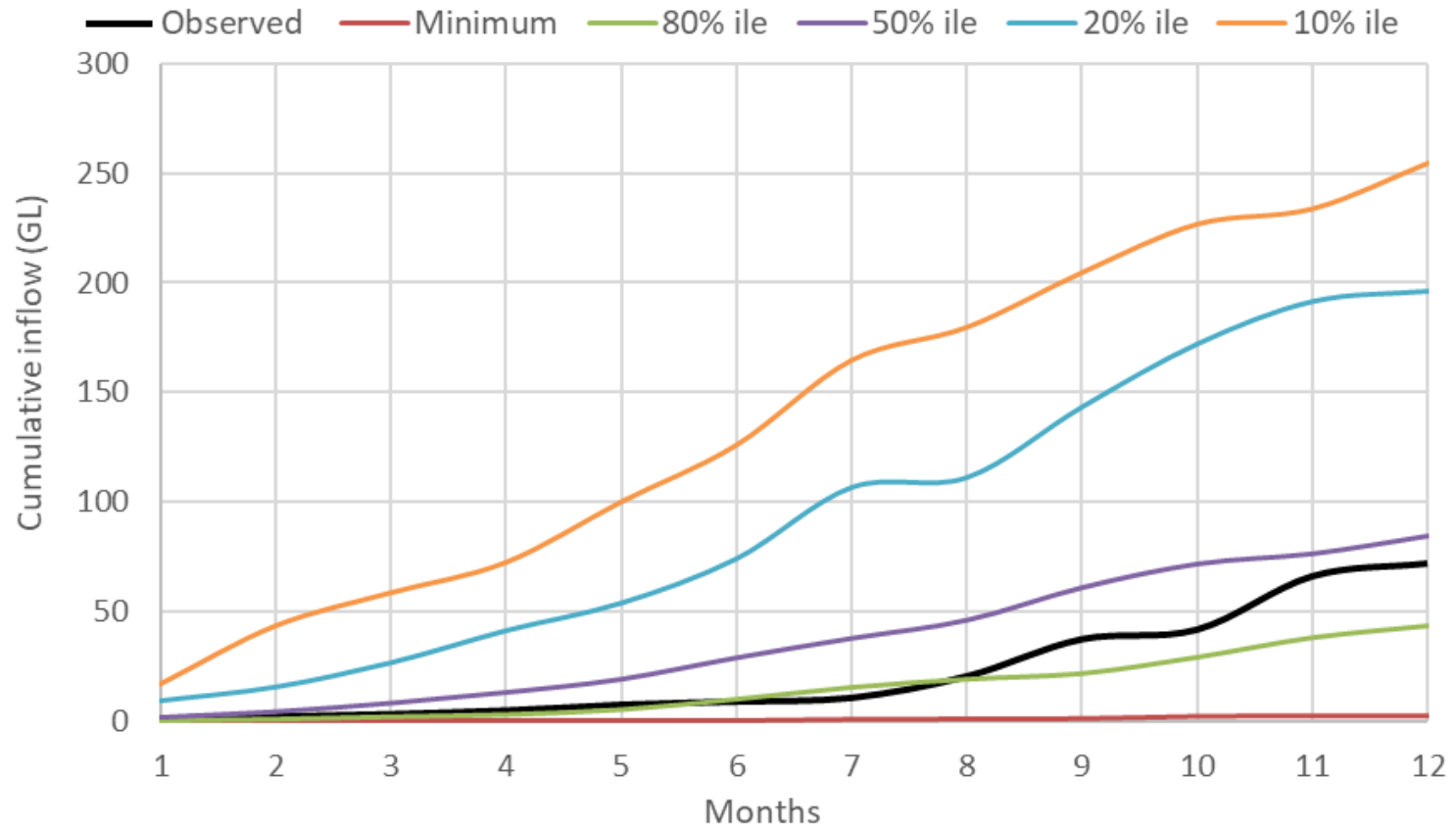


Brogo Dam – Downstream rivers



Brogo Dam - Inflow comparison

Cumulative inflows since September 2024



Bega and Brogo– Water Usage 2024-25

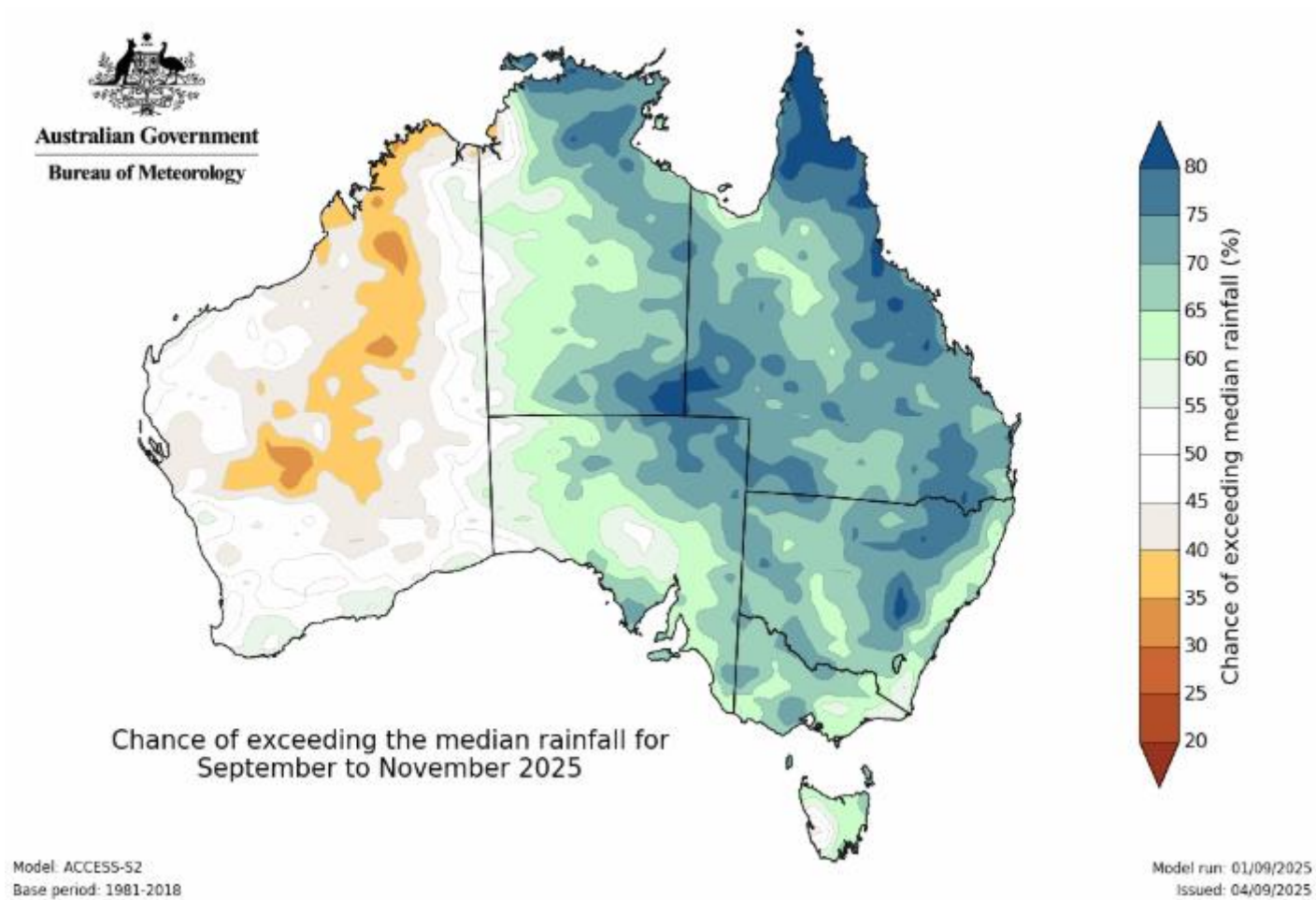
Licence Category	Share Component	AWD Vol	Account Balance	Available Water	Usage	UCF Usage
DOMESTIC AND STOCK	32	32	32	32	-	-
DOMESTIC AND STOCK [DOMESTIC]	16.5	16.5	16.5	16.5	-	-
DOMESTIC AND STOCK [STOCK]	5	5	5	5	-	-
REGULATED RIVER (GENERAL SECURITY)	13,970	8,382	6,610.4	6,610.4	4,348.0	2,576.7
REGULATED RIVER (HIGH SECURITY)	413.5	413.5	345.9	345.9	67.6	-
REGULATED RIVER (HIGH SECURITY) [TOWN WATER SUPPLY]	700	700	313.0	313.0	387.0	-
SUPPLEMENTARY WATER	1,472	1,300	1,379.4	1,379.4	92.6	92.6
Grand Total	16,609	10,849	8,702.2	8,702.2	4,895.2	2,669.3

- Balance as of end 2024-25
- Volume in ML
- General Security 40% 2025-26
- No usage 2025-26 to date

Brogo Dam – Operations summary

- Brogo Dam has been spilling since January 2025
- Supplementary flows have been available since early in the new water year (top sections recently became unavailable)
- Uncontrolled flow has been available in all sections since March 2025
- Sand barrage remains down
- Hydro operations from Cochran's Dam assist in maintaining flow on the Bega River through Kanoona and the lower section of Brogo River

Rainfall Outlook



Regional Operations update

Michelle Yeaman

General Manager Regional Operations North

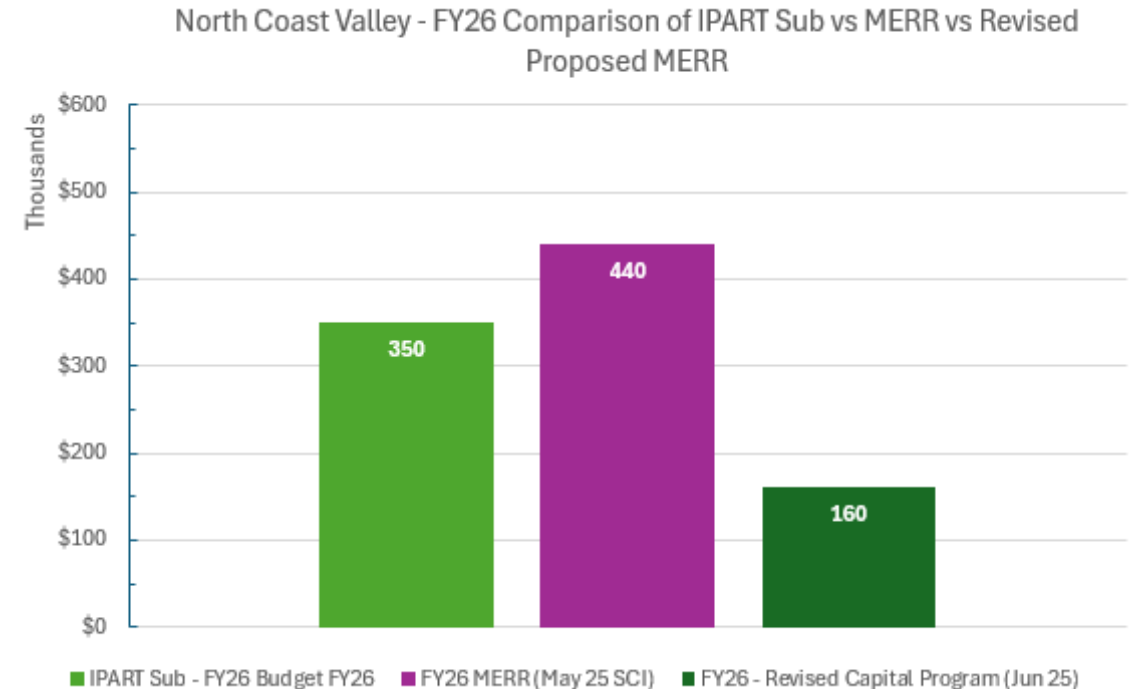
Revised Prioritisation Approach - Post IPART Submission

- In response to IPART interim outcomes for its Rural determination, WaterNSW adopted risk-based prioritisation approach for its capital investment
- Strategically balances risk mitigation with cost efficiency in a constrained environment
- Primarily focusing on addressing, high risk assets/components; i.e., medium or low risk projects mostly deferred (e.g crane safety, fleet and plant and equipment); resulting in WaterNSW taking higher risk
- Minimising capital Investment while balancing acceptable operational and commercial risks.

North Coast Valley

North Coast Valley – Revised Prioritisation Outcomes

- Overall, 81% of the program is New projects with one project in construction
- A review of the FY26-30 determination has been underway – awaiting guidance from IPART



North Coast prioritisation outcomes

- top projects

Project name	FY26 (\$k)	FY26-28 (\$k)	Project Phase	Project description & details
Toonumbar Dam Intake Tower Crane	69	69	Construction	Crane Power Supply
Toonumbar Dam roads repairs	50	150	New	Repairs to unsealed road.
Dam safety projects	36	109	New	Rural dams portfolio risk assessment project
Hydrometric renewals	3	8	New	Monitoring equipment renewals
Electrical safety improvement projects	0	36	New	Low voltage power distribution safety improvements at multiple facilities.
Total (Top projects)	158	372		

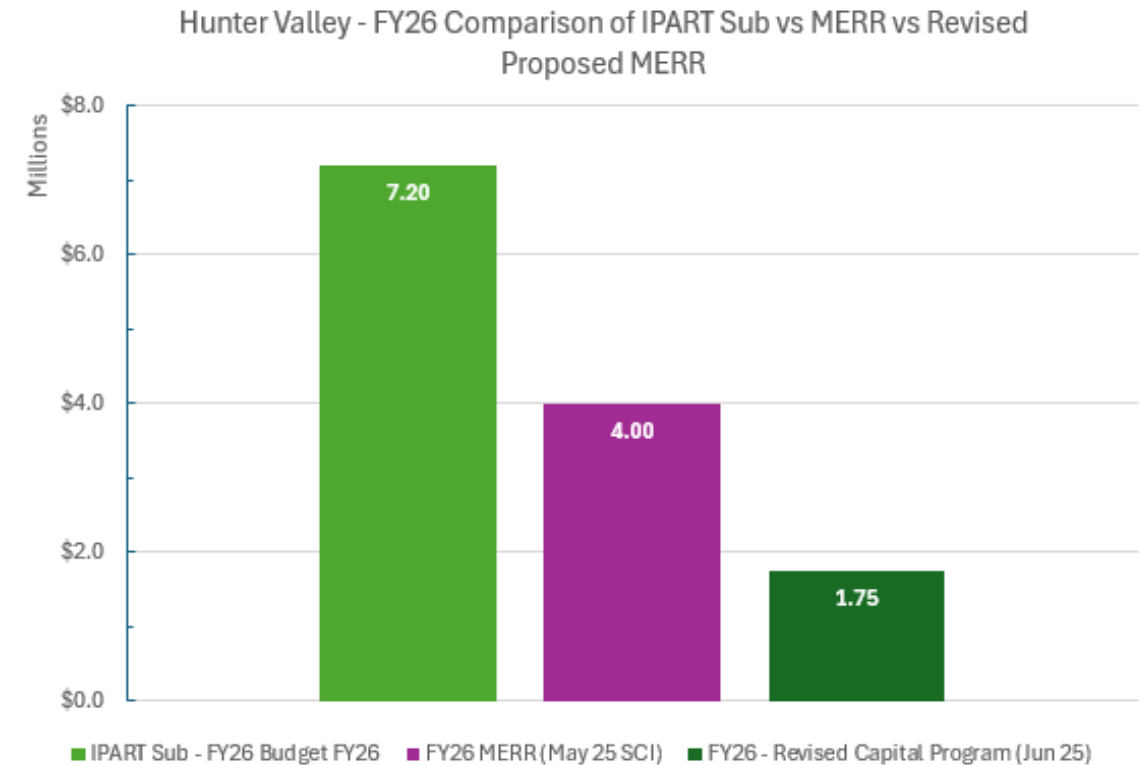
North Coast prioritisation outcomes – examples of deferred projects

Project name	Project Cost FY26-28 (\$k)	Project description & details
Plant, equipment & heavy vehicles	126	Renewals, total project \$192k.
Fleet Light Vehicles	116	Light vehicle renewals.

Hunter Valley

Hunter Valley – Revised Prioritisation Outcomes

- Overall, 62% of the program is in construction and 37% are in initiation or are new projects
- Significant portion allocated to Glennies Creek Dam rock fall at the outlet works
- A review of the FY26-30 determination has been underway – awaiting guidance from IPART



Hunter prioritisation outcomes - Top 10 projects

Project name	FY26 (\$k)	FY26-28 (\$k)	Project Phase	Project description & details
Glennies Creek Dam rock fall	1,000	1,150	Construction	Addressing rock fall at the outlet works
Dam Safety Projects	162	487	New	Rural dams portfolio risk assessment project
Glenbawn Dam hoist house, man box & crane	122	1,042	New	Upgrade / replacement of hoist house, man box and crane
Glenbawn Dam HJ valves	108	108	Initiation	Hollow jet valve refurbishment
Glenbawn Dam RF Valves & outlet works HJV	84	84	Construction	Refurbish 3 outlet works ring follower valves & the outlet works hydraulic system for the hollow jet valve
Lostock Dam Tunnel Trolley	78	78	Initiation	Design and Construction
Hydrometric Renewals	48	143	New	Monitoring equipment renewals at multiple facilities.
Glenbawn Dam valves	42	359	New	No.6 610mm Manual valve refurbishment
Lostock Dam gate valves	38	322	New	Refurbishment of gate valve 610mm (rotork)
Glenbawn Dam Safety inspection	35	35	Initiation	5-yearly inspection
Total (Top 10)	1,497	2,309		

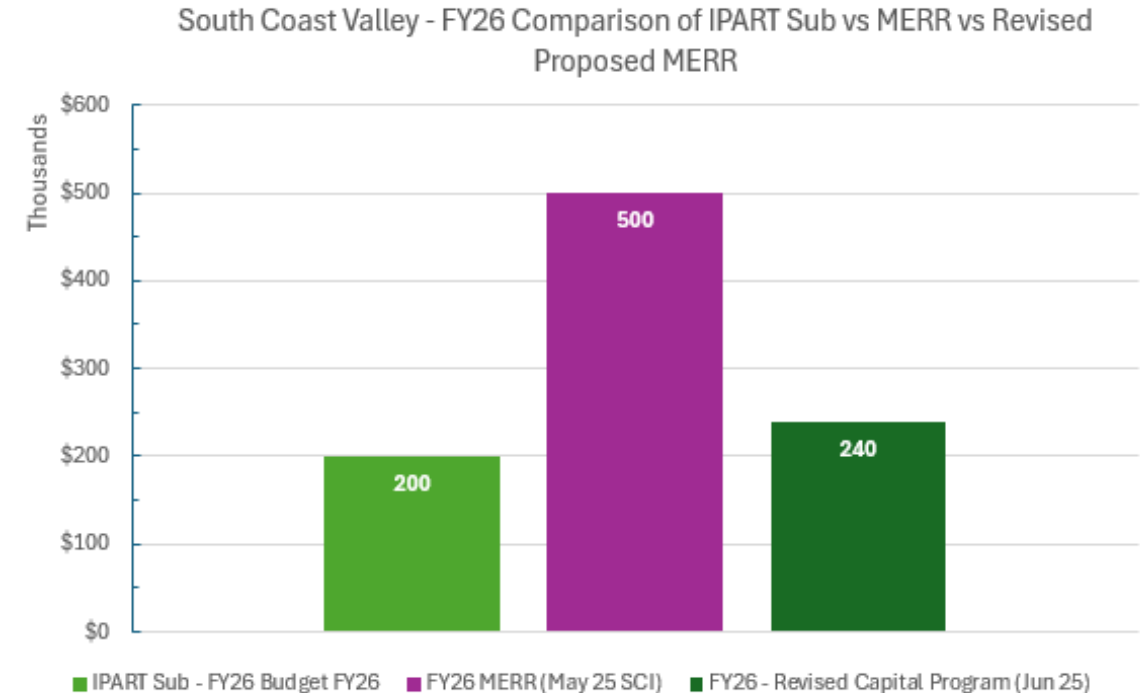
Hunter prioritisation outcomes – examples of deferred projects

Project name	Project Cost FY26-28 (\$k)	Project description & details
Glennies Creek Dam trash rack & baulks	926	Procure 3 trash racks and 13 Baulks for trash racks and baulks replacement
Plant, equipment & heavy vehicles	771	Replacement of vehicles and plant & equipment
Glenbawn Dam valve remediation	673	Remediation of the 1070mm valve steel dissipator liner
Glennies Creek Dam small flow regulators	573	Renewals
Lostock Dam small flow regulator	573	Renewals
Glenbawn Dam LL RF valve refurbishment	558	Refurbishment of the low level 96-inch ring follower valve
Glennies Creek Dam on-site wastewater system	377	Renewal of the on-site wastewater treatment system
Glenbawn Dam valves	358	Refurbishment of the no.4 610mm valve (rotork)
Glenbawn Dam gate valve	358	Refurbishment of the no.5 610mm gate valve (rotork)
Lostock Dam switchboards	340	Switchboard replacements in the workshop & office

South Coast Valley

South Coast Valley – Revised Prioritisation Outcomes

- All projects are New projects, identified as high risk
- Significant portion allocated to Brogo Dam outlet water level monitoring
- A review of the FY26-30 determination has been underway – awaiting guidance from IPART



South Coast prioritisation outcomes - Top projects

Project name	FY26 (\$k)	FY26-28 (\$k)	Project Phase	Project description & details
Brogo Dam safety inspection	105	105	New	5-yearly comprehensive reviews & operational preparedness testing
Public Safety at high-risk sites	80	80	New	Address public safety issues at Brogo Dam
Dam Safety projects	53	159	New	Rural dams portfolio risk assessment project
Brogo Dam outlet water monitoring	0	624	New	Installation of new water level monitoring equipment at the Dam's outlet.
Brogo Dam FCD valve	0	401	New	Refurbishment of the 760mm fixed cone dispersion valve
Electrical safety improvement projects	0	20	New	Low voltage power distribution safety improvements
Total (Top projects)	238	1,389		

South Coast prioritisation outcomes

– examples of deferred projects

Project name	Project Cost FY26-28 (\$k)	Project description & details
Plant, equipment & heavy vehicles	101	Renewals
Fleet LVs	71	Light vehicle renewal
Cranes safety improvements	60	Safety improvements on multiple cranes
Brogo Dam safety inspection	35	5-year Dam safety inspection
Hydrometric Renewals	28	Monitoring equipment renewals
PLC/RTU project	7	Multiple upgrade projects

Operations & Maintenance

Glennies Creek floods

- Glennies Creek Dam has a fixed crest spillway and, once the full supply level is exceeded, water spills naturally. Fixed crest dams have no gates and WaterNSW is not permitted to pre-release water from the dam in the lead up to a flood event.
- WaterNSW cleared debris from downstream of Glennies Creek Dam in May & August. The debris was removed to allow access to local residents of Old Carrow Brook Road and so that WaterNSW staff could access Glennies Creek Dam.



Keepit Dam floods

- Unlike Glennies Creek Dam, Keepit Dam on the Namoi has radial gates on its spillway which allows the controlled release of water during flood events.
- The catchment area for Keepit Dam is 4,050 km² and, when including Split Rock Dam, the catchment area is 5,700 km². The total catchment area of the Namoi, including the Peel, is 17,100 km². Keepit Dam (including Split Rock Dam) captures water from approximately 30% of the Namoi catchment area, while the remaining 70% of the catchment contributes to flows from tributaries downstream of the dam, as occurred during flooding in early August.
- Notifications of increases to spill rates are issued by WaterNSW via the Early Warning Network (EWN).
- During normal operations water will be released through the valves to provide for irrigation, town water and environmental requirements.

Hunter Projects

- **Glenbawn Dam** - HJ Valves refurbishment: Valve No. 3 overhaul in progress
- **Glennies Creek Dam** - rockfall & table drains: Descoped to drainage improvement only
- **Lostock Dam** - Tunnel Trolley: Design completed, fabrication in progress

Business Papers

Taken as read

General Business

Upcoming Engagement

19 August 2025	Murray-Lower Darling CAG	Deniliquin
20 August 2025	Murrumbidgee CAG	Griffith
19-21 August 2025	AgQuip	Gunnedah
29-30 August 2025	Agrishow	Moss Vale
5-6 September 2025	Berry Field Days	Berry
8 September 2025	Peel CAG	Tamworth
9 September 2025	Namoi CAG	Narrabri
10 September 2025	Gwydir CAG	Moree
11 September 2025	Border Rivers CAG	Goondiwindi
17 September 2025	Coastal-Hunter CAG	Sydney
18 September 2025	Greater Sydney CAG	Warragamba Dam
23 September 2025	Lachlan CAG	Condobolin
24 September 2025	Macquarie-Cudgegong CAG	Dubbo
25 September 2025	Barwon-Darling CAG	Bourke
23-25 September 2025	Henty Field Days	Henty
18-19 October 2025	Murrumbateman Field Days	Murrumbateman
23-25 October 2025	Australian National Field Days	Orange

Useful Links and Resources (click the blue link)

- [WaterNSW](#) – we’re the people taking care of the state’s water at the source – capturing, storing, delivering
- [WaterNSW Pricing Proposal](#) – get involved and share your feedback
- [WaterNSW Customer Portal](#) – apply or amend a BLR bore, update the classification of your work and more
- [WaterInsights Portal](#) – WaterNSW’s interactive web tool where you can access everything you need to know about water resources and how we manage water
- [Licensing and Approvals](#) – book a one-on-one appointment with our Licensing team, apply for a new licence and more
- To receive our monthly E-Newsletter, state-wide customer notifications, Murrumbidgee IVT notifications and advertised applications – [subscribe here](#)
- Register for our [Early Warning Network](#) to alert you to dam and supply activities
- **WaterNSW Customer Helpdesk** – 1300 662 077 or email customer.helpdesk@waternsw.com.au
- **Metering:** find out your ongoing [recording and reporting](#) requirements; book a [one-on-one meeting](#) with our Metering team; use the online [NSW Metering Guidance Tool](#) to see if the metering rules apply to you and what is required to comply
- [NSW Department of Climate Change, Energy, the Environment and Water \(NSW DCCEEW\)](#) – responsible for setting water policy in NSW
- [Natural Resources Access Regulator \(NRAR\)](#) – responsible for the enforcement of water laws in NSW

Contact Details



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