

# Welcome Greater Sydney Customer Advisory Group

6 March 2024

Hawkesbury River

# Acknowledgement of Country Greater Sydney

I would like to begin by acknowledging the Gadigal people of the Eora Nation, who are the Traditional Custodians of the land on which we meet today and pay my respects to their Elders past, present and emerging. I extend that respect to all Aboriginal and Torres Strait Islander peoples here today.

# Welcome and Introduction



- Apologies
- Confirmation of Agenda Items
- Declaration(s) of Interest
- Minutes of previous meeting – 1 November 2023
- Actions arising from minutes – 1 November 2023

# Operations update Greater Sydney CAG – March 2024

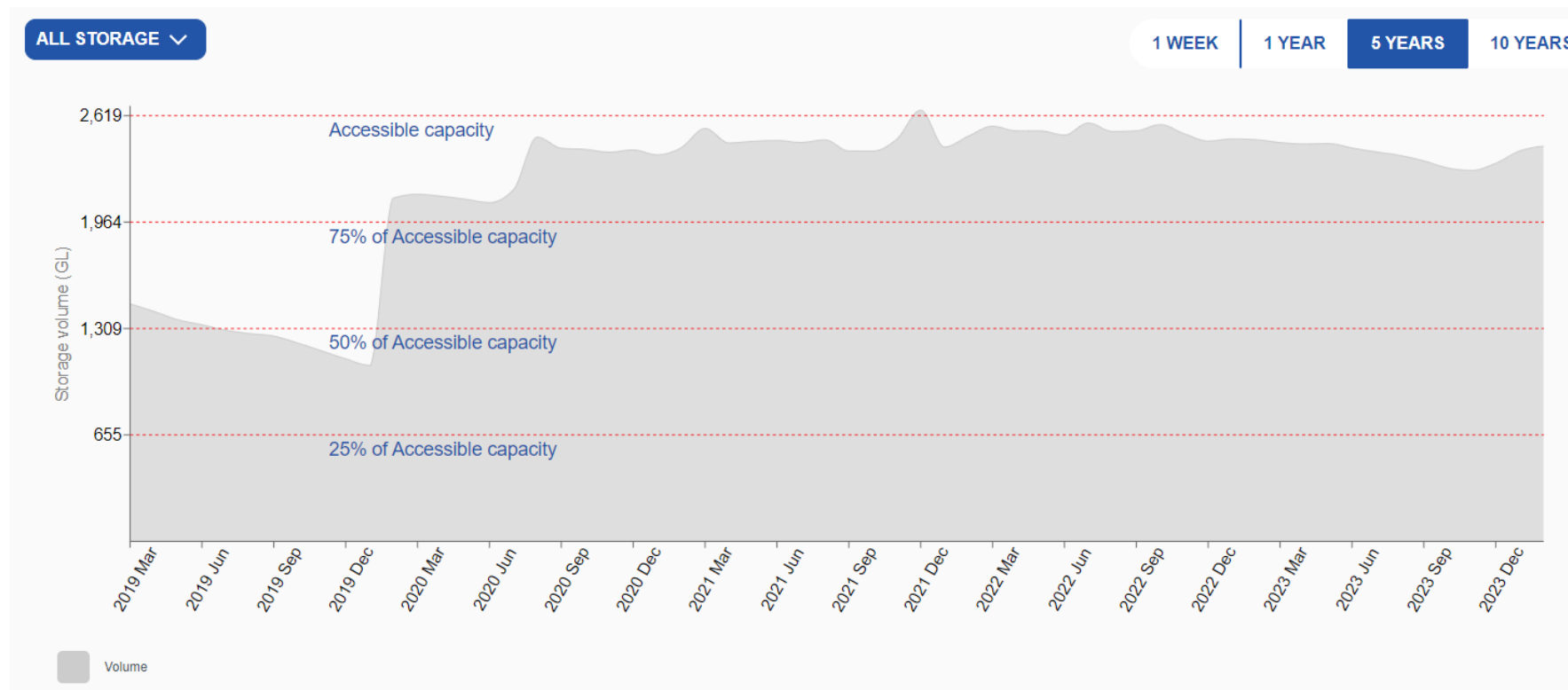


# Water Planning & Delivery update

# Total System Storage



- On Wednesday 31st January, water held in Greater Sydney dams was 92.5% of total storage volume (The level was at 93.6% with Warragamba at 97.7% on 27<sup>th</sup> February)

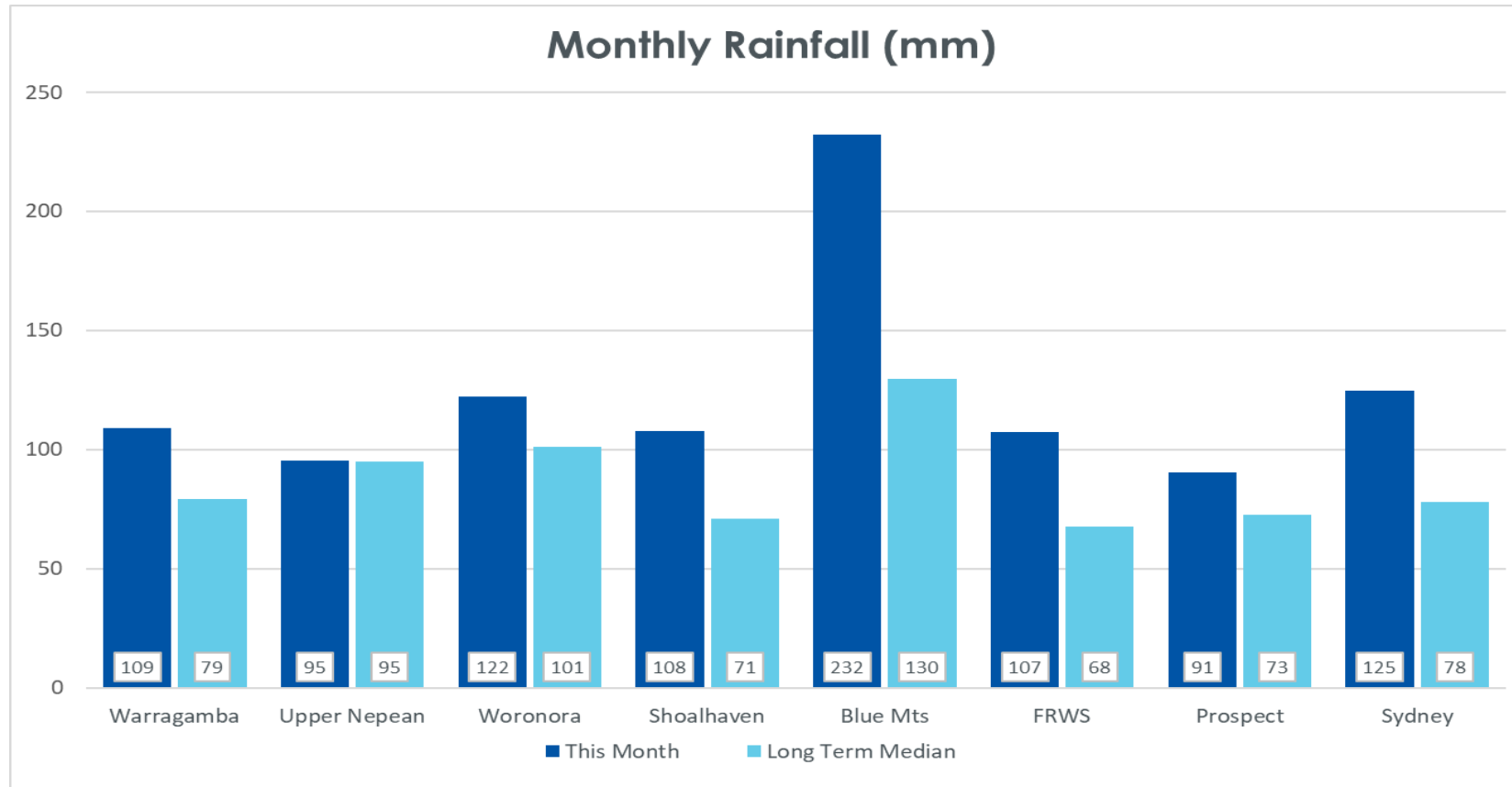


\*Oberon storage volume was at 97.7%

# Monthly Rainfall Totals



- Rainfall across Greater Sydney catchments in January 2024 was above the long-term median.

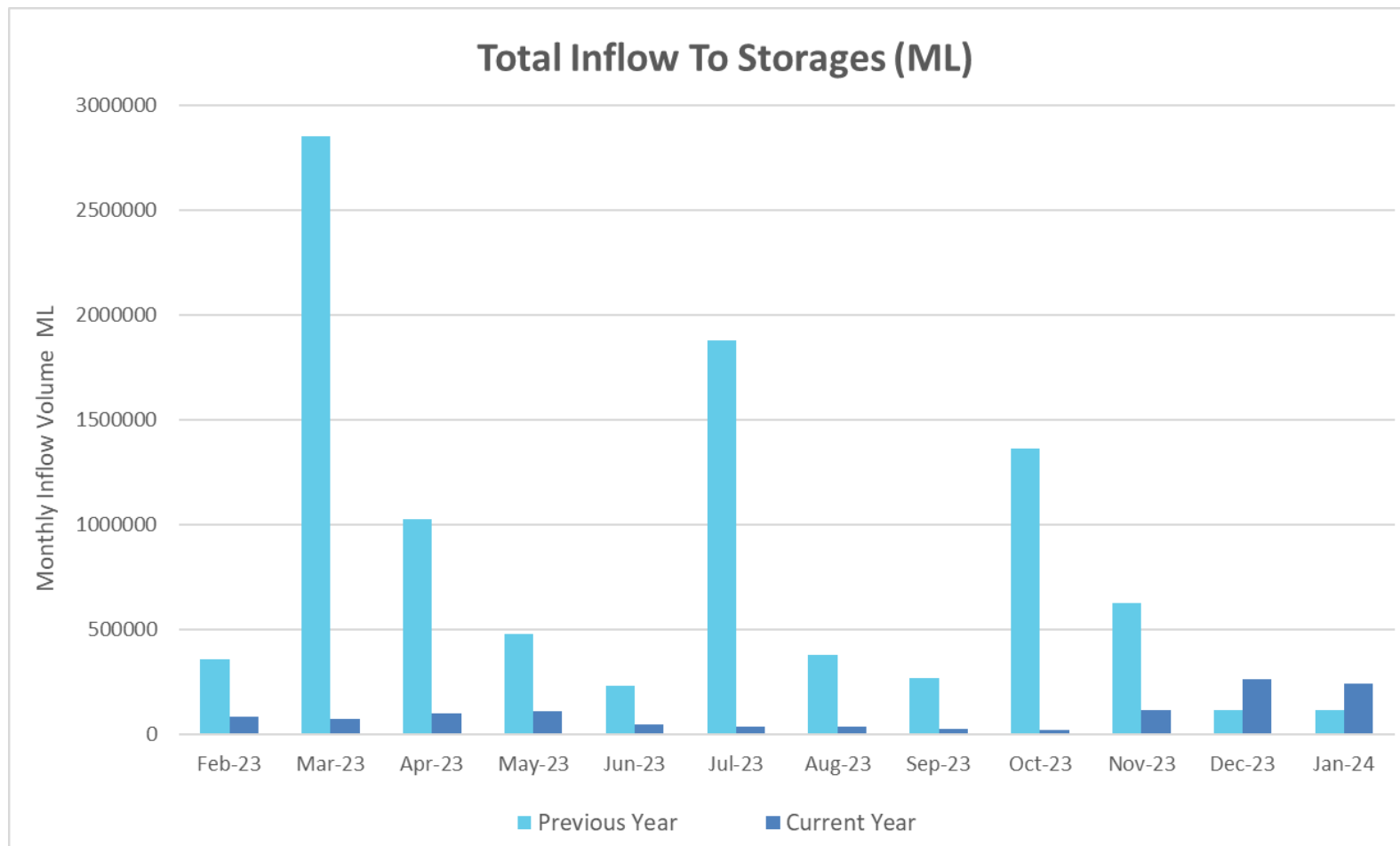


# Inflows



Inflows in January 2024 were 240 GL.

Inflows in January 2023 were 112 GL.



# Inflows



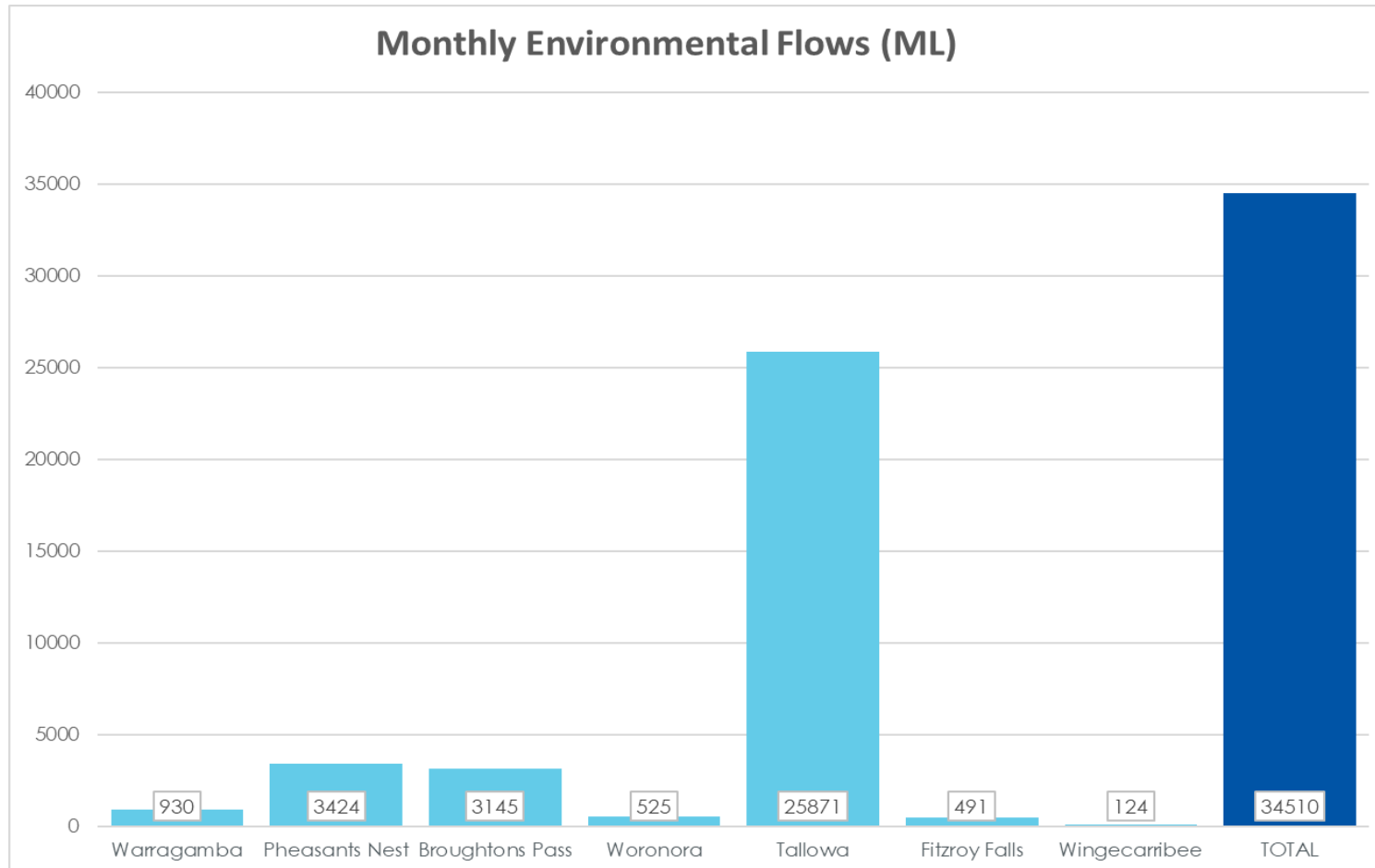
Calendar Year	Warragamba Inflow (ML)	Upper Nepean Inflow (ML)	Woronora Inflow (ML)	Tallowa Inflow (ML)	TOTAL
Average Annual	1,069,000	316,000	30,000	1,071,000	2,486,000
2018	103,234	32,199	2,433	136,559	274,425
2019	50,350	35,828	2,755	78,024	166,956
2020	1,745,619	276,838	34,570	1,487,432	3,544,459
2021	2,606,402	282,502	17,907	2,597,847	5,504,658
2022	5,489,571	962,196	125,763	3,621,145	10,198,675
<b>2023 to 31 Jan</b>	<b>452,201</b>	<b>134,914</b>	<b>13,644</b>	<b>646,883</b>	<b>1,247,642</b>

- Trigger to recommence Shoalhaven transfers = 75% total system storage
- Earliest expected date for storage decline to 75% is December 2024 (No rain scenario)

# Environmental releases



- January 2024 environmental releases = 34.5 GL



# Water Sharing Plan 2023



Issued in July 2023



Revised 80<sup>th</sup> percentile based on extra 10 years data



Allows for scaling for reducing storage levels



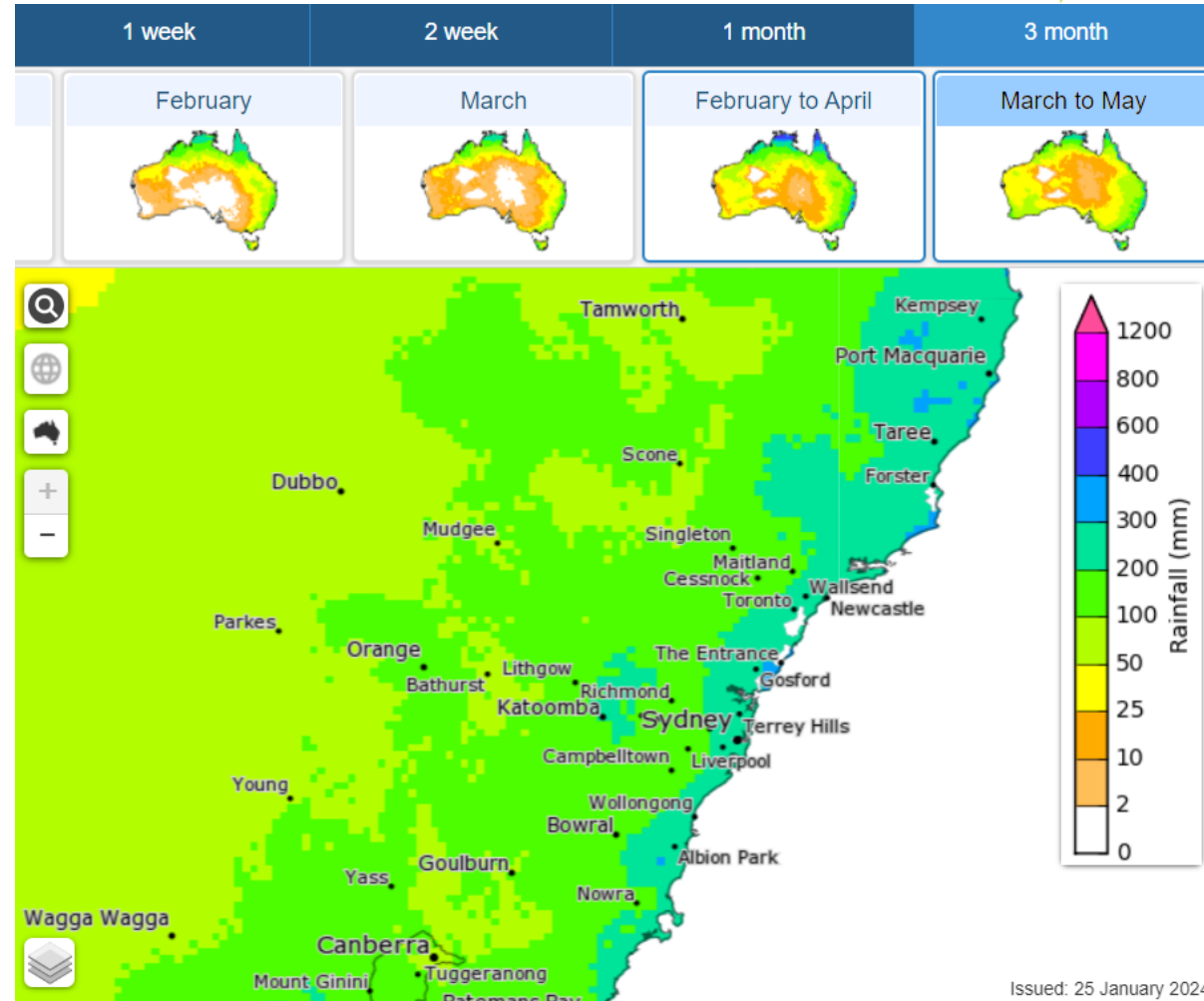
Required to comply with works approval and protocols



It is expected that the Department will issue a WAL package soon

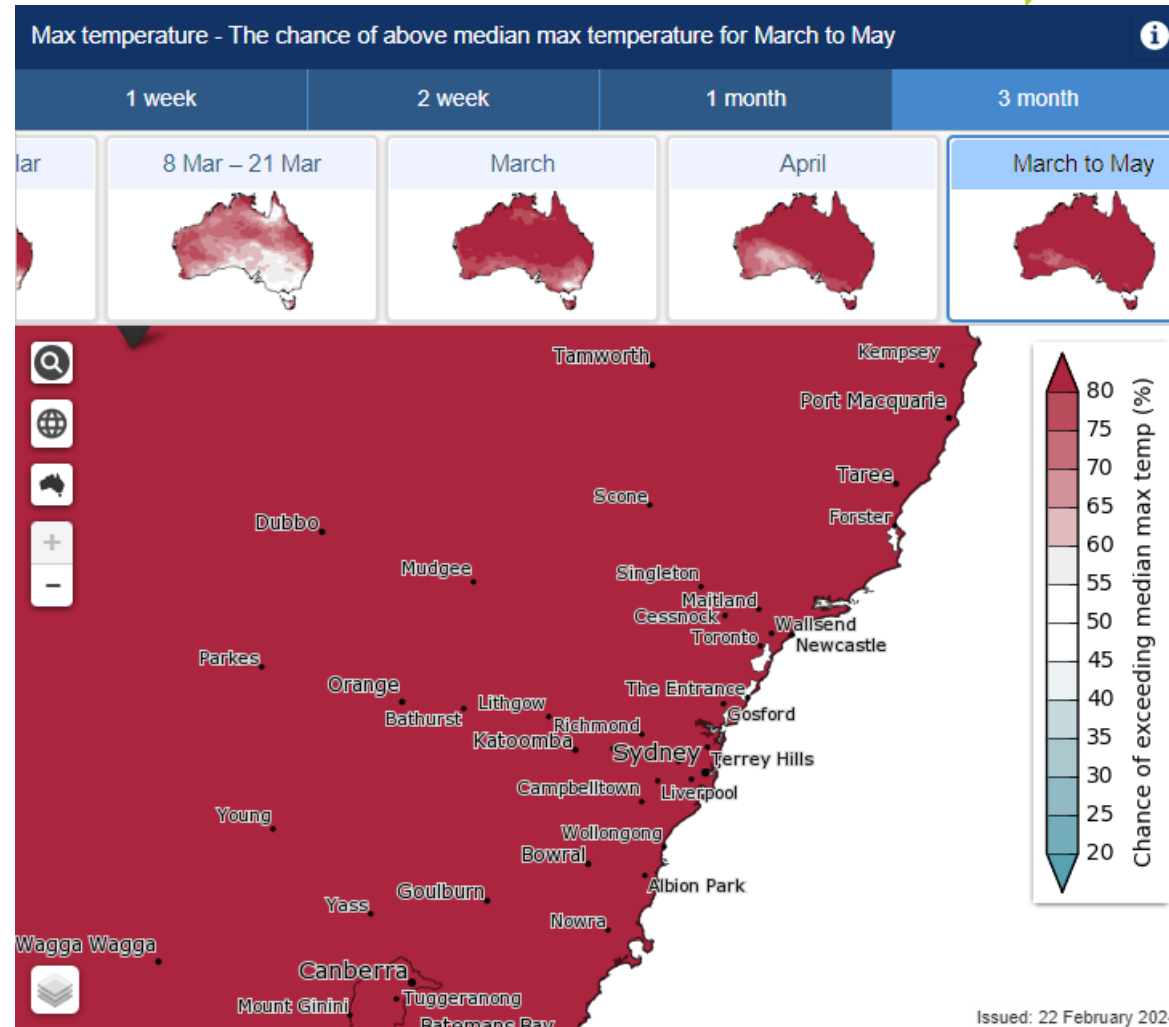
# Forecast Rainfall

- Bureau of Meteorology forecast:
- Sydney's catchment areas are likely to receive median rainfall during March – May.



# Forecast Temperature

- Bureau of Meteorology forecast:
- Chance of above median max temperatures are 60% to greater than 80% for all of Australia.



# Water Quality

# Water quality issues

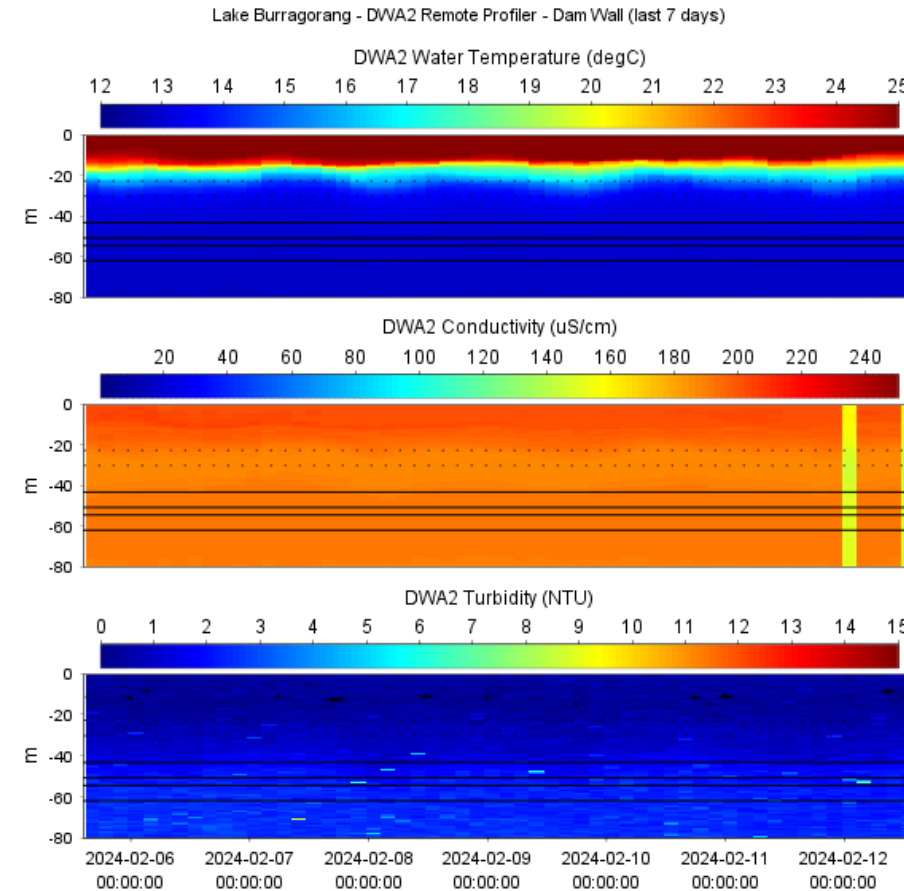


Location	Risk	Effect	Actions
Total System	Algae associated issues close to surface and increased metals deep in the water column.	Different risk depending on choice of supply depth.	Water quality scientists monitoring conditions and changing supply configuration to minimise risks.

# Water quality



Location	Risk
Total System	Surface waters are warming bringing a higher risk of algal blooms. These are being managed by the use of destratification systems where available, and Multi level offtake drawing from deep in the water column in the stratified lakes.



# Asset Maintenance and Projects

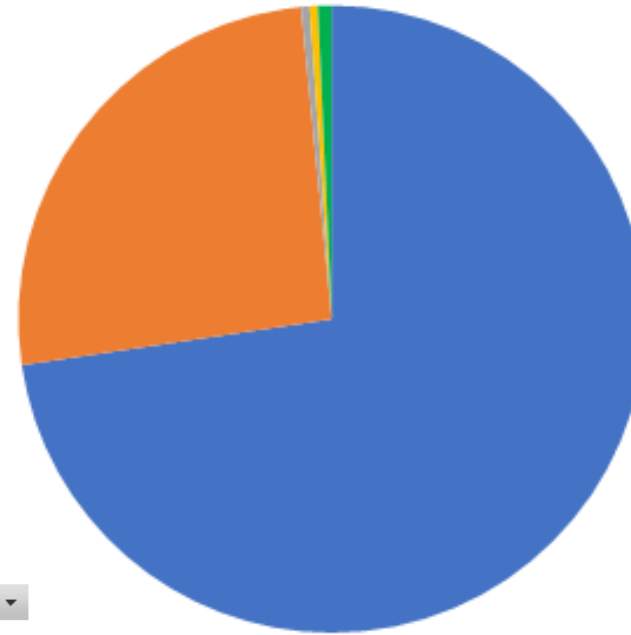
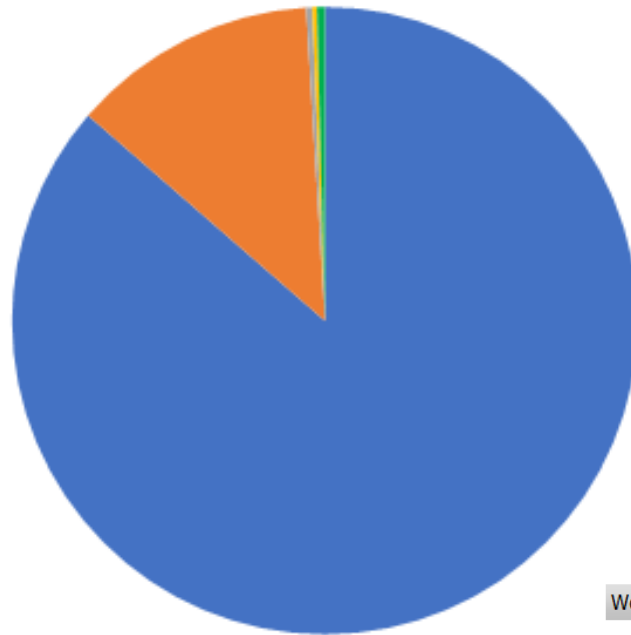
# Work orders completed

Sydney (excluding Fish River) FY24 to date



By number of workorders

By total hours worked



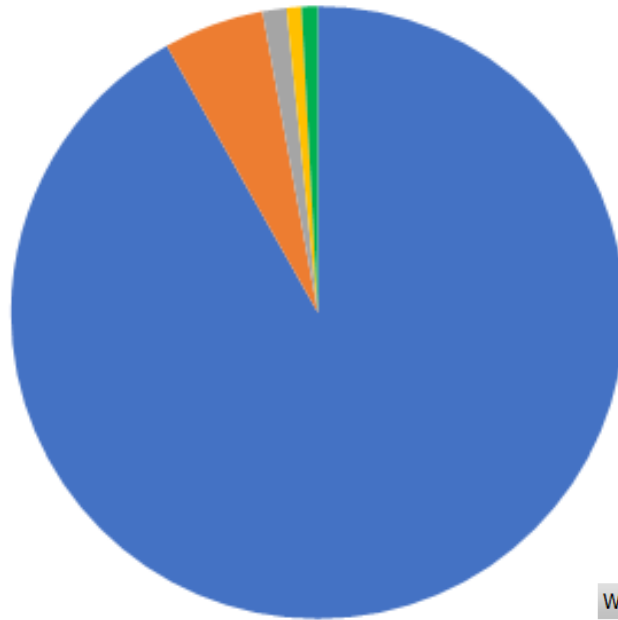
- Work order type ▾
- Preventative Maintenance
  - Corrective Maintenance
  - Breakdown Maintenance
  - Operations
  - Other

# Work orders completed

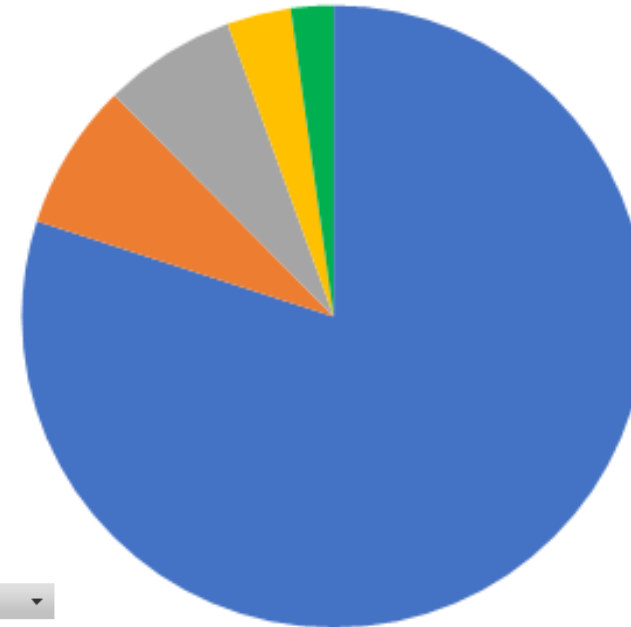
Fish River FY24 to date



By number of workorders



By total hours worked



Work order type ▾

- Preventative Maintenance
- Corrective Maintenance
- Breakdown Maintenance
- Operations
- Other



# Flood Damage repairs

Warragamba post-tensioned anchors















Warragamba deep water pumping station











# Future Operations

# Working on efficiencies



Changed structure to group field teams together

Focus on reducing operating costs

- Work programs

- Work methods

- Work assignments

- Use of contractors

# Review of non-urban water metering regulations

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Ria Pryce

# Engagement on the 2025-2030 Pricing Proposal

Customer Advisory Groups March 2024



# Let's get our technology ready – have your phones handy!

To make sure we hear from everyone, we will be using a program called **Slido**.

There are two ways of joining Slido:

Option 1 – website

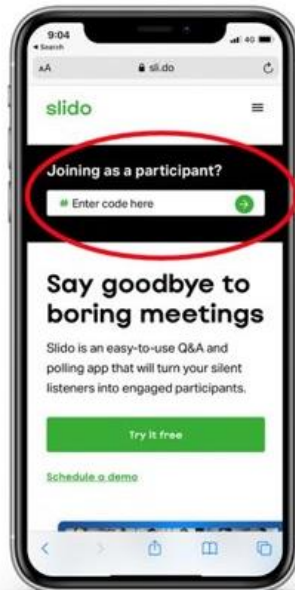
Option 2 – QR Code

Head to  
Slido.com

Type the code **MARCHCAG**

Scan the QR code

CLICK HERE



TYPE CODE  
HERE



*If you ever get stuck using Slido, put your hand up and our team will come around to help you*



# Water Working Groups Update

## WaterNSW

### Brendan Maher

# Our proposals that follow your priorities

## WaterNSW Bulk Water services

### Your priorities were

#### 1. Water affordability and bill transparency

- Measures to **keep costs low** supported.
- Government should pay more of a share on the costs for **dam safety, environmental initiatives** and **water meters and compliance**

#### 2. Water security and delivery

- Continue to update and **maintain the CARM system** (used to operate the river system)

#### 3. Sustainable water and land management

- Strong support for introducing a **proactive pest and weed land management system**
- Strong support for introducing a proactive **bushfire management program** on WaterNSW lands
- Moderate support **for capturing and selling carbon credits**

#### 4. Easy access to data and information

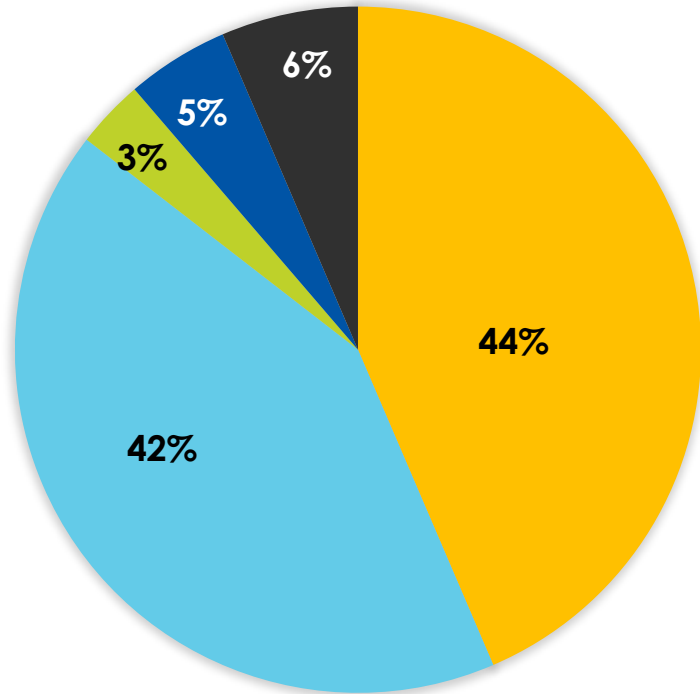
- Improve the **Water Insights** website
- Invest in more **technology and cyber security**
- Invest in more **WaterNSW telecommunications**

#### 5. Good customer experiences

- A proposal for **local customer engagement staff** achieved 67% support.

# Water Working Groups February

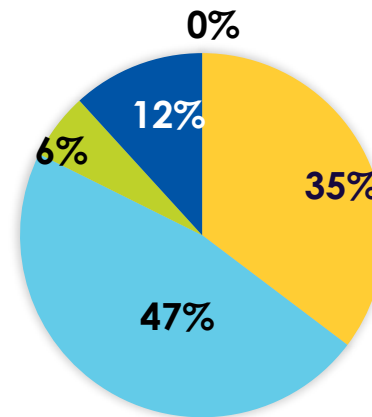
## How do you best identify? N=62



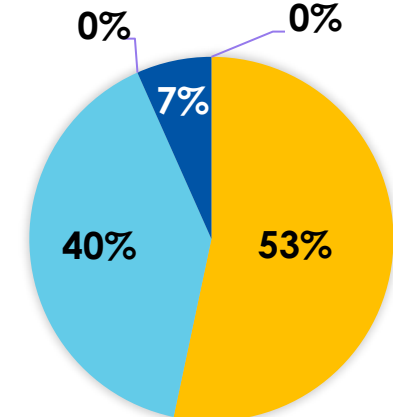
- Customer (has a water access licence)
- Resident/Community
- Environment
- Government
- Industry

Customers were encouraged to identify as such

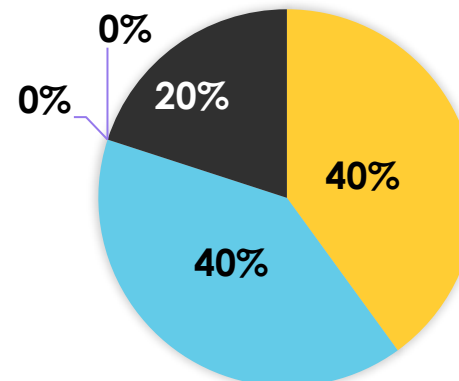
### Coastal N=17



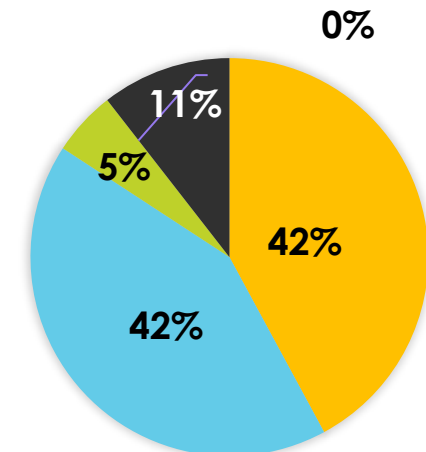
### South West N=15



### Central N=10



### North West N=19



# WaterNSW Revenue Requirement

## Clair Cameron and Joe Pizzinga

## WaterNSW bulk water

**What are the costs for WaterNSW to run the business?**

**Potential alternative funding options – should we seek alternative funding for different activities that relate to the wider community?**

**What change would this make to the need for revenue or the timeframe for delivering the activity?**

## The process for determining customer charges 2025-2030

Remember there are **two steps in this process:**

### **Step 1**

The water agencies calculate their costs that they need to operate

### **Step 2**

IPART calculates customer charges

## Today

We are going to :

1. Provide you with an early view of our **calculations of the revenue WaterNSW** needs to operate to deliver water. This incorporates:
  - your feedback to date,
  - those economic drivers outside of our control like tax and interest payments, and
  - the costs for WaterNSW to comply with policy and regulation.
2. Discuss what is **driving our costs**, and how this could impact on customer bills?
3. Discuss what **steps we can take to help minimise the cost** increases for our customers, and seek your views.

**Early views on what is  
driving the cost and  
therefore the revenue  
we need**

- We have calculated the costs for operations and projects for WaterNSW Bulk Water services – taking on board your feedback and preferences.
- **The outcome of our calculations is an increase in the amount of revenue that WaterNSW requires - 39% higher than what we receive currently.**
- This can be broken down as follows:
  - ❑ **Greater Sydney 37%** increase over the current allowance (average bill increase +54%)
  - ❑ **Rural Valleys 43%** increase over the current allowance (average across all valleys bill increase +63%)
  - ❑ **WaterNSW share of WAMC: 42%** increase over the current allowance

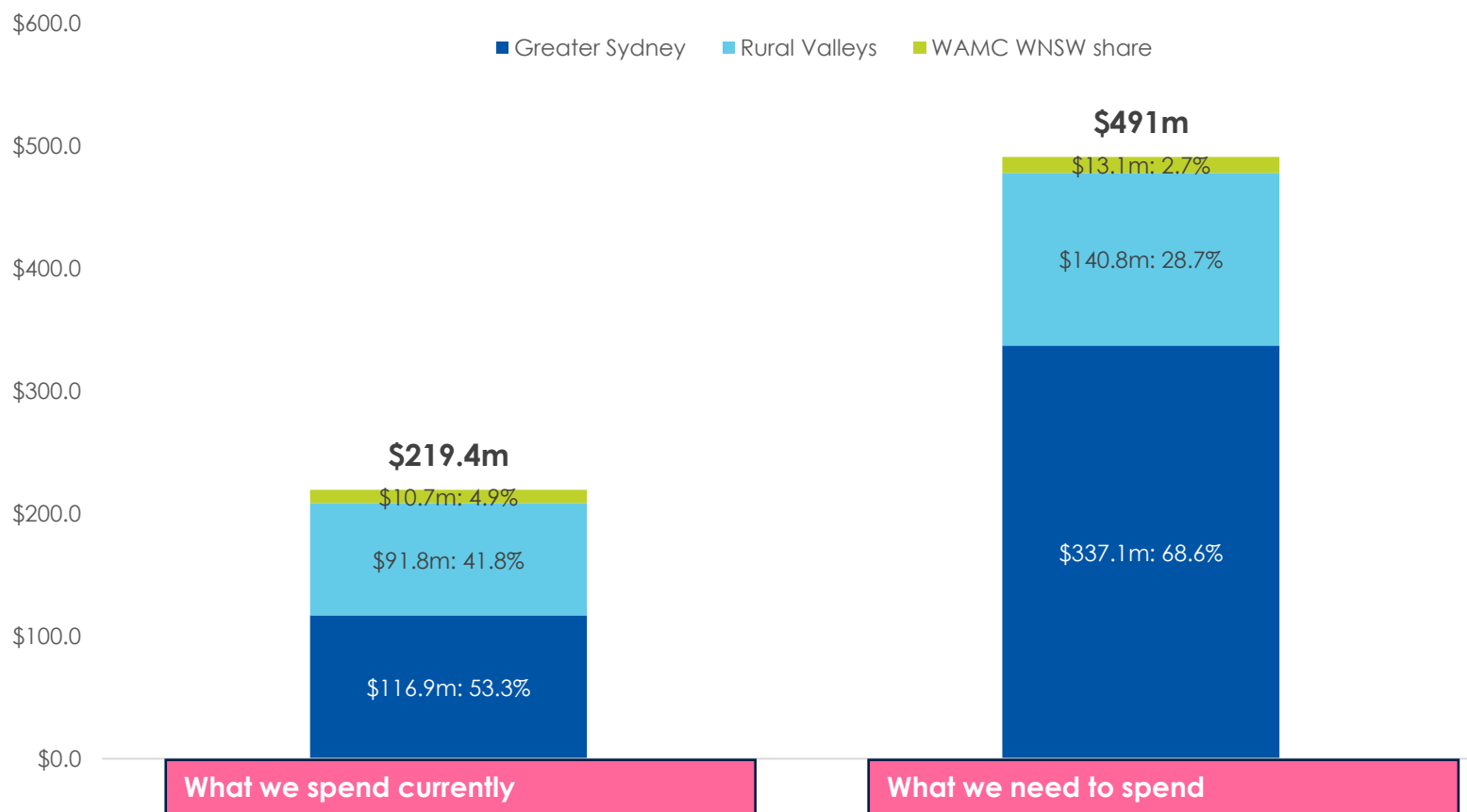
**Based on your earlier feedback, we recognise the resulting bill increases are clearly unacceptable to customers.**

**What is driving these costs, and what is the impact on customer bills?**

# What's driving the increase? Let's look at capital expenditures

- The cost of infrastructure is forecast to increase by 124% for 2025 – 2030, compared to what IPART's allows currently.
- The costs within our direct control – including maintaining an ageing network - are also increasing.

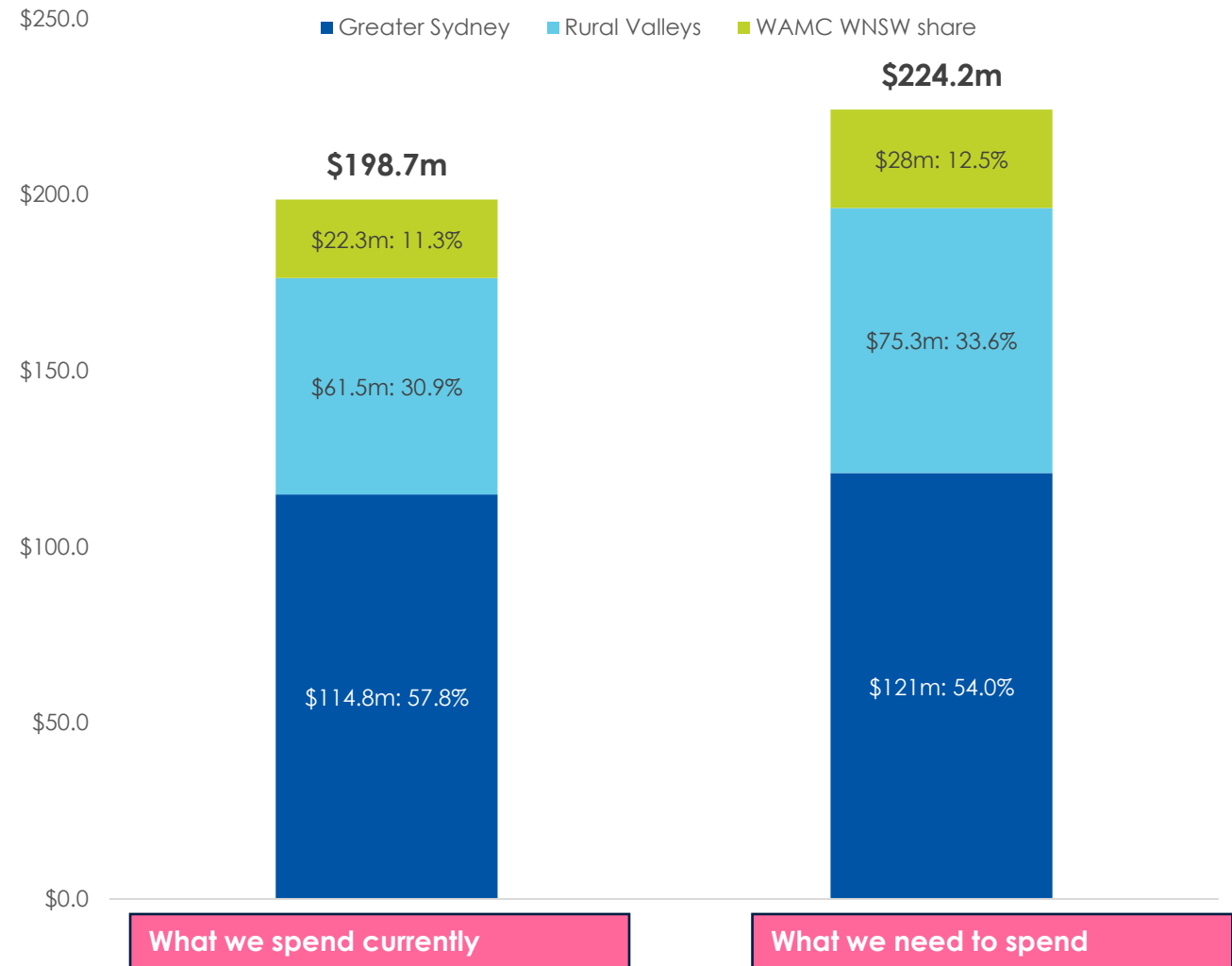
WaterNSW Average Annual Capex - Draft Proposal (\$millions, \$2024-25)



# Let's look at operating expenditures

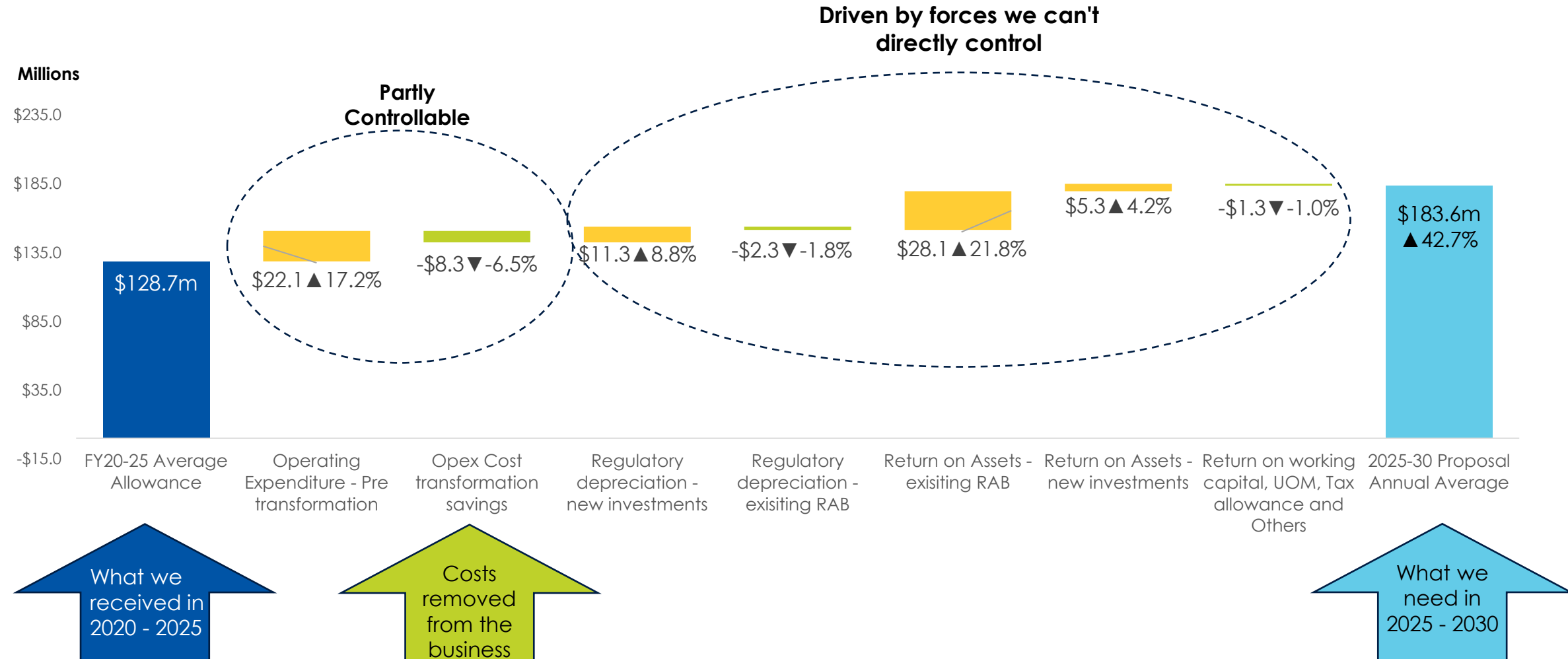
- Operating costs are expected to increase by 13%.
- Several factors outside of our direct control - including high inflation, energy, insurance and land tax, and rising construction costs – are increasing our prices.

WaterNSW Average Annual Opex - Draft Proposal (\$millions, \$2024-25)



# Not all of the cost increases are controllable

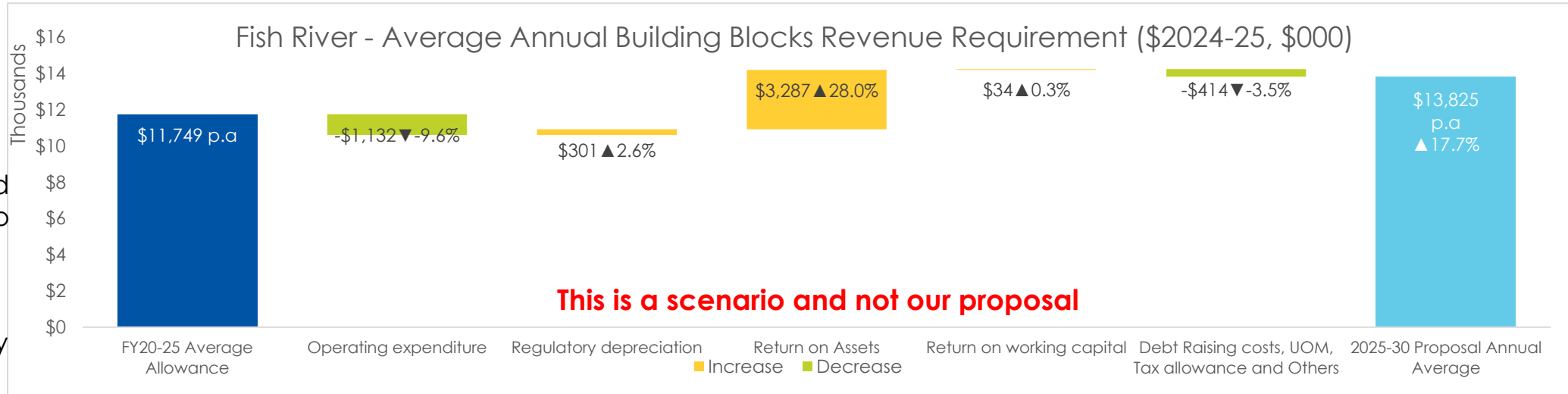
## Across our rural valleys, our costs have increased by 43%



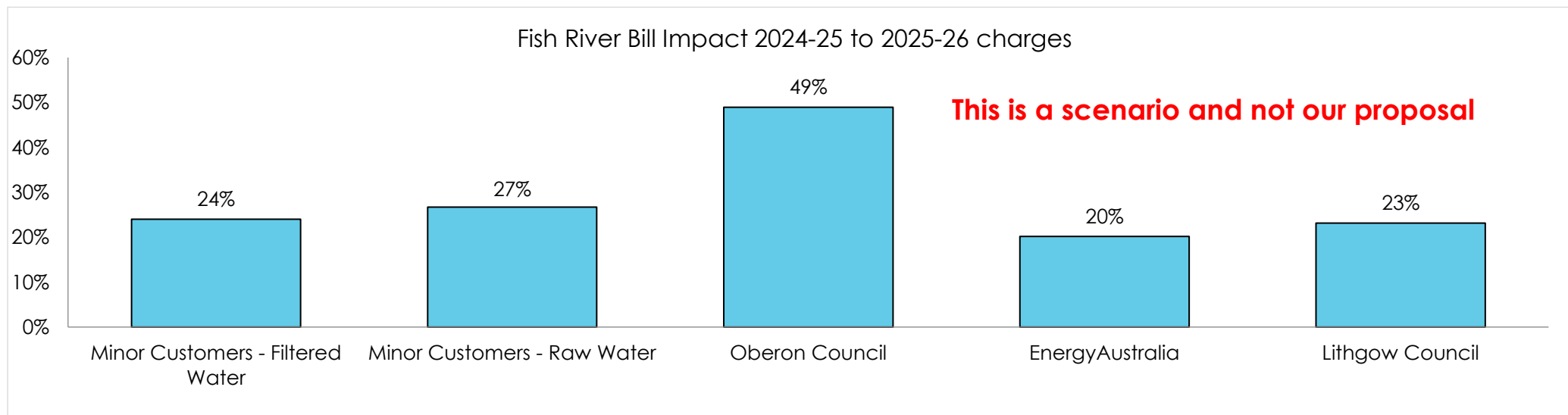
# Costs by valley

# Fish River

- Revenue requirement increases are mainly driven by the infrastructure cost of renewal and replacement costs and corporate systems, also driven by higher land tax, insurance and electrical safety improvement, offset by opex efficiencies tested.

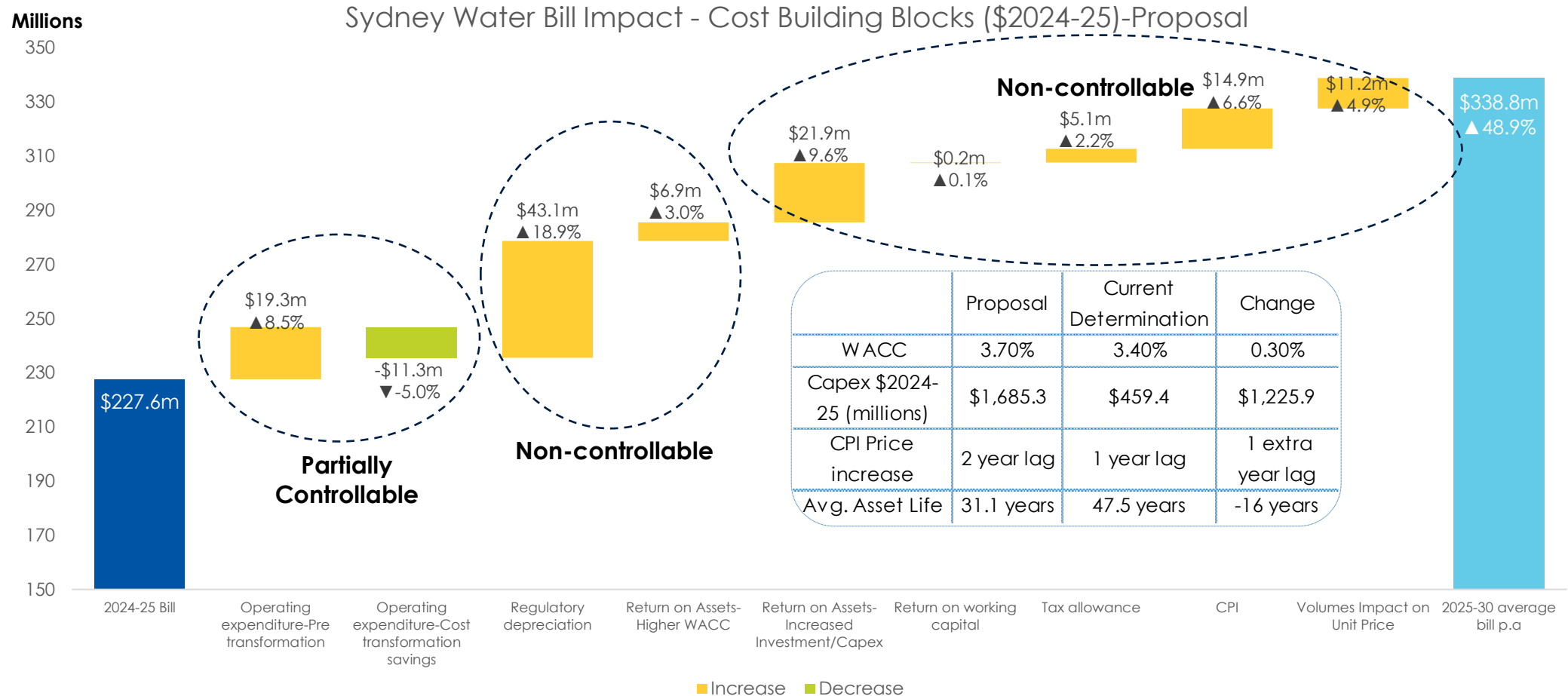


- A higher return on assets based on current economic conditions is also a significant contributor to a higher revenue requirement.



- This scenario assumes Oberon council will be on full cost recovery price like other customers, instead of discounted in current determination

## All in scenario – revenue requirement to increase by 37%



- Opex including \$1.4m p.a of cost of debt true up
- Capex projects asset classification and asset lives under review

**What steps we can take  
to help minimise  
the cost increases for our  
customers?**

## Managing customer bills

- WaterNSW is mindful of keeping customer bill increases sustainable
- We are keen to engage with you on alternate options
- IPART will consider affordability in making its determination
- We're exploring perhaps six scenarios to put to IPART to address the size of the revenue requirement needed

Scenario 1	Scenario 2	Scenario 3	Scenario 4** TBC	Scenario 5	Scenario 6
<ul style="list-style-type: none"> <li>• IPART <b>caps customer charge increases</b> (eg to 10% p.a)</li> <li>• Revenue shortfall is self-funded by WaterNSW and results in higher debt and interest costs</li> </ul>	<p><b>Defer some operating and infrastructure projects</b>, to the next regulatory period, or remove them altogether</p>	<p><b>Increase the government share of costs</b></p>	<p>Taking higher risk for asset replacement and <b>defer capital investment</b> for capital maintenance</p>	<p><b>Extend the useful lives of some assets</b> - this means the cost of the asset is recovered over a longer period. This reduces funding costs and prices in the short term, but negatively impacts our financeability</p>	<p><b>IPART applies a lower rate of return on capital</b> to reflect potentially cheaper interest rates at the start of the determination period than we have assumed</p>

\*\*WaterNSW will be unable to pay dividends and may not be able to maintain credit rating. This scenario is not feasible.

## Managing customer bills

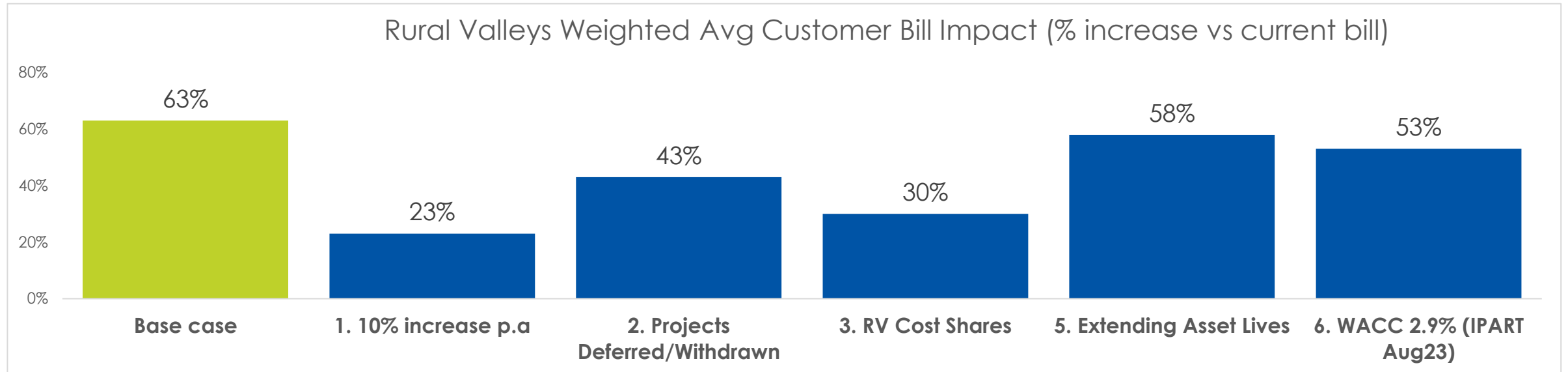
### Scenario 1

- IPART **caps customer bill increases** (eg to 10% p.a)
- Revenue shortfall is self funded by WaterNSW & results in higher debt & interest costs

### Scenario 1 (IPART capping the bill increases)

- **Provides the most bill relief to customers,**
- **Is a scenario that IPART is likely to consider based on past experience.**
- **No other scenario can achieve a better bill outcome**
- **It may not be feasible due to its potential impacts on the state budget.**

# Weighted average customer bill and revenue impacts under different scenarios



## Base Case

Our calculations for a base case show:

**A customer bill impact increase of 63% on average,** compared with current bills.

## Scenario 1

IPART **caps bill increase:**

- WNSW needs to borrow money
- no dividends paid
- negative net profit after tax

## Scenario 2

WNSW doesn't include large infrastructure projects in submission

**Increase of 43% on average** compared with current bills.

## Scenario 3

Based on your feedback, this scenario reduces the customer proportion of cost shares

**Increase of 30% on average** compared with current bills.

## Scenario 5

Extend the life of assets

**Increase of 58% on average** compared with current bills.

## Scenario 6

Factor in a lower capital return rate based on lower interest rates.

**Increase of 53% on average** compared with current bills.

# Scenario 2 in detail

# Reconfirming your support for WaterNSW proposals

## How do we reduce the cost burden?

- We have 5 large projects to take you through under Scenario 2.
- To reduce costs, we could remove some of these large projects from our submission.
- Some projects are relevant across the state, others only apply to some valleys.
- As we go through each of these, think about:
  - **Do you think this project is a good idea** – putting aside who pays for it?
  - **Should we keep it in our proposal or seek alternate funding?**

**We'll come back at the end to discuss**

# Scenario 2: Projects for potential deferral or removing from our submission

Project/ Program	2025-2030 \$million	Description
<b>Capital expenditure</b>		
Warragamba eflows	291	Infrastructure installed at Warragamba Dam to enable environmental water flows (eflows) to mimic the natural flow of water, if the dam wasn't there. The Project is a key action in the NSW Government's Greater Sydney Water Strategy.
Warragamba climate resilience	TBC	Develop a staged approach for any risk reduction measures required by Dams Safety NSW, in the event of a catastrophic climate event.
IT initiatives	58	Various IT initiatives which have a benefit for water consumers, required by Government policies (eg cyber security)
Land management	7	Improving recreation areas and facilities (at 17 sites) in the Sydney area including day use areas around major dams and camping areas in the Shoalhaven catchment. These provide significant public benefit.
<b>OPEX</b>		
Land Management	68	Includes public safety initiatives, recreational land management, pest and weed management, and fire management. Recreational facilities have a public benefit and public safety spend is driven by community access to our waterways and recreational facilities.

To give a sense of the size of the benefit of Option 2, this would reduce the average bill increase across the valleys by approximately 20 basis points from 63% to 43%. **The benefit is not shared equally across all valleys.**

# Our early view on the next steps and approach

## This is our early view on the next steps and approach for bulk water

- Our costs are mostly driven by things we can't control such as **macro-economic factors** - there simply isn't enough discretionary revenue in the business to offset these costs.
- The 8 proposals we have been discussing with you provide good value **but do not have a significant bill impact. We can't offset the costs by removing a proposal.**
- Our price proposal will contain the **revenue that is needed** to recover (the prudent and efficient costs) to run the business.
- It will go some way toward meeting **customer preferences and our regulatory (and other) obligations.**
- **We won't directly propose customer bill increases.**
- Rather, we will provide IPART with the scenarios discussed today to consider.
- We will recommend to IPART that they have strong regard for **customer feedback on cost shares**
- IPART will consider **customer affordability** and cost of living pressures
- **Given the size of the revenue we need IPART** will determine what share of our costs should be borne by customers and it is likely they will put in a price cap of some sort.

## In Scenario 2

Are there any of the big initiatives or projects that you don't support at all, irrespective of who funds them?

slido



Initiative and cost 2025-2030	Relevant valley
Warragamba E-Flows \$291 million	Greater Sydney
Warragamba Climate Resilience \$TBC	Greater Sydney
IT initiatives - \$58 million	All groups and valleys
Land management (CapEx) - eg Cost of improving facilities and recreation areas around dams (physical works) - \$7 million	All groups and valleys
Land management (OpEx) - Cost of the day to day management of pest and land management fire, and safety - \$68 million	All groups and valleys

# Slido question and discussion on the big initiatives



## Greater Sydney Group discussion – Slido

We will use Slido to answer the below questions. We will open the polls in a moment:

### Big Initiatives

1. Warragamba E-Flows
2. Warragamba Climate Resilience
3. IT Initiatives
4. Land Management (CAPEX)
5. Land Management (OPEX)





# Government Owned Meters (GOM)

Hawkesbury Nepean Fleet

End of Life Renewal &  
Replacement Customer  
Engagement

# Given the age of the GOM fleet we need to discuss meter End of Life replacement options with you.

- NSW Government received Commonwealth grant funding circa 2010 to install approx. 800 meters in the Hawkesbury Nepean. NB: These meters were subsequently transferred to WaterNSW ownership in 2016/17.
- The decision on what to do at the end of life for the Government Owned meter fleet was not finalised at the time of first installing the HN meters, nor at the time of implementing the more recent Non-Urban Metering Reforms.
- The Hawkesbury Nepean GOM meter fleet has a large percentage of flood damaged, vandalized or inoperable assets. We are currently 80% way through a comprehensive ground truthing exercise, and an attempt is made to access each site and individually assess the necessary repairs and cost to reinstate the meter.
- The Meter Service Charge (MSC) for GOM customers, is only applied to operable meters. Note for HN, the original 3 year waiver of the MSC has continued for entire period since and the MSC has never been collected for the HN.
- Over the past 15 years, only a very minor provision as part of the MSC was ever made for meter replacement, but it never contemplated the eventual End of Life renewal of the entire GOM fleet. Noting the MSC charge has never been applied in the HN, therefore no accrual has been made for replacements.
- Approximately 10-20% of HN meters are operable based on ground truthing to date. Therefore, EOL issue is different for operable and non operable meters.

**So, we need to have a two-part conversation;**

**Part 1- returning all sites to be operable**

**Part 2- customer preferences for replacement at end of life**

# Part 1 - returning all sites to be operable

# Expected life of remaining operable meters

- WaterNSW will progressively commence to declare operability of individual meters, based on ground truthing and having ensured it meets fleet requirements and compliance standards.
- Once declared operable by WaterNSW, Meter Service & Telemetry charges will apply.
  - The current Meter Service charge for 2023/24 is \$1,011 pa (current forecasts expect this to increase to \$1,173 pa for 2025/26).
  - Customers will also be required to pay a telemetry charge (\$254pa) and scheme management charge (\$82pa)
- Customers right to Opt-out of the GOM fleet at no cost remains.

# For non-operable meters in the HN that need to be reinstated who should pay? - Slido

- **Option 1 - Meter Ownership Transitioned to Water Users** and obligations for a functioning meter sits with user
- **Option 2 – Government ownership** continues with repairs and reinstatement of the meter like-for-like costs funded by customers; and MSC commences
- **Option 3 – Government ownership** continues with repairs and reinstatement of the meter like-for-like costs funded by government; and MSC commences

- **Q1: First impressions, what would your preference be?**
  - a) Option 1
  - b) Option 2
  - c) Option 3

\* Like-for-like does not include any customer requests, relocation or modifications to meter installations



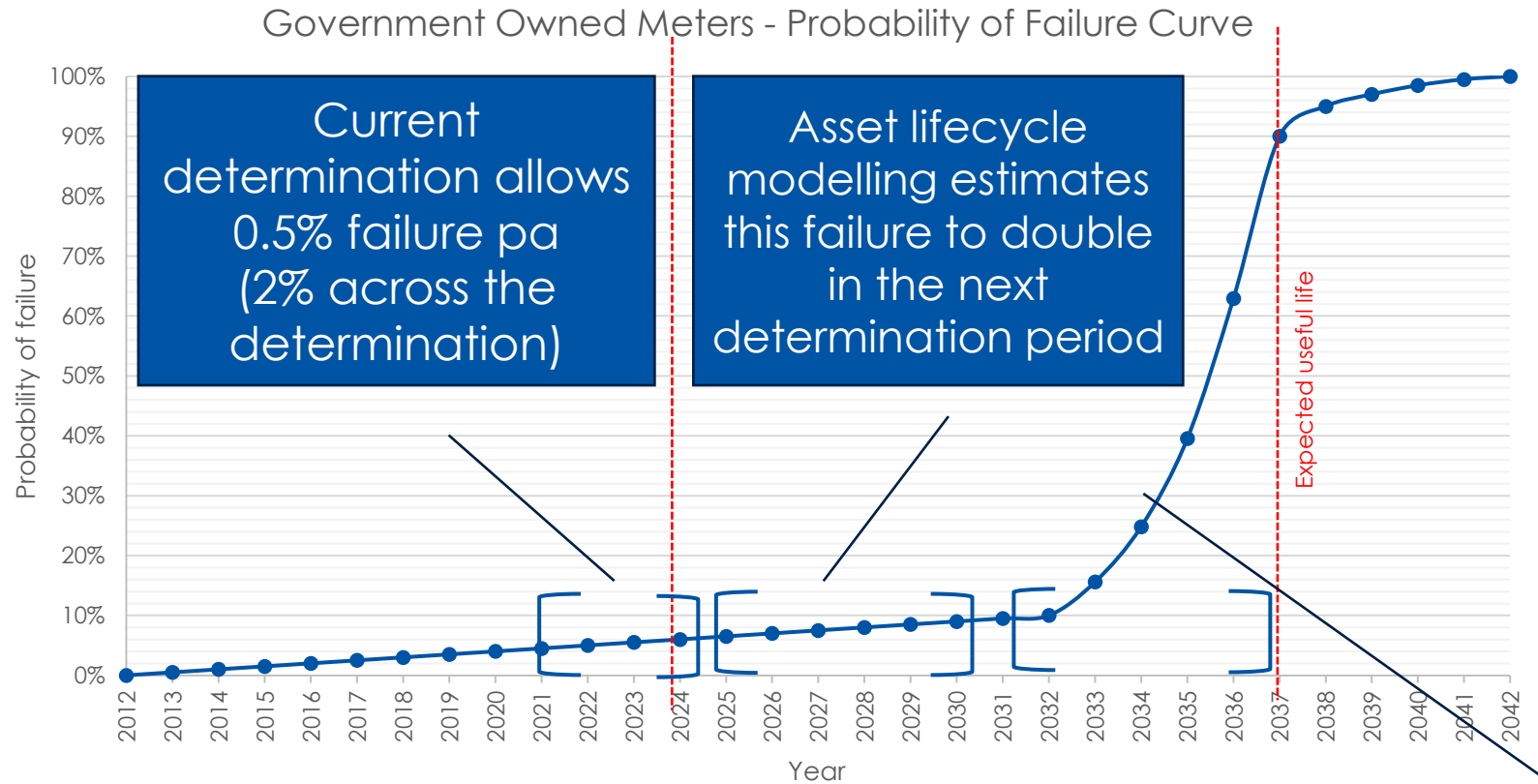
## **Part 2 - customer preferences for eventual replacement at end of life**

# For your consideration and feedback - Slido

- **Q2: On the basis all meters are operable, do you support the transition of ownership of the GOM fleet to customers?**
  - a) YES
  - b) NO
  - c) undecided



# Expected life of Operable HN Government Meter Fleet



Current determination allows 0.5% failure pa (2% across the determination)

Asset lifecycle modelling estimates this failure to double in the next determination period

Expected useful life

En masse GOM replacement forecast 2031-35 for currently operable HN meters

# Expected life of remaining operable meters

- While Asset lifecycle modelling estimates failure rates to double in the next 5 years, and the bulk of End of Life is expected in the following period starting in 2031.
- Water NSW proposes to hold the failure rate provision within the MSC, to the current level of 0.5% pa for the 2025-30 determination. NB: This is only applicable to operable assets.

# 3 options for your consideration and feedback today

- **Option 1**- Meter Ownership Transitioned to Water Users
- **Option 2** – Government ownership continues with End-of-life replacement funded by customers
- **Option 3** – Government ownership continues with End-of-life replacement funded by government

• **Q3: First impressions, what would your preference be?**

- a) Option 1
- b) Option 2
- c) Option 3



## Option 1- Assume Meter Ownership is transitioned to Water Users

- Original (NUMR) Govt policy direction was for all meters to be in private ownership – direction then changed by Minister in August 2020
- The proposed transition of GOM meters at end of life or at an agreed point in time will result in all NSW meters will be in private ownership.
- WaterNSW will ensure meters transitioned to water users prior to EOL are compliant and operational.

- **Q4: In this scenario, there is no govt owned meters, so would you prefer transition**
  - a) immediately
  - b) 30<sup>th</sup> June 2030, prior to any new charges being levied
  - c) Upon End of Life



# Option 2 – Government ownership continues & EOL renewal costs funded by customers

- Customers will continue to pay an annual Meter Service Charge for preventative maintenance – estimated at \$1,173 FY2025/26\* including 0.5% provision for any interim failures.
- Customers will also be required to continue to pay a telemetry charge and scheme management charge
- The estimated total cost to replace all GOM meters across the state - \$35m (excludes LIDs & relocations)
- Under this Option (2) based on asset life forecast and total cost of GOM fleet renewal, we propose a renewal & replacement charge commences in 2031.
- This charge is the capital contribution that each water user will pay annually, for the approximate 10 year period (2 future determinations) to renew the GOM fleet in its entirety.

Year	Capital Contribution Per Meter*
2031	49
2032	61
2033	140
2034	336
2035	650
2036	1,148
2037	1,807
2038	2,205
2039	2,234
2040	2,148

\*indicative estimate, subject to changes

## Option 3 – Government ownership continues & EOL renewal costs funded by Government

- Customers will continue to pay an annual Meter Service Charge for preventative maintenance – estimated at \$1,173 FY2025/26\* including 0.5% provision for any interim failures.
- Customers will also be required to continue to pay the telemetry charge and the scheme management charge
- The estimated total cost to replace all GOM meters - \$35m (excludes LIDs, customer requests & relocations)
- Under this Option (3) there are no customer renewal & replacement charges because the costs are borne by Govt.

# For your consideration and feedback

- **Q5: Do you support Government or Customers funding GOM meter End of Life renewal & replacement?**
  - a) Not applicable - I support Option 1, private ownership
  - b) Customer Funded (option 2)
  - c) Government Funded (option 3)
  - d) Possible combination e.g. co-contribution “cost share” between govt & customers



# Thank you for your consideration and feedback

- **Q6: Please rate in order of preference (1=highest 4=lowest), suggested methods to broaden our engagement to your members / other customers?**
  - a) WaterNSW to promote & facilitate online info sessions
  - b) newsletter and mailouts by WaterNSW
  - c) User Group newsletters and mailouts
  - d) other





# Natural Resources Access Regulator NRAR

# Compliance and enforcement

Business case: IPART submission

Customer Advisory Groups - March 2024



Brett Bates  
Principal Project Officer  
Economics  
Regulatory Excellence

# Purpose

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Today we will give an update on

- NRAR draft performance measures
- What we heard in the previous CAGs
- NRAR's business case preparation for IPART's price determination
- NRAR cost of compliance

# Proposed performance measures and reporting

## Outcomes:

1. **Efficient and effective compliance and enforcement**  
NRAR will ensure efficient and effective compliance and enforcement of the NSW water laws
2. **Water users' understanding of the rules**  
NRAR will increase water users' understanding of the rules and how to comply with them
3. **Public confidence in compliance and enforcement**  
NRAR will increase public confidence in the enforcement of NSW water laws



# Last time we spoke

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We asked how you valued our **monitoring and compliance, enforcement** and **education** services.

What we heard: CAGs survey (July 2023) - 78 responses over 10 valleys

~80% rated **all of our services as important – very important**

77% thought **Education** was important - very important

79% expressed **confidence** in NRAR's enforcement of the rules

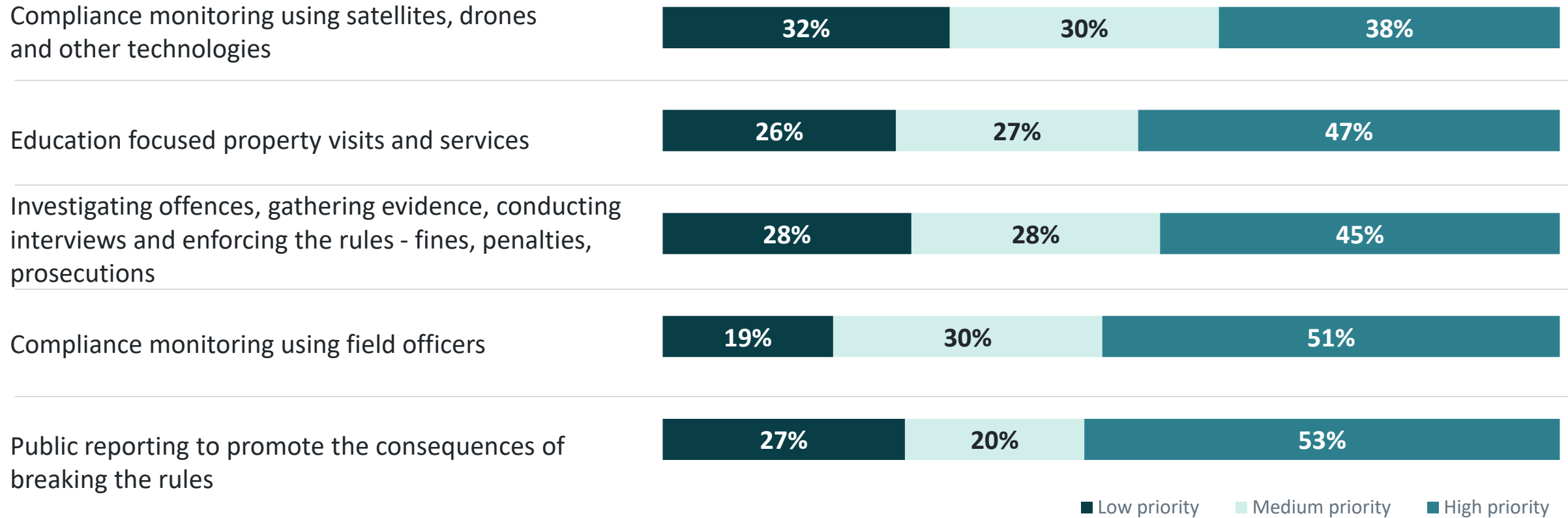
68% perceived behaviour change due to **technology**

84% agree **publishing of enforcements** is important to deter offenders

# Feedback alignment – confirming consensus



NRAR service area priorities – four WAMC focus groups combined (70 responses)

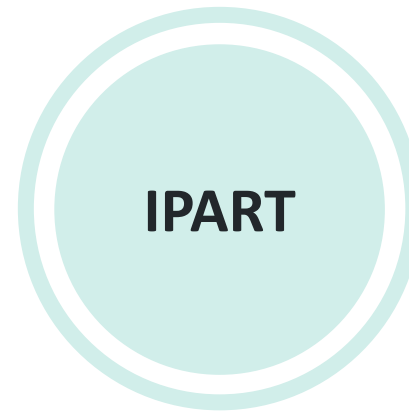


# Who determines the costs?

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Presents the true costs of delivering an effective and efficient compliance service



Tests the prudence and efficiency of these costs



Considers affordability for water users and determine cost share

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# Cost drivers for NRAR's compliance services

## **Demand for greater support services**

Additional funding secured to:

- NRAR's outreach program (5,000 properties each year)
- Education and engagement services (Field days, educational resources)

## **Increasing legal costs**

Crown Solicitors Office previously made significant legal contributions to NRAR's budget

## **Replacing outdated ICT systems**

Additional funding secured to replace NRAR's current compliance tool which is 14 years old

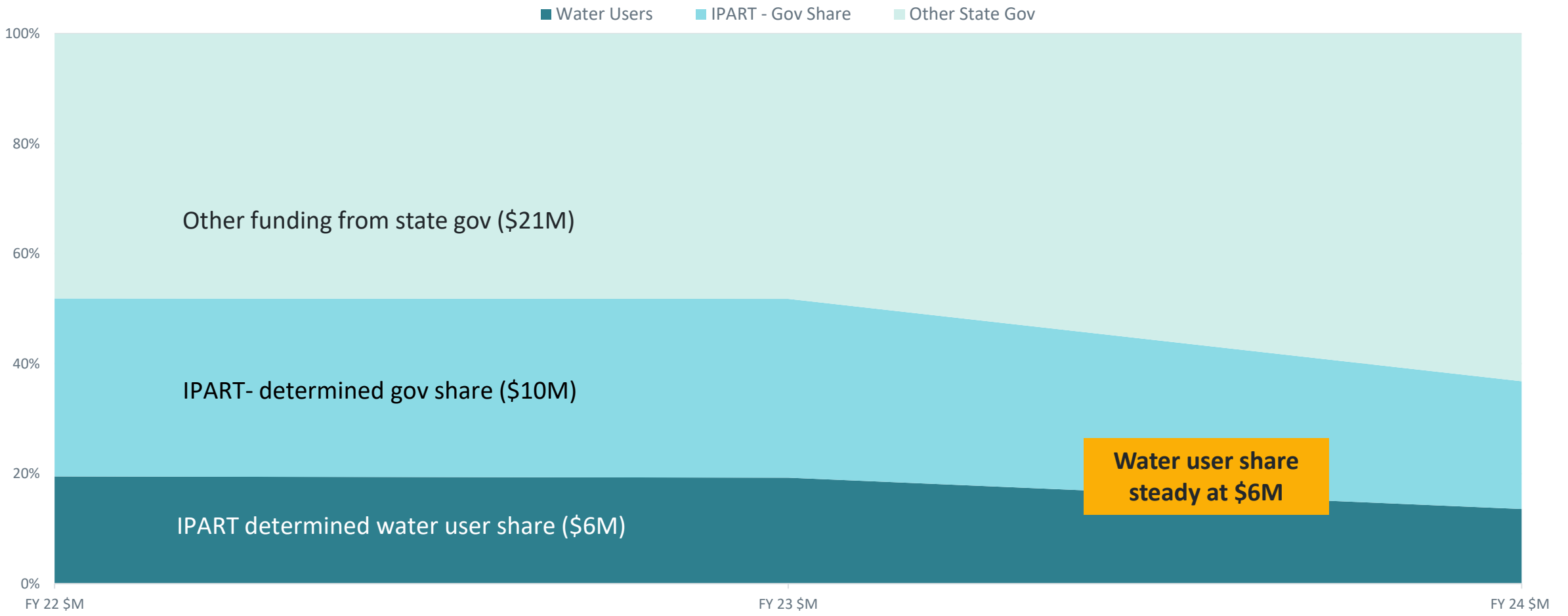
## **Roll-out of new policies**

Additional funding secured to ensure compliance with

- Non-urban water metering



# Who pays for NRAR costs

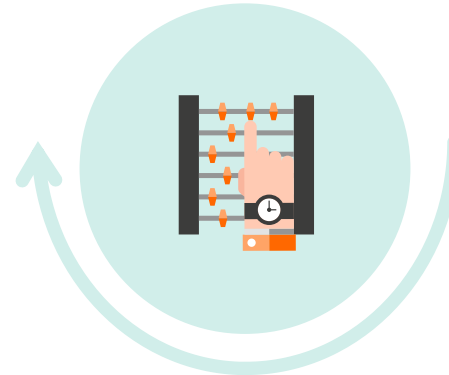


# Cost of compliance for NRAR

Based on feedback from the working groups, we revised our initial estimated budget.



**Original  
budget**  
**\$37M**  
per annum  
(2025 – 2030)



**Two programs deducted**  
(from water users' costs)

- Satellite program
- Non-urban water metering compliance



**Revised  
budget**  
**M\$33.4**  
~10% reduction

# Compliance services provide value

## NRAR compliance activities

- Protects \$34 billion in private water entitlement
- Enables average \$3.7 billion p.a production value from irrigated agriculture over past 5 years
- Provides guidance and Support to customers



## Strong compliance results in

- Fair, sustainable, lawful water access
- Protection of water availability—reduced risk to industry and environment
- Increased public confidence in water laws

# IPART price determination process

- Sept 2024 - WAMC will lodge a submission to IPART
- IPART will produce a discussion paper for public response
- IPART engage consultants to examine aspects
- IPART conduct Public Hearing
- IPART examine all evidence including affordability
- IPART determines efficient costs/bill increases
- Draft Report and Determination released
- Final Determination Report (to commence July 2025)

**For more information about NRAR  
visit our website: [nrar.nsw.gov.au](http://nrar.nsw.gov.au)**



**Summary of high-level WAMC  
priorities and your feedback on  
WAMC price caps  
DCCEEW**

# Report back on WAMC pricing proposal priorities we have heard and views on potential price caps

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The Water Group in the  
NSW Department of Climate Change, Energy, the Environment and Water

March 2024

Kate Drinkwater, Amanda Chadwick

# Addressing what we have heard in our WAMC proposal to IPART... and delivering WAMC responsibilities under the Water Management Act 2000

## **1. Water users value that both the NSW Government and users share the efficient costs of water planning and management**

- Our proposal will support continued cost-sharing between the NSW Government and users.
- We will strengthen our focus on efficient services.
- We will be transparent about the services that customers pay for and how much Government contributes.

## **2. Sustainable water resource management**

- Water users value the NSW Government, NRAR and WaterNSW's programs to regulate water use and the need to balance the needs of businesses, the environment, and the community.

## **3. Keep building greater trust and confidence in government decision-making**

- While improvements have been made, you want even more transparency.
- We will keep increasing users' access to critical information used for water planning and decision-making.

## **4. Improving customer service and engagement**

- People support a modest level of investment in customer service and engagement'.

## **5. Customers and community support an efficient and an effective compliance and enforcement program**

## Considering future prices – transitioning towards prices that recover the full user share of costs

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- At the last price determination, IPART decided to **cap price rises to 2.5%** plus inflation each year.
  - This means that **even if costs stay the same, prices will increase over time**, until customers are paying the full efficient user share of costs.
  - The NSW Government has been paying a greater share of costs to make up the shortfall.
  - If IPART had not made the decision to cap prices last time, water customers would be paying more today.
  - The next few slides show examples of the impact of different price caps for small, medium and large water customers.
-

## Impacts of different price increases: Small customers paying the minimum annual charge

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**Alison is a small customer** and draws water from an unregulated river in the **Hunter valley**.

She has an **entitlement of less than 100ML** and pays the **Minimum Annual Charge**.

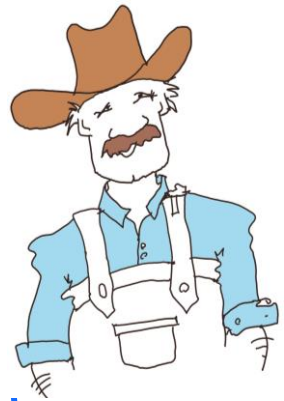
This currently costs her **\$260 a year**.

If IPART had not capped price rises, today Alison would be paying around \$560 per year.

For the 2025-30 price determination period, if IPART considers a cap is still required to transition towards full cost recovery:

- With a 2.5% cap in 2029-30 = Alison would pay **\$300** (plus inflation)
  - With a 10% cap in 2029-30 = Alison would pay **\$430** (plus inflation)
-

## Impacts of different price increases: Medium-sized customers



**Geoff** runs the family farm and is licensed to take water from a regulated river in the **Murray Valley**.

The farm needs General Security water.

He has a **500 megalitre entitlement** and this year used **300 megalitres**.

This currently costs Geoff **\$1,470 for the year**, not including his metering charges.

If IPART had not capped price rises, today Geoff would be paying an annual bill of around \$2,300.

For the 2025-30 price determination period, if IPART considers a cap is still required to transition towards full cost recovery:

- With a 2.5% cap in 2029-30 = Geoff would pay \$1,650 (plus inflation)
- With a 10% cap in 2029-30 = Geoff would pay \$2,100 (plus inflation)

**Note:** Geoff would also pay an annual bulk water bill of about **\$4,300** because he is in a regulated river valley

## Impacts of different price increases: Large customers



**Peter** is farming in the **Border Rivers valley** and is licensed to take water from an **unregulated river**.

The farm needs General Security water.

He has a **6,000 megalitre entitlement**, and this year used **3,600 megalitres**.

This currently costs Peter **\$23,700 a year**, not including his metering charges.

If IPART had not capped price rises, today Peter would be paying around \$45,100 per year.

For the 2025-30 price determination period, if IPART considers a cap is still required to transition towards full cost recovery:

- With a 2.5% cap in 2029-30 = Peter would pay \$26,700 (plus inflation)
- With a 10% cap in 2029-30 = Peter would pay \$37,200 (plus inflation)

## Impacts of different price increases: Environmental water licences



**Jane** works for the **Environmental Water Holder**.

The NSW and Commonwealth Governments hold water licences and release water from dams to support native plants and animals when they need it. This helps keep rivers healthy to support businesses and communities into the future.

Environmental water licences are general security licences.

This licence in the Lachlan regulated river has a 52,200 megalitre entitlement and there were no environmental releases for this licence this year.

This costs the Environmental Water Holder \$92,400 in WAMC charges.

If IPART had not capped price rises, today the WAMC bill for this licence would be around \$136,400.

For the 2025-30 price determination period, if IPART considers a cap is still required to transition towards full cost recovery:

- With a 2.5% cap (plus inflation) in 2029-30 = the bill for this licence would be **\$95,678**
- With a 10% cap (plus inflation) in 2029-30 = the bill for this licence would be **\$126,500**

Report back on working group views on potential price caps

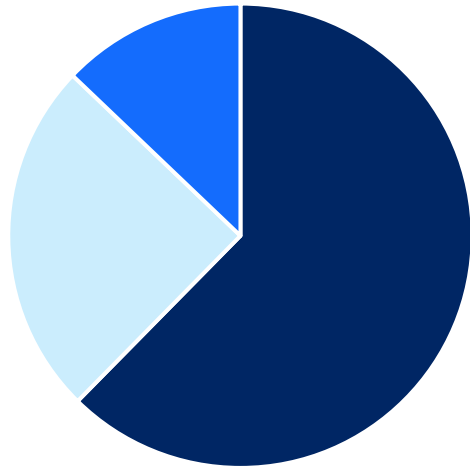
# Which valleys were represented in the working groups?

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Coastal	Central	North west	South west
<ul style="list-style-type: none"><li>• North coast</li><li>• South coast</li><li>• Hunter</li><li>• Greater Sydney</li></ul>	<ul style="list-style-type: none"><li>• Macquarie-Cudgegong</li><li>• Lachlan</li><li>• Fish River</li></ul>	<ul style="list-style-type: none"><li>• Gwydir</li><li>• Namoi</li><li>• Peel</li><li>• Barwon-Darling</li></ul>	<ul style="list-style-type: none"><li>• Murray-Lower Darling</li><li>• Murrumbidgee-Lowbidgee</li></ul>

# Coastal working group views

## A 2.5% cap was the most supported



■ 2.5% each year ■ 5% each year ■ 10% each year ■

63% support = 2.5% increase

25% support = 5% increase

13% support = 10% increase

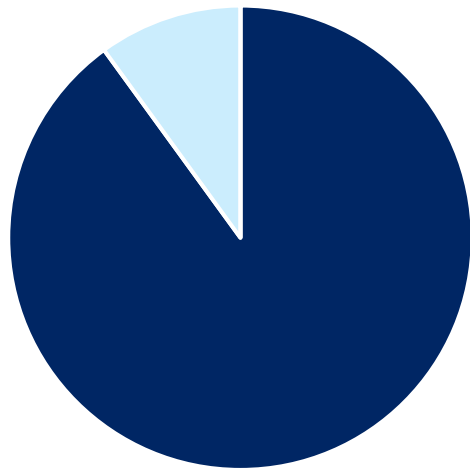
## Views provided on preference

*“I chose 2.5% so that it keeps (users) costs financially viable”*

*“I chose 5%... better to increase in smaller increments above CPI, towards the larger portion that IPART expects users to pay”*

## Central working group views

A 2.5% cap was the most supported



■ 2.5% each year ■ 5% each year ■ 10% each year ■

90% support = 2.5% increase

10% support = 5% increase

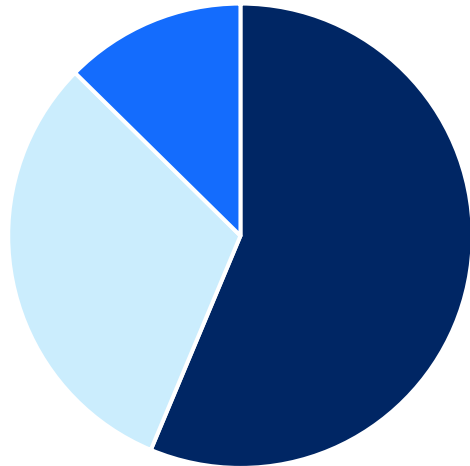
0% support = 10% increase

Views provided on preference

*“2.5% = the economic situation in all industries is enough at the moment”*

## North west working group views

A 2.5% cap was the most supported:



■ 2.5% each year ■ 5% each year ■ 10% each year ■

58% support = 2.5% increase

32% support = 5% increase

11% support = 10% increase

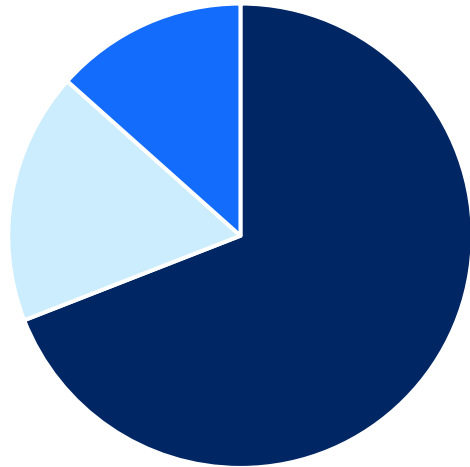
Views provided on preference:

*"I chose 2.5% because there was no option for a lesser increase"*

*"I think 10% is responsible as costs are going up"*

## South west working group views

### A 2.5% cap was the most supported



■ 2.5% each year ■ 5% each year ■ 10% each year ■

67% support = 2.5% increase

17% support = 5% increase

17% support = 10% increase

### Views provided on preference

*"I chose 2.5% as 0% was not an option"*

*"Cannot continue to pay increased costs and remain viable"*

## What our proposal will put to IPART to help inform their review of water management prices for 2025-2030

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- How customer and community views and preferences have been used to develop outcomes.
- Support of continued cost-sharing between the NSW Government and users.
- How we will deliver the services we must deliver in the most efficient way we can = Efficiency plan.

# Revenue Cap or Price Cap Discussions

## Michael Martinson

# WaterNSW cost structures and pricing approaches

Over the past 9 months we have discussed:

- WaterNSW's **costs do not vary with water deliveries**
- IPART has a pricing framework that means the revenue for WaterNSW **varies significantly based on water deliveries**
- The pricing risk to customers for periodic updates to the assumed level of water deliveries
- IPART establishes their view of the **minimum efficient costs** for WaterNSW
- WaterNSW **target revenues** are based on these minimum efficient costs
- Approaches to aligning how WaterNSW recovers its revenues and its costs
- Approaches to ensuring that WaterNSW recovers the minimum efficient costs to run its activities, no more, no less
- The principles that a revenue cap would seek to achieve
- Stylized examples of revenue caps to examine how revenue caps can operate

**Today we are here to:**

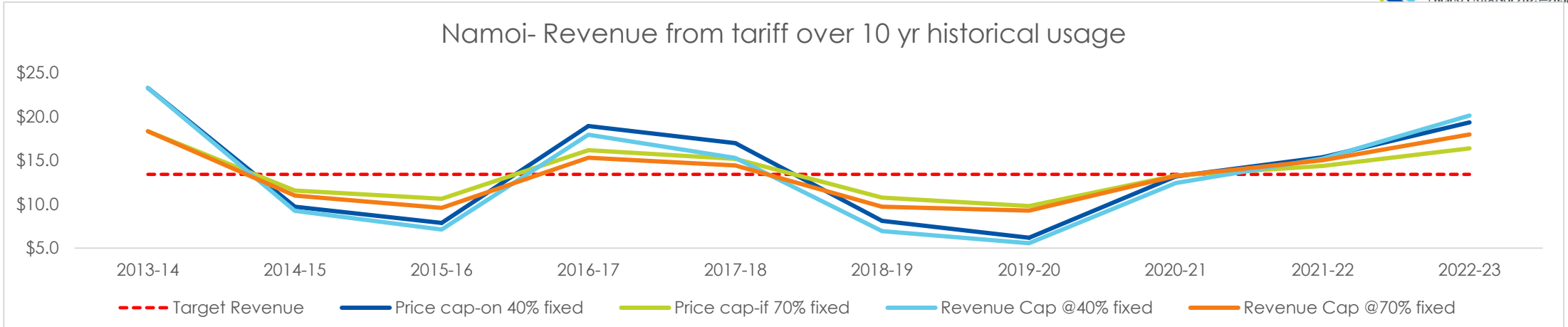
- see how the options would have worked **with the same water volumes that have occurred over the last 10 years**; and
- test – do the opportunities or risks align with **your risks** and
- how you want to do business with WaterNSW?

# Summary of analysis

## Examining the last 10 years of data suggests the following

- WaterNSW would have recovered **more** than IPART's allowance under a price cap than a revenue cap
- Customers would have paid the **least** under the following:
  - ❑ Price cap with existing tariffs (status quo) - **0**
  - ❑ Price cap with higher fixed charges (e.g. 70%) - **0**
  - ❑ Revenue cap with existing tariffs (e.g. 40% or 60%) – **5** Border, Namoi, Murray, Murrumbidgee, Peel
  - ❑ Revenue cap with higher fixed charges (e.g. 70%) – **4** Hunter, Gwydir, Lachlan, Macquarie,
- There is less pricing and bill volatility irrespective of the form of control as fixed charges increase
- Under a price cap, **2** valleys would have been better off by maintaining current tariff structures (Hunter, Border), while **6** valleys would have been better off with higher fixed charges
- Assuming the current tariff structure is maintained, **all valleys would have been better off under a revenue cap**
- **Half of the valleys would have been even better off with a revenue cap and higher fixed charges**

# 10-year historical usage by Tariff options - Namoi



Namoi-Revenue from Tariff (Fixed and Variable) \$millions, \$2024-25	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Total 10 years	Vs Target Revenue	
Target Revenue	\$13.4	\$13.4	\$13.4	\$13.4	\$13.4	\$13.4	\$13.4	\$13.4	\$13.4	\$13.4	\$134.0		
Price cap-on 40% fixed	\$23.3	\$9.7	\$7.9	\$18.9	\$17.0	\$8.1	\$6.2	\$13.2	\$15.4	\$19.3	\$139.0	-\$5.0	Customers Overpaid
Price cap-if 70% fixed	\$18.3	\$11.6	\$10.6	\$16.2	\$15.2	\$10.8	\$9.8	\$13.3	\$14.4	\$16.4	\$136.5	-\$2.5	Customers Overpaid
Revenue Cap @40% fixed	\$23.3	\$9.3	\$7.1	\$17.9	\$15.3	\$7.0	\$5.6	\$12.4	\$15.2	\$20.1	\$133.1	\$0.9	Customers Underpaid
Revenue Cap @70% fixed	\$18.3	\$11.0	\$9.6	\$15.3	\$14.4	\$9.7	\$9.3	\$13.2	\$15.0	\$18.0	\$133.9	\$0.1	Customers Underpaid

Proposal Volume (updated 20 yr rolling Avg)	122 GL	122 GL	122 GL	122 GL	122 GL	122 GL	122 GL	122 GL	122 GL	122 GL
Historical Volume	272 GL	66 GL	38 GL	206 GL	176 GL	42 GL	13 GL	119 GL	152 GL	212 GL
	123% Up	-46% Down	-69% Down	69% Up	44% Up	-66% Down	-90% Down	-3% Down	24% Up	74% Up

## Comments:

- Under the price cap scenarios customers paid more than was determined by IPART over the 10 years under revenue cap scenarios customers paid less
- Increasing fixed rates under the price cap resulted in less variance over 10 years from the target and less year to year bill volatility
- With the exception of "2022/23" bills under revenue caps were typically on par or lower than price caps
- Bills under the revenue cap scenario were the lowest during the lowest water delivery years
- The total variance after 10 years for this valley have less variability under the revenue caps than price caps despite large variances in actual water volumes compared to target

# Customer Services CAG Update

## March 2024



Updates &  
Feedback



Innovation



Insights



Work in progress  
/ Performance



Telephone



Face to  
Face



Online /  
Digital

# Agenda

- **Customer Requests**
- **What's on - Work in Progress**
  - Assessments & Approvals
  - Customer Experience & Billing
  - Customer Operations
  - Digital / Telephony
  - Service Improvement / Process Assurance
- **Communication updates / education**
- **Q&A**

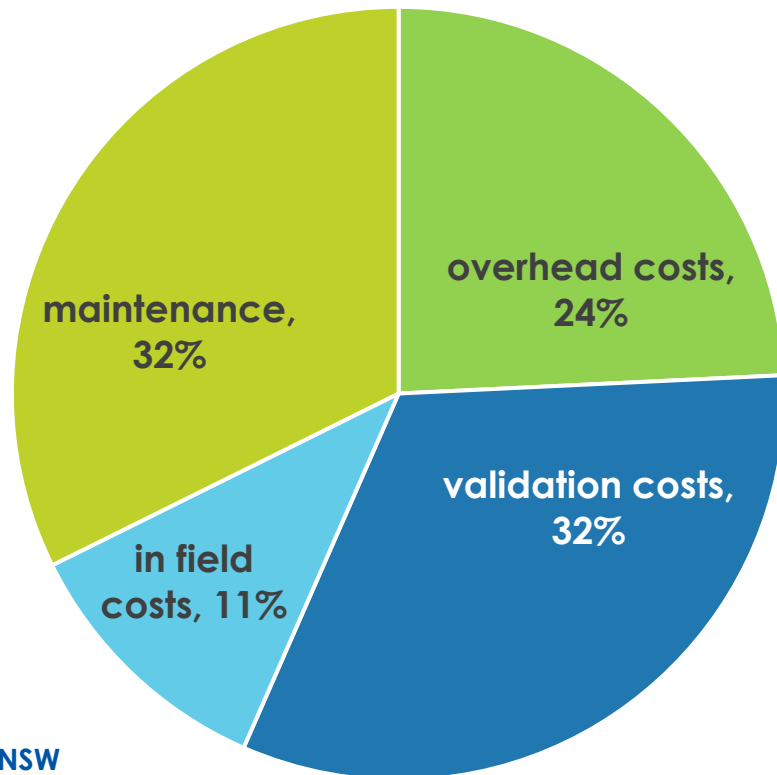
# Customer Services – CAG Requests

- Assessments & Approvals
- Customer Experience & Billing
- Customer Operations
  - Meter Service Charges (MSC)
  - DAS Alarms & DQP enquiries
- Digital / Telephony
- Service Improvement / Process Assurance

# What is included in the MSC 2021-2025



Meter Service Charge (MSC) includes fleet-based maintenance, service and support to keep GOM fleet compliant and operational currently \$1,011 (per meter/annum)



- **Overhead Costs**  
WaterNSW and Contractor Management Costs
- **Validation Costs (Planned Maintenance)**  
Resealing meters, consumables, DQP portal work, accuracy testing, administration
- **In Field Costs (Planned Maintenance)**  
Site maintenance and travel
- **Reactive Maintenance (Meter/telemetry faults)**  
LID Repair costs (estimated 8% of LIDs per annum)  
Meter Rectification costs (estimated at 6% of meters Pa)  
Meter Replacement costs (ad hoc failures at 0.5% of meters per annum at \$15,650)

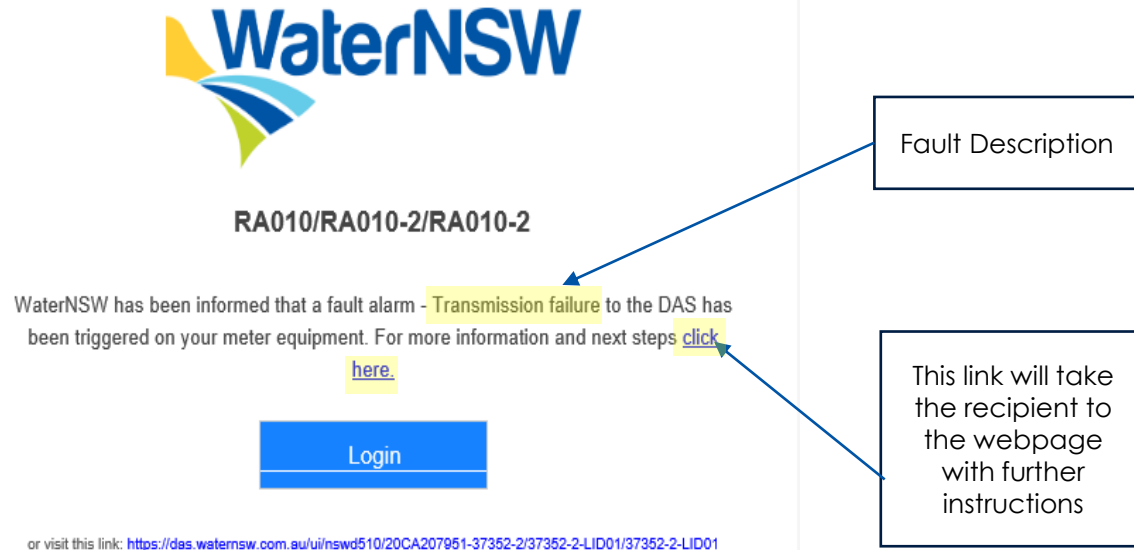
# DQP Enquiries: Current Status



- 262 enquiries have been submitted to the DQP inbox since 1 January 2024
- 100% of tickets were assigned to a specialist team member =< 2 days
- Of these, 68% (n=177) tickets were resolved in =<9 days.
- 333 active tickets, including complex enquiries which have an extended resolution time
  - 14 require system changes due to incorrect data by DQPs
  - 87 related to correcting DQP configurations in the DAS
  - 10 DAS access issue, usually caused by a change in the DQP
  - 109 are awaiting responses from DQPs
  - 32 incorrect meter number submitted by DQP
  - 51 require amendments to DQP submitted info
  - 30 complex data related enquiries under case management eg FPH
- **WaterNSW is working with DQPs to resolve these issues. While in a number of cases this may cause a delay, the alternative would be an increased burden / cost for DQPs to rectify including additional site visits**
- **If DQPs require assistance, please call 1300 662 077 to speak to metering specialist**

# DAS Alarms: What are they? What do I do?

- When a customer receives an alarm notification from the DAS, the majority will be related to one of the following five circumstances:
  - Tamper enclosure open local intelligence device (LID) compromised
  - Tamper cable cut
  - Transmission failure to data acquisition service (DAS)
  - Modbus error - communications lost to meter
  - Battery low
- In the body of the email sent to the customer is the description of the issue along with a link instructing the customer of their next course of action.



The image shows a screenshot of an email notification from WaterNSW. At the top left is the WaterNSW logo. Below it is the meter ID: RA010/RA010-2/RA010-2. The main body of the email reads: "WaterNSW has been informed that a fault alarm - Transmission failure to the DAS has been triggered on your meter equipment. For more information and next steps [click here.](#)" Below this text is a blue button labeled "Login". At the bottom left, there is a URL: "or visit this link: <https://das.waternsw.com.au/ui/nswd510/20CA207951-37352-2/37352-2-LID01/37352-2-LID01>". Two blue arrows point from text boxes on the right to the email content: one points to "Transmission failure" and is labeled "Fault Description", and the other points to "click here." and is labeled "This link will take the recipient to the webpage with further instructions".

## HINTS & TIPS

- Fault notification emails to customers regarding are delayed by 49 hours to allow the LID time to reconnect with the DAS.
- After this time, the notification email is sent to the water user.
- LID may reconnect to the DAS in between receiving the email and a DQP attending site.
- It is prudent to log-in to the DAS to see if the LID has reconnected prior to a DQP attending your property.
- WaterNSW is continuing to improve fault messaging and website info.

# Customer Services – What's on / Work in Progress

- Assessments & Approvals
- Customer Experience & Billing – Water Ordering,  
Debt Management
- Customer Operations
- Digital / Telephony – Customer Portal (WMS)
- Service Improvement / Process Assurance

# Update: Water Order to Delivery Review



- **We have been reviewing the definition and understanding of 'what a water order is'** and how they are managed, by both customers and WaterNSW, to help ensure the ongoing compliance of all aspects of the process.
- The output of this review will:
  - Provide assurance that the process meets compliance obligations for all parties
  - help customers understand their obligations and iron out any ambiguity related to water orders.
  - inform our design for future enhancements of our water ordering process and systems
- **The water ordering process had not been reviewed (end-to-end) for a number of years. However, it's now very timely, especially with the host of more recent regulatory changes.**
- We have completed;
  - Deep dive into water order and water delivery obligations under required regulatory instruments.
  - Process mapping of the end-to-end water order to delivery process and customer journey
  - Detailed legal review
  - 'Managed Water Orders' (e.g. ICDs and the environment) are also being reviewed.
- **We will return with a more detailed update in the July CAGs** to ensure customers are engaged throughout the process and provided an opportunity to consider / discuss any proposed changes.

# Update: Debtor Management

## WaterNSW Debtor Management Process

- **A simplified process was introduced in 2020**
- We halved the debtor management lifecycle, making it easier for those who need help with their bill to get that help **i.e. no questions asked payment plans, and the ability for the plan to be set up within the call centre**
- We are continuing to work in this space to improve customer debtor journeys ie **direct debit and potential options such as 'bill smoothing'** as our systems continue to evolve.

## What have we noticed?

- **Customers** who need help are engaging us earlier, we know this through the number of payment plans managed by WaterNSW (grown 10x since before new process).
- **Referrals** to debt agencies are decreasing over time, and we now see customers manage their holdings actively to avoid higher bills ie trade or surrender.
- **Aged Debts** are reducing overall, and we are not seeing overall debts increase with increasing bills.

# Update: Customer Portal / Water Market System (WMS) next 6 months



## New Views for existing (registered) customers:

- Existing customers can view all current Approvals & Licences – after registering in the Portal and being verified (**May**)
- Enhancements to registration & management of business details in the Portal (**October**)

## New Approvals (transaction types) becoming available:

- Apply for Water Supply Works, Water Use or Combined Approvals in the Portal and track application progress (**May**)
- Make existing works Active or Inactive and track progress (**June**)

# Update: Customer Portal / Water Market System (WMS) Improvements



## improvements implemented or about to go-live to support our customers

- **Service Centre Support** Screen sharing tools, knowledgeable staff, customer issue tracking
- **Guided Product Selector** customer goals not product driven, easier decision making
- **In Application support** Better on-screen directions and explanations, Digital Adoption Platform, videos e.g. on Mapping, Adding a Co-Holder
- **Third Party Access** for Professional Service Providers, Power of Attorney & Executors or where customers are unwilling or unable to complete online
- **Contact Points** Online supported 'Book a Meeting' and 'Site Visit' options
- **Verification,** privacy, data security, data masking
- **Regional Office support trial** on-site laptop with staff support to complete e-Applications
- **Fact Sheets,** Videos and other web resources e.g. How to Guides for Customers?
- **Continuous Improvement** Managing customer system issues and resolving e.g. Upload maps

# WMS Digital roadmap\*

\*subject to change



## Current Period

### FY 24/25

- Business 360 (October)
- Make existing works Active or Inactive / track progress (June)

- Apply for Water Supply Works, Water Use or Combined Approvals in the Portal and track application progress (May)
- Data migration

### FY26/27

- CRM (Phase 2)
  - Mobile capacity (limited functionality)
  - Solicitor's portal
- IWAS
  - Water Ordering
    - New, amend and cancel
  - Remaining functionality not covered in CRM

### FY 25/26

- CRM (Phase 1)
  - Billing history
  - E-billing
  - Payment Plans and bill smoothing
  - Customer enquiries and complaints WRM
- Trade
- All Applications and Assessments
- Extensions

## 2025-30 Period

### FY28/29

- Amendments
  - Not all amendments not covered in original roadmap
- IDAS and e planning portal linkage
- Construction Dewatering

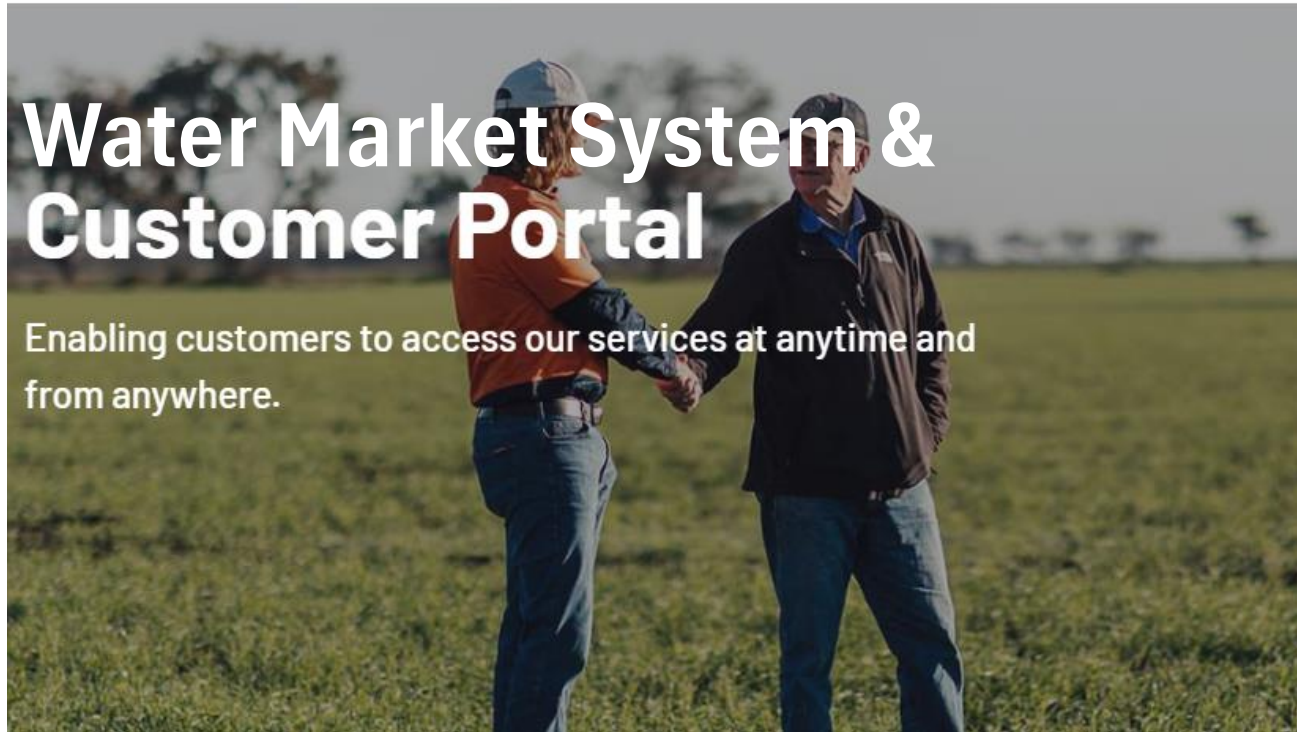
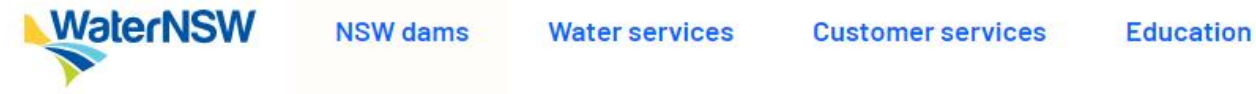
### FY29/30 >

- Conditions Management
- Flood Works
- Miscellaneous
  - LRS integration
  - Service NSW login
  - Genesys integration
  - Audit logging and SLAs

### FY27/28

- WALs
- Dealings

# 2025-30 Pricing Proposal



## Closing the feedback loop

# Digital proposals that have been considered by the Groups



Online Services incl. customer portal	Shared data working platform	Managing new data from water meters	Cyber security	Tele-communications	Updating WaterInsights	Our CARM Water Software
<ul style="list-style-type: none"> <li>• <b>Customer focused</b></li> <li>• To make ordering, licensing, applications and managing your account easier</li> <li>• Water trading</li> <li>• To help customers access their data and our services anytime, anywhere</li> <li>• <b>OCTOBER 2023</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>WaterNSW + DPE + NRAR focused</b></li> <li>• The three agencies to use <b>one place for data</b></li> <li>• To stop data being double handled</li> <li>• To stop customers being passed onto another agency</li> <li>• Open data to the public in the future</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Customer focused</b></li> <li>• Simplifying how we install and operate meters</li> <li>• Easier online data sharing between customers and agencies</li> <li>• An automated process from end-to-end</li> <li>• Date is validated when data is entered</li> <li>• <b>OCTOBER 2023</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>WaterNSW focused</b></li> <li>• Securing the back-end customer data</li> <li>• We're required by law to do this</li> <li>• Protecting our infrastructure from cyber criminals</li> <li>• Cyber safety training for WaterNSW staff</li> <li>• <b>NOVEMBER 2023</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>WaterNSW focused</b></li> <li>• New controls to run our telecoms systems</li> <li>• Training teams to maintain new technology</li> <li>• Updating outdated network infrastructure</li> <li>• Comprehensive connections to dams and large spaces</li> </ul>	<ul style="list-style-type: none"> <li>• This is a <b>website for everyone</b> – it exists now</li> <li>• Update to use near real-time data</li> <li>• historical data to be available</li> <li>• An App - Android and iPhone</li> <li>• Making sure it doesn't crash</li> <li>• <b>NOVEMBER 2023</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>WaterNSW focused</b></li> <li>• This software exists now, critical to our <b>business – it lets us 'operate' the rivers</b></li> <li>• The models, systems and tools need to keep up with changing rules and information needs</li> <li>• Helps us to deliver water efficiently</li> <li>• <b>NOVEMBER 2023</b></li> </ul>
WAMC cost	WAMC cost	WAMC cost	Rural Cost	Rural Cost	Rural Cost	Rural Cost

# Proposed online customer experience improvements we shared in October 2023

## What are we proposing?

Improving what we call our 'water market systems' over the next 5 years to:

- Provide more transactions online and faster processing.
- Increase a customer's insight into their water account balances and usage.
- Enable water customers to access their information and our services at anytime, anywhere.

## What have we invested already?

### Water Administration Ministerial Corporation (WAMC)

WaterNSW has invested around \$25 million in 2020-25 to deliver:

- Basic functionality of the replacement water market system.
- Customer verification steps to ensure customer privacy and security
- Digital Basic Landholder Rights (BLR) Bore applications
- Expanding the system to include water supply works and use approvals and amendments

Meaning less manual processes for customers. It is more efficient, more secure, reduces costs and faster turnarounds for customers.

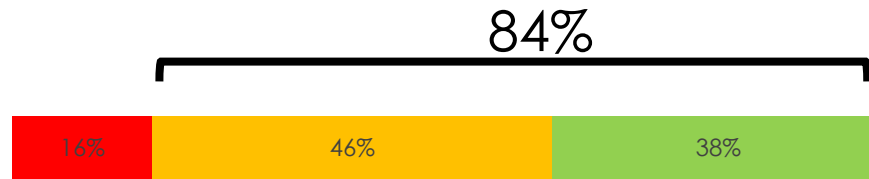
The NSW Government **also** invested \$14.7 million to deliver simpler licensing and approval processes:

- Improved Water Group website to **better direct customers** to the correct agency for their application.
- We are building a 'single front door' for water licensing and approvals – as we know that the **current multiple websites can be confusing for customers.**
- For major development projects, applications and documents are now all processed via the NSW Planning Portal meaning **better and faster better communication channels** with the Water Group.

# What was your feedback in October 2023?

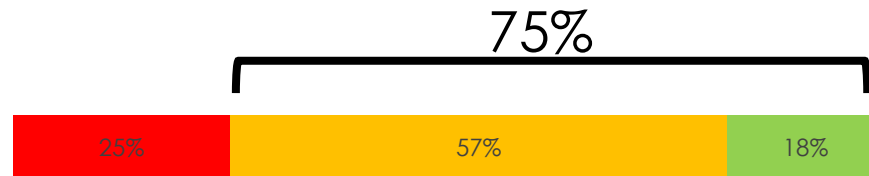
## Water Administration Ministerial Corporation (WAMC)

### First Choice



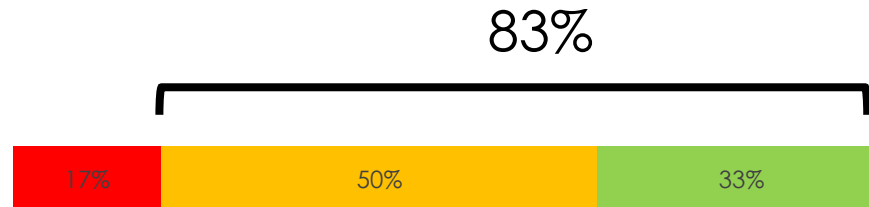
■ do nothing or minimal \$10m  
 ■ do something \$15m  
 ■ do a lot \$30m

### Second Preference



■ do nothing or minimal \$10m  
 ■ do something \$15m  
 ■ do a lot \$30m

### Final Choice



■ do nothing or minimal \$10m  
 ■ do something \$15m  
 ■ do a lot \$30m

## What we heard from you:

### The majority of people support investment

- In the process of reviewing feedback about what level to invest in this, **we carefully reviewed our plans** for this initiative, called a “digital roadmap”.
- Our teams were challenged to
- Look at **the scope** (what could be wound back or deferred)
  - Test the **accuracy of the cost estimates**.
  - Examine what could be **deferred until the period 2030-35** (to reduce the level of investment sought in this 2025-30 period).
- The impacts and consequences of deferral was considered. Some were found to be counter intuitive, E.g. a reduced investment results in ongoing operating costs for some legacy systems.
- Executives from all agencies were involved in this review. They examined the proposed investment line by line in terms of priority, accuracy of cost estimates; impacts and benefits.

# Improving our online customer experience

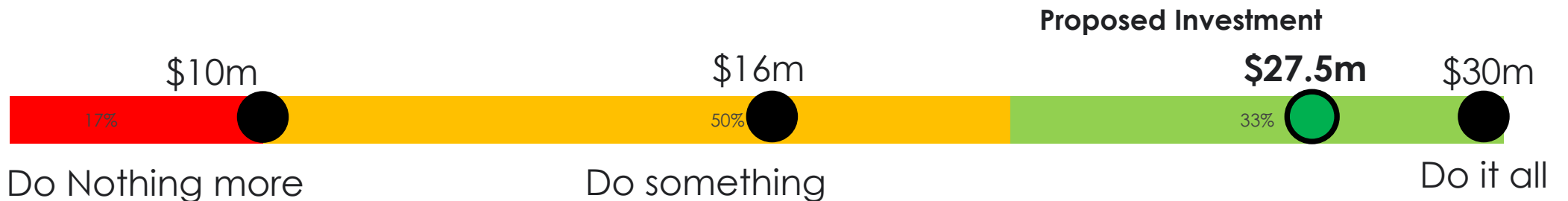


Water Administration Ministerial Corporation (WAMC)

## What do we propose as a result of your feedback and our subsequent review?

Based on customer support of 83% (50% 'do something' + 33% 'do a lot'), **we propose to invest \$27.5 million** in our Water Market Systems (WMS) Program for the period 2025 – 2030.

This level of investment has been determined through a balanced review of your feedback, expectations, regulatory obligations and program delivery considerations.



## What will this achieve?

This investment will continue our focus on making it easier and more cost efficient for customers including:

- Online licensing and applications
- Water Ordering & Trading online
- Managing your water account including billing, payments and reporting requirements
- Improved customer and market data quality and transparency

# Improving our online customer experience



Water Administration Ministerial Corporation (WAMC)

## Who will benefit?

- **Customers** who hold a water access licence or approval – greater flexibility in managing your water account and applications.
- **Customers who want to trade their water allocation** – ie they don't need the water this year but another eligible customer may want it – they can trade.
- **Customers and stakeholders, WaterNSW, Department & NRAR.** By increasing transparency and quality customer and market data, it helps keep processing costs to a minimum, improves services and help strengthen people's ability to comply with the rules.
- **We appreciate on its own this continues a considerable investment. However, it's a huge opportunity to continue to deliver significant value that customers will see and feel every day.**
- **We are confident our proposal is the prudent level of investment and reflects the overall high level of customer & stakeholder support for improvements.**

# Customer Services Q&A

Thank  
You

A hand-drawn graphic in a teal color. The words "Thank" and "You" are written in a cursive, handwritten style. The text is surrounded by several short, radiating lines, giving it a sunburst or celebratory appearance.

# CAG Survey Summary Greater Sydney

March 2024



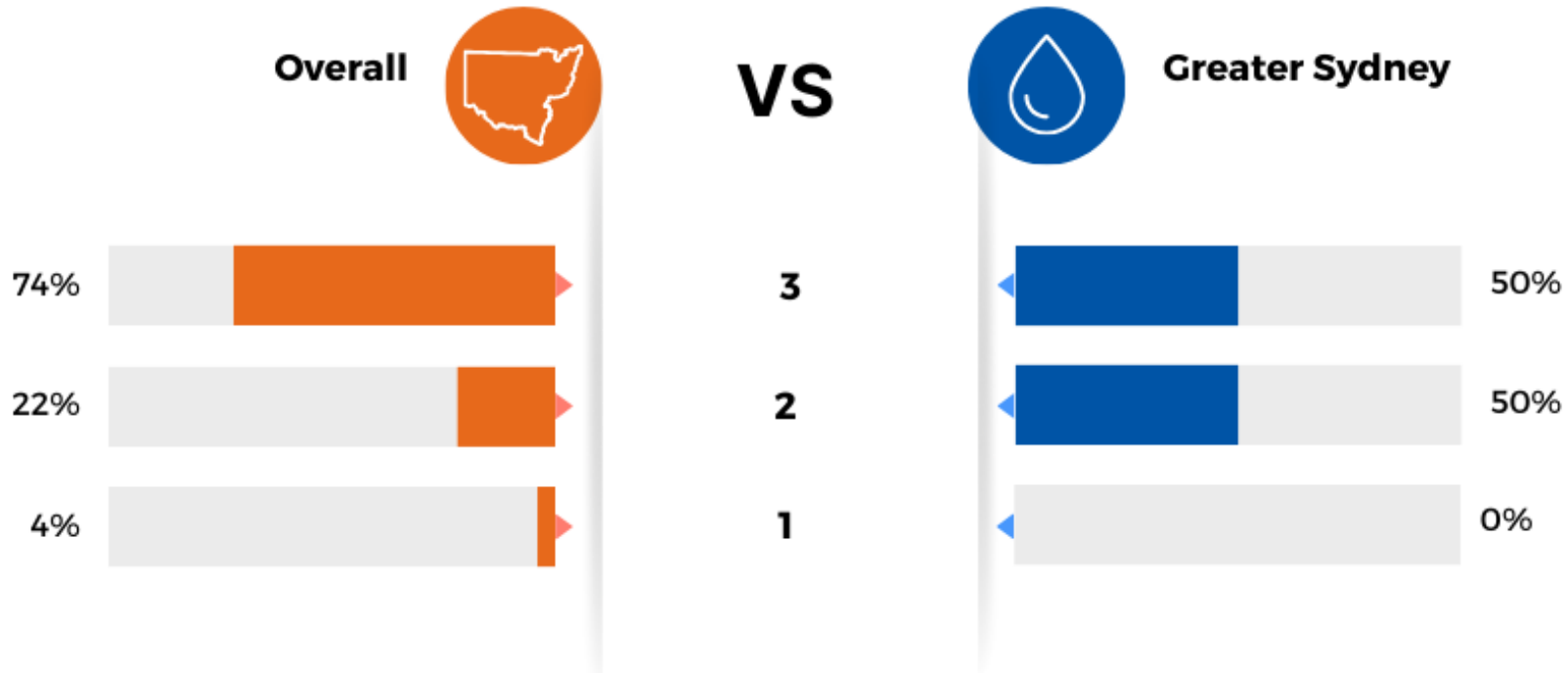
# Summary of survey results



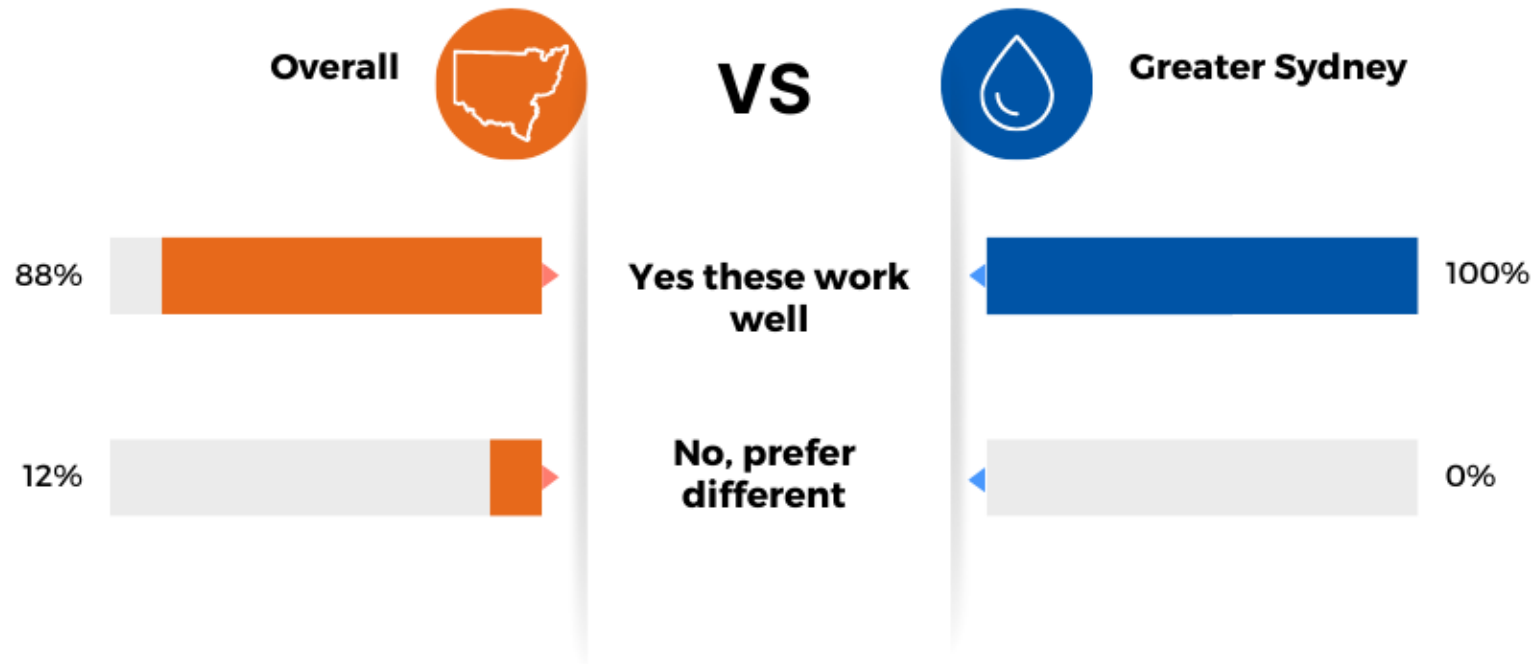
## The survey ran throughout December 2023:

- 49 CAG members responded to the survey
- Responses from all CAGs were provided to the survey
- 73% of respondents felt that 3 meetings per year was appropriate
- 88% of respondents felt the current timing of meetings was suitable (March, July/August, October/November)
- 49% felt 3-4 hours for a meeting is adequate (18% wanted a full day; 25% felt 2-3 hours was suitable)
- 61% of participants prefer face-to-face meetings (with a further 29% indicating a combination of online and face-to-face works well)
- 70% indicated all meetings attended over the past 12 months have provided value
- 84% ranked overall satisfaction with CAGs between 3-5 (0-dissatisfied – 5-very satisfied)
- 86% of respondents are very likely to continue attending CAG meetings in the next 12 months
- 67% of respondents took the opportunity to provide further feedback in a phone call

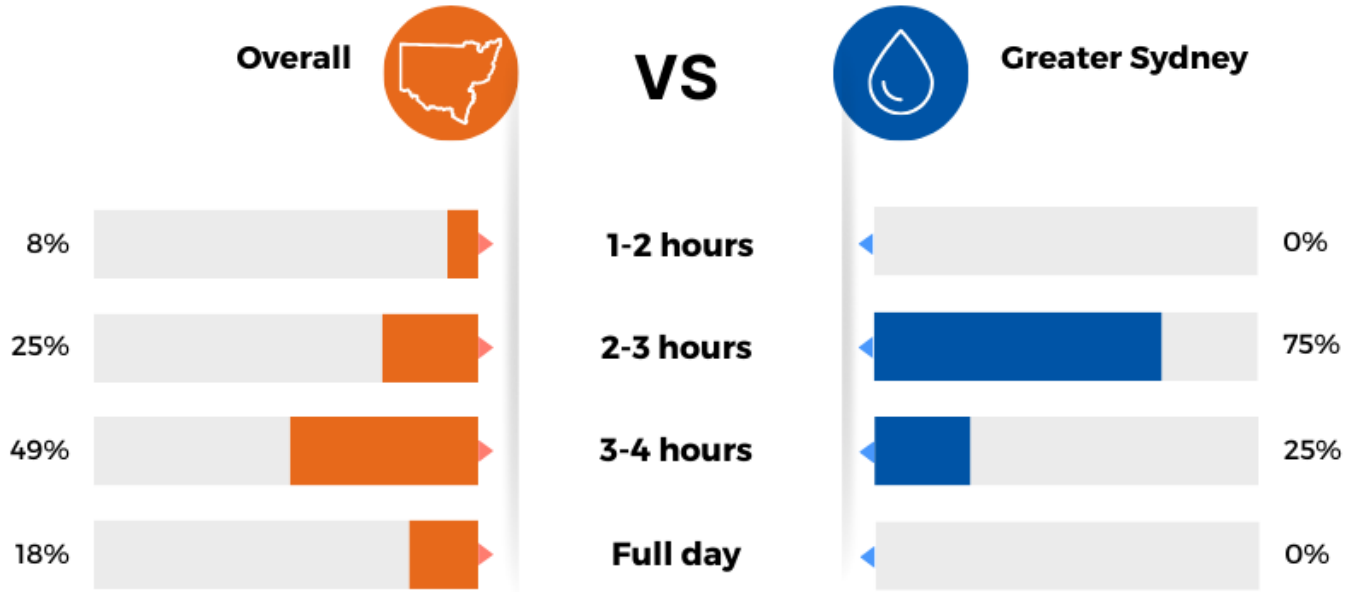
# Which is the right number of CAG meetings per year?



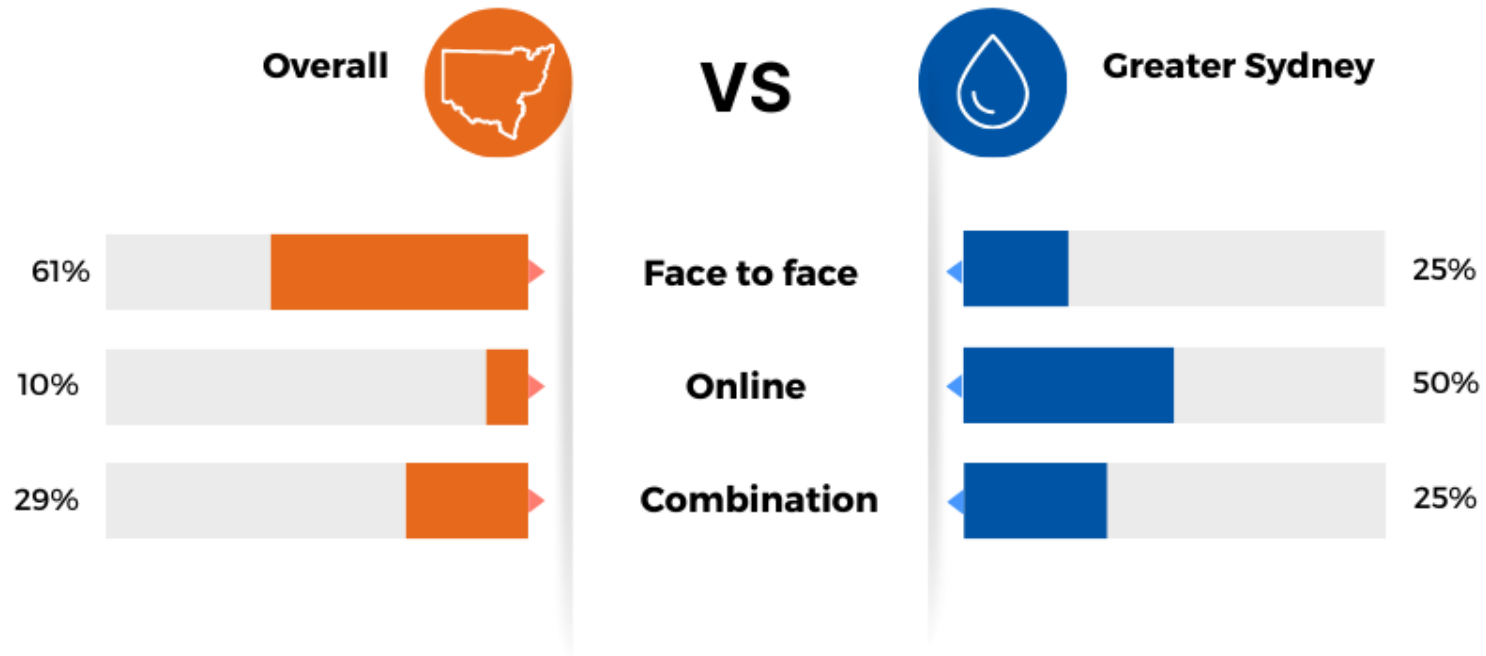
# Is the current timing of CAG meetings convenient or do you prefer alternate months?



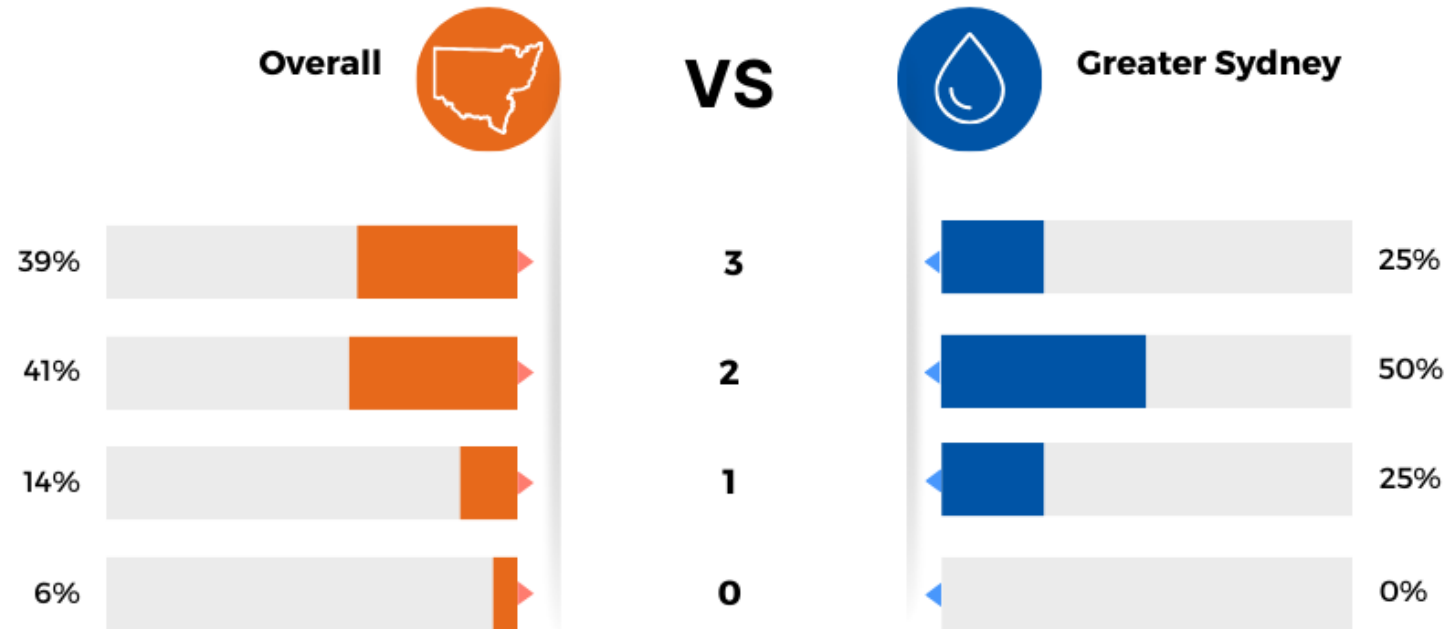
# What is the correct duration for CAG meetings?



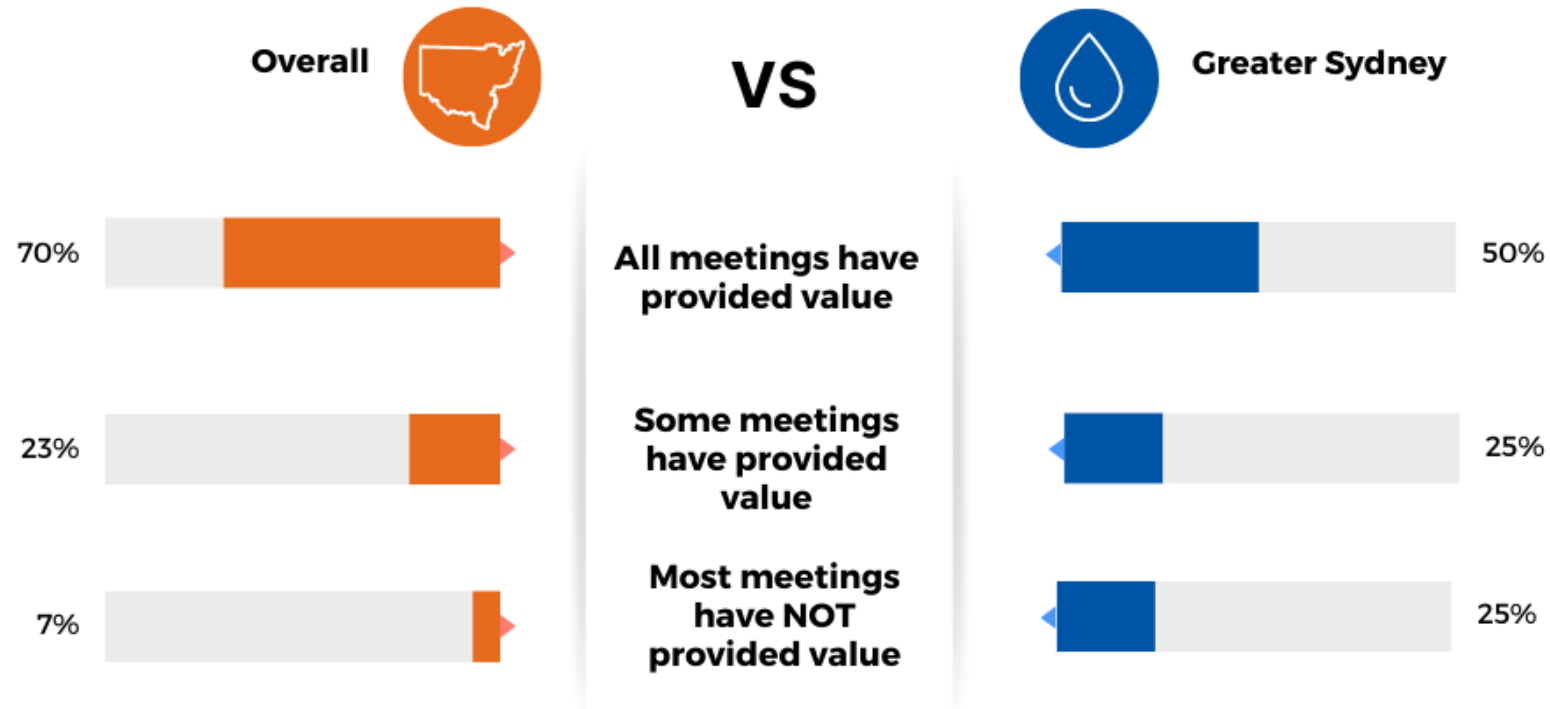
# What meeting format works best?



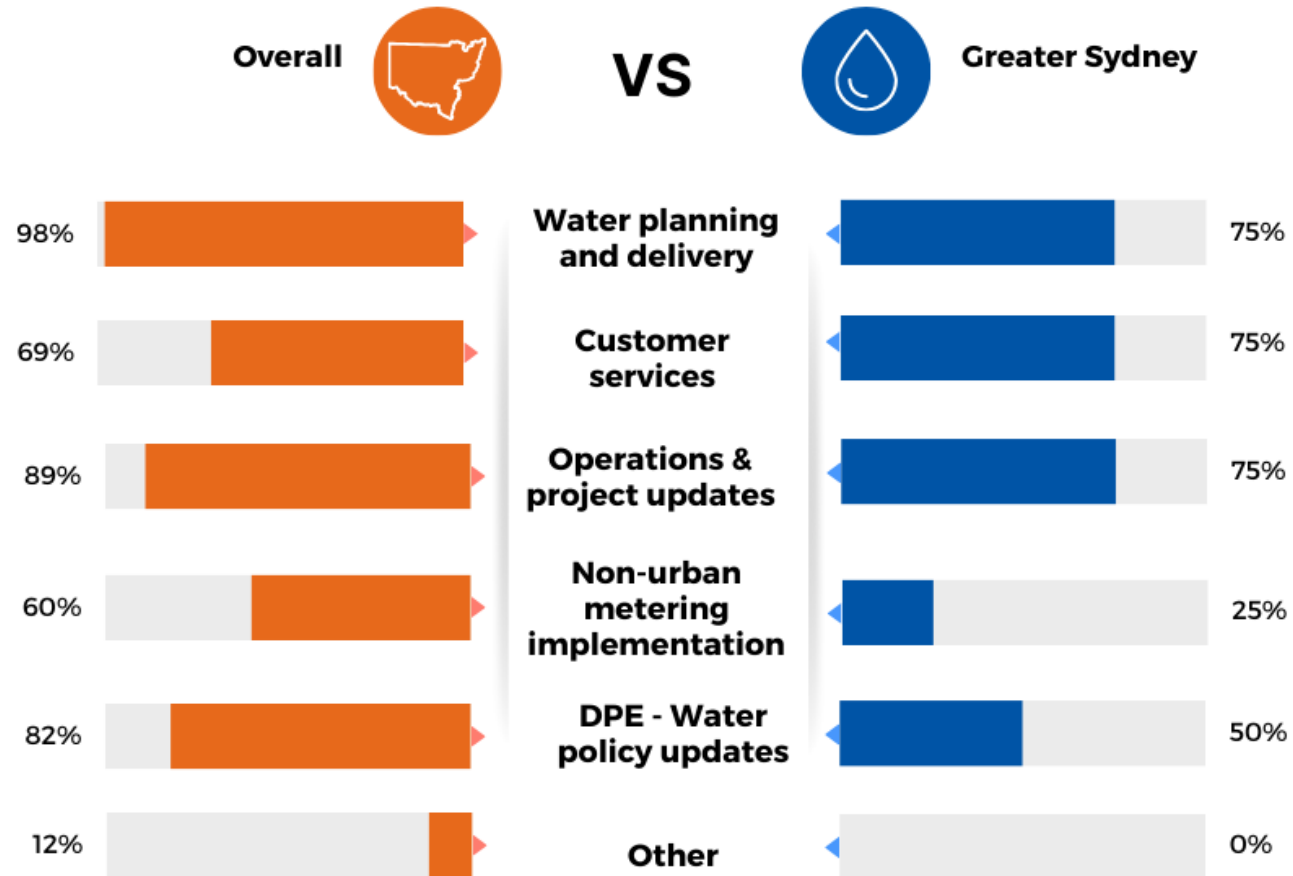
# How many meetings have you attended in the past 12 months?



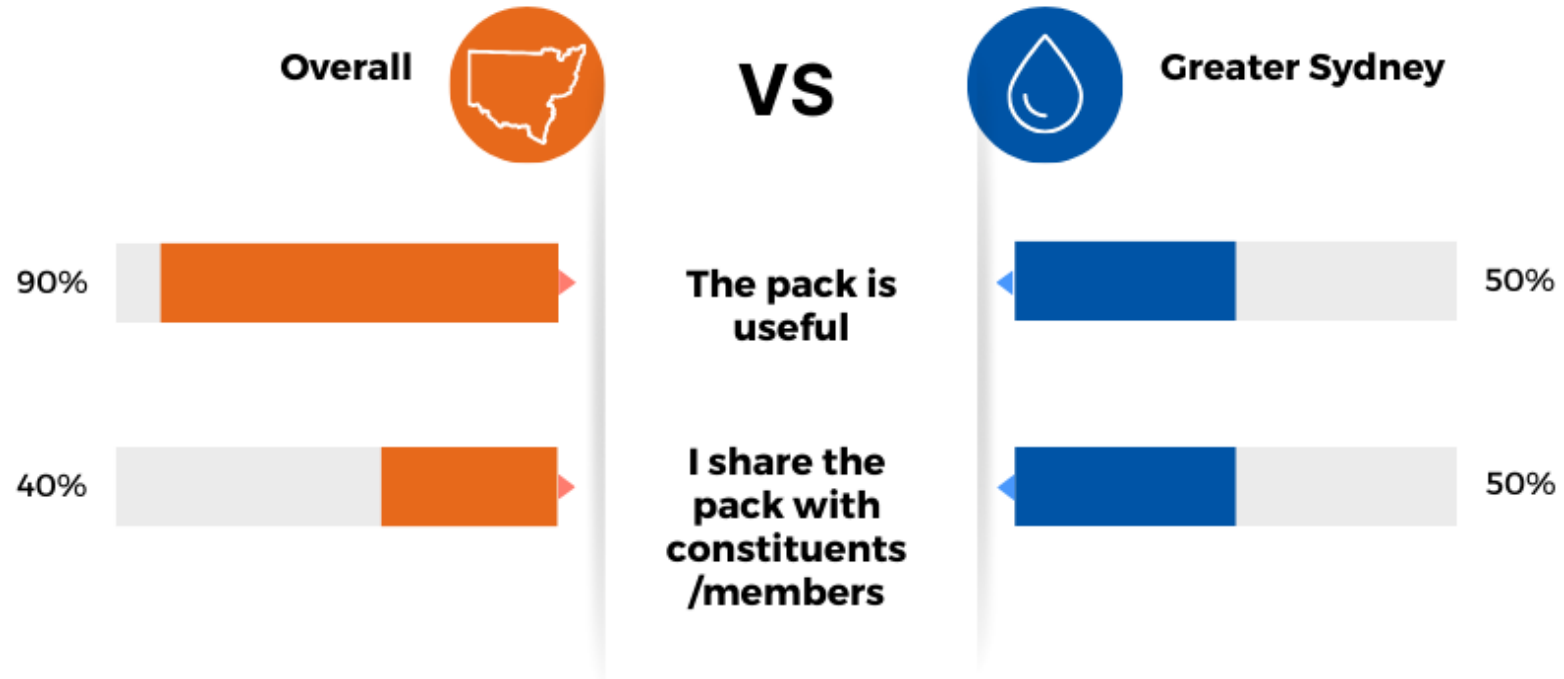
# Which best describes your thoughts on CAG meetings over the past 12 months?



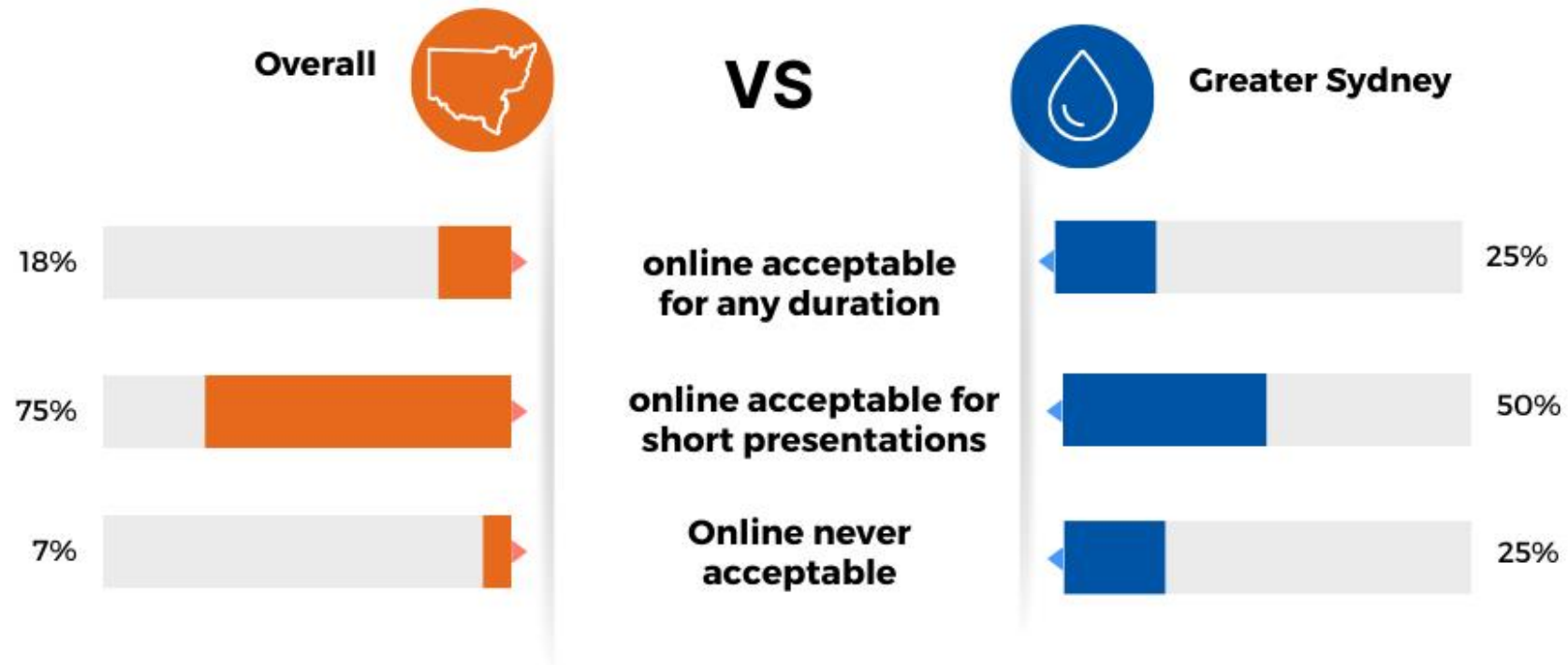
# Which topics are important to include in CAG meetings?



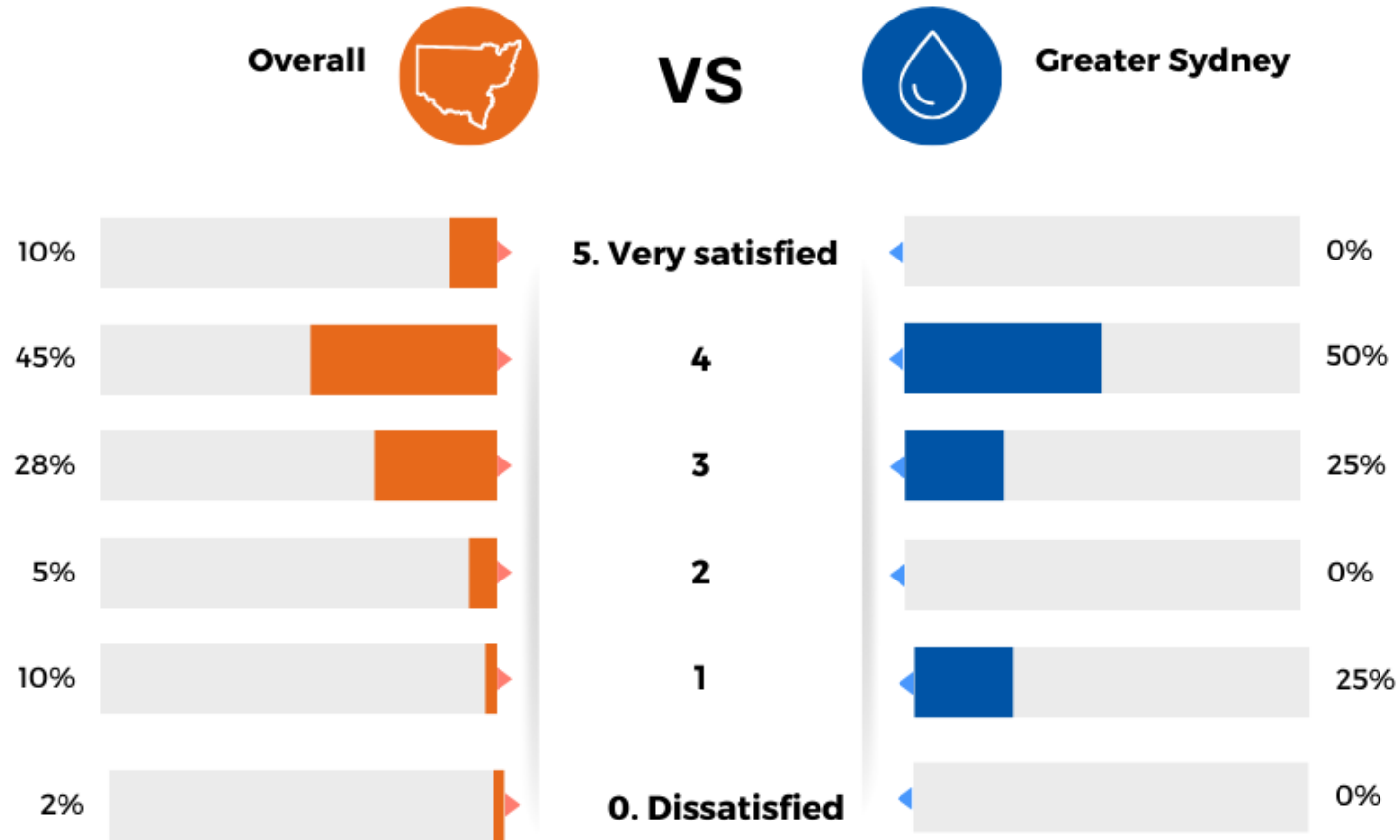
# Thinking about the presentation you receive post meeting...?



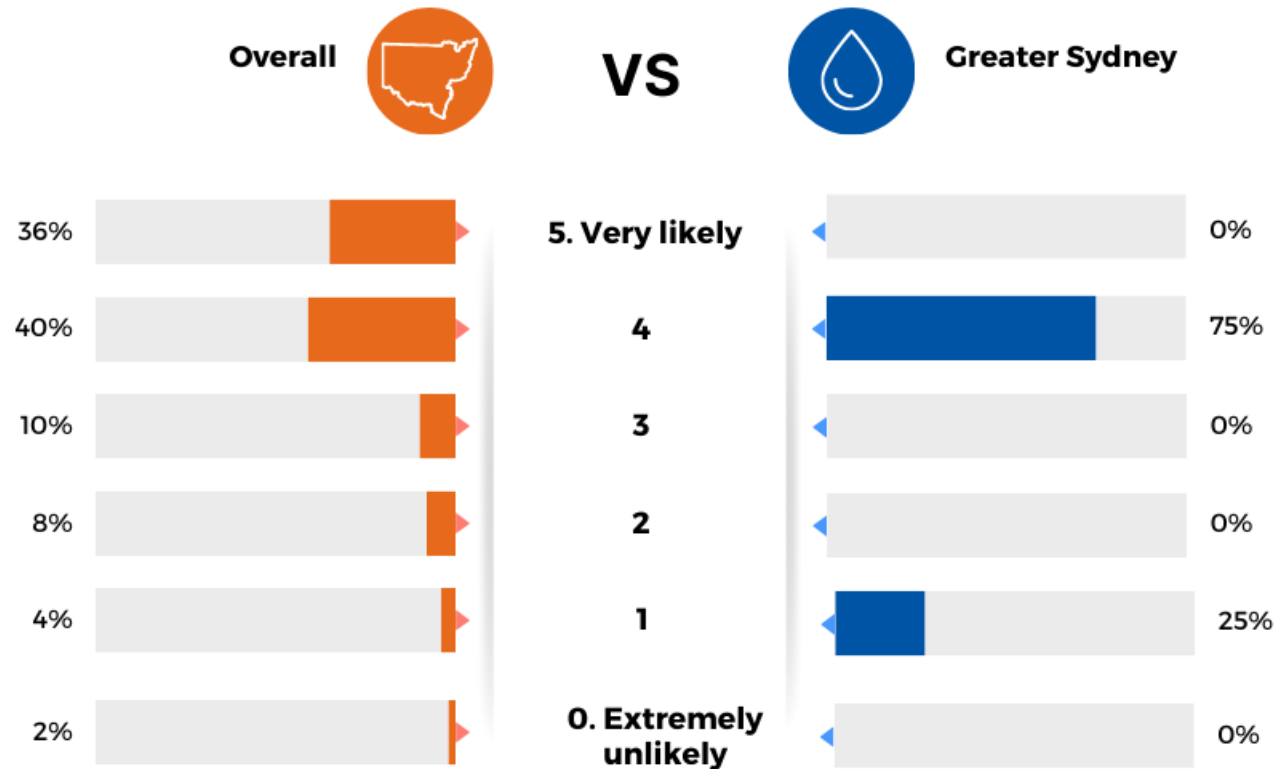
# What format is most appropriate for speakers and presenters at meetings?



# Overall, how satisfied are you with CAG meetings?



Based on current format and content, how likely are you to continue to attend?



# Do you have any other feedback/comments?



- More time for users to share water use plans
- There are too many irrelevant, or duplicated presentations which result in people not viewing the CAG as worthwhile use of their time. The chair needs to have a better understanding of what is current
- The ipart content is not valuable - I would suggest hiving this off from the routine meeting rather than integrating.
- EHG decided not to attend CAG meetings in person due to the behaviour of some of the non-government members.
- It gives us as CAG members to gather information to pass on to our fellow irrigators
- Many attendees had difficulty with reading the screen. Needs improvement
- CAG meetings are valued
- the last meeting was particularly valuable
- Meetings and papers are very well organised/prepared.
- Personal contact is preferable & provision of information packs to take back to our groups
- The previous format with the the Department, CEWH and MDBA all in attendance was more informative about current and future planning and policy issues. It was a 'one-stop' location for all water issues
- For New CAG members it would be beneficial to see who the other members are and a list of WaterNSW employees and roles related to CAG meetings to better understand the group.
- It is difficult to meet the needs for all participants. As a public water utility, we have little interest in non-urban metering that has tended to be a big focus.
- I was originally one of the biggest supporters of CSC/CAG because the issues that we identified and the comments we made on behalf of our constituents were taken seriously and usually acted on.

# Considerations for future CAG meetings

# General Business

# Upcoming Engagement



## **WaterNSW will be attending the following events:**

5 March 2024	Coastal-Hunter CAG	Sydney
6 March 2024	Greater Sydney CAG	Sydney
12 March 2024	Lachlan CAG	Condobolin
13 March 2024	Macquarie-Cudgegong CAG	Dubbo
14 March 2024	Barwon-Darling CAG	Dubbo
19 March 2024	Gwydir CAG	Moree
20 March 2024	Border Rivers CAG	Goondiwindi
21 March 2024	Namoi-Peel CAG	Gunnedah
25 March 2024	Murray-Lower Darling CAG	Online
27 March 2024	Murrumbidgee CAG	Online
3 April 2024	Water Working Group Coastal	Online
4 April 2024	Water Working Group South West	Online
9 April 2024	Water Working Group Central	Online
10 April 2024	Water Working Group North West	Online

# Useful links and resources



[WaterNSW](#) – responsible for managing water storages, operating the state's river systems and bulk water supply systems.

[WaterNSW Pricing Proposal](#) – get involved and share your feedback

[Customer Portal](#) – apply for a BLR bore (and more!)

[WaterInsights Portal](#) - bringing water data to your fingertips

For all your [Licensing and Approval](#) needs (you can also book a one-on-one appointment with our Licensing team)

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.

## **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

**WaterNSW Customer Helpdesk** – 1300 662 077 or [customer.helpdesk@waternsw.com.au](mailto:customer.helpdesk@waternsw.com.au)

[Department of Climate Change, Energy, the Environment and Water \(DCCEEW\)](#) – responsible for setting water policy in NSW

[Natural Resources Access Regulator \(NRAR\)](#) - responsible for the enforcement of water laws in NSW

[Water Infrastructure NSW](#) – responsible for leading the development and delivery of key government water infrastructure projects and programs across the state (including dam projects, SDLAM, Better Baaka, Better Bidgee, Reconnecting River Country, northern basin projects)

# Thank you

Please don't forget to complete the online survey you will receive by email after the meeting

# Contact details



 Call us on **1300 662 077**

 Visit us at **[waterNSW.com.au](http://waterNSW.com.au)**