



Greater Sydney Customer Advisory Group

18 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 – 27 March 2025
- Actions arising from minutes – 27 March 2025

Customer Advisory Groups Overview

Brendan Maher

Head of Customer Operations & Experience

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 DCCEEW) 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 DCCEEW



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 DCCEEW 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
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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



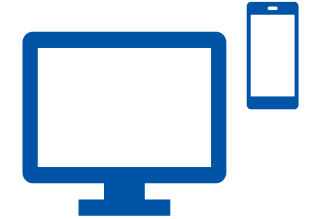
Work in progress / Performance



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

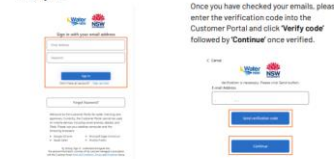
Read the What is an 'unintended work' status? fact sheet for more information.

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

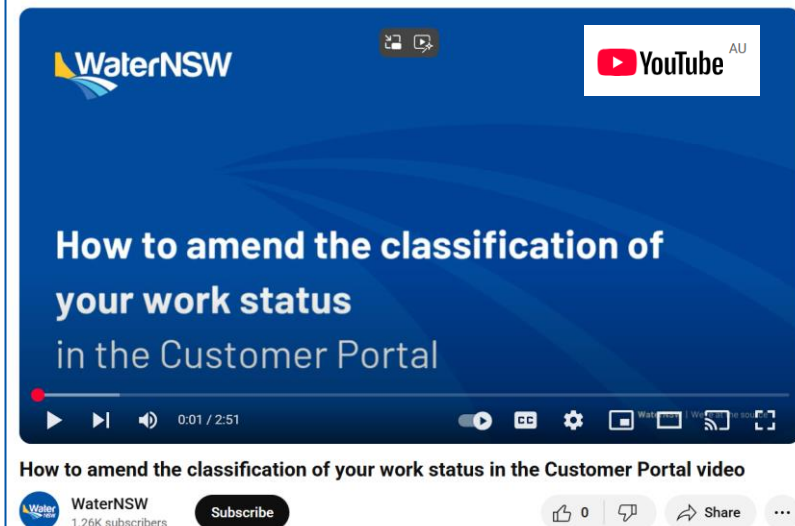
Login to the Customer Portal

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


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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 DCCEE) 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

Non-urban metering update

David Andersen

Manager Metering Implementation

Coastal CAG meetings

18 & 19 September 2025



Larger works in coastal water sources

Key WSP areas include:

- Hunter Regulated River
- Hunter Unregulated River
- Greater Metro Region Groundwater
- Greater Metro Region Unregulated River
- Richmond River Area
- North Coast Coastal Sands Groundwater
- North Coast Fractured & Porous Rock Groundwater

Metering requirements by 1 December 2026*:

- **Meter: Pattern approved, AS4747 standard**
- **LID and telemetry**
- **DQP validation**

** unless a pre-existing metering condition applies*

Smaller works in coastal water sources

Metering requirements by 1 December 2027, or the work approval renewal date*:

- **Pattern approved meter**
- **Recording and reporting**

** whichever is the later*

Key WSP areas include:

- Hunter Regulated River
- Hunter Unregulated River
- Greater Metro Region Groundwater
- Greater Metro Region Unregulated River
- Richmond River Area
- North Coast Coastal Sands Groundwater
- North Coast Fractured & Porous Rock Groundwater



Understanding requirements

Metering rules depend on:

- **total entitlement volume**
- **the size and number of works**










Apply to works taking licensed water under a:

- **water supply works approval**
- **water access licence**

From the following water sources:

- **regulated river**
- **unregulated river**
- **groundwater**

Coastal water users - Who needs to comply and when

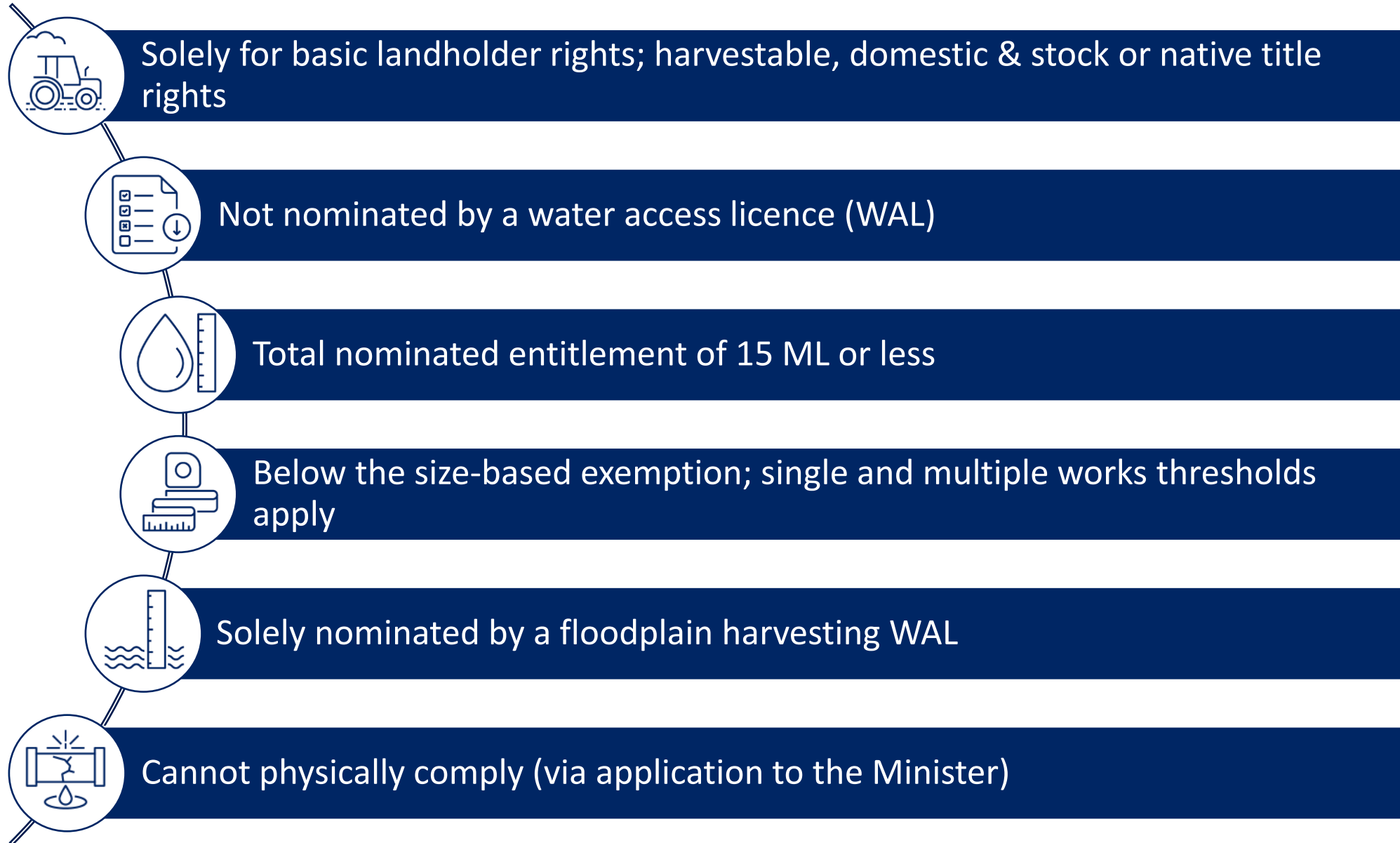
Works	Pattern-approved meter	AS4747 meter	LID & telemetry	DQP validation	Compliance date
Surface water pumps ≥ 500 mm diameter					Must comply now
Nominated by entitlement ≥ 100 ML <i>Work size-based exemptions may apply</i>					Coastal 1 December 2026 <i>(unless pre-existing condition applies)</i>
Nominated by entitlement >15 ML to <100 ML <i>Excludes surface water pumps ≥ 500 mm diameter</i> <i>Work size-based exemptions may apply</i>		Optional	Mandatory recording & reporting <i>(applies now)</i>	Optional	1 December 2027 or work approval renewal date <i>(whichever is later)</i>
Nominated by entitlement ≤ 15 ML <i>Excludes surface water pumps ≥ 500 mm diameter</i>	Optional <i>Unless trading water</i>	Not applicable	Mandatory recording & reporting <i>(applies now)</i>	Not applicable <i>Unless trading water</i>	1 December 2027 <i>(if trading water)</i>

All works must comply with the non-urban metering rules unless an exemption applies.
Volume-based exemptions do not apply for pumps 500 mm or greater.

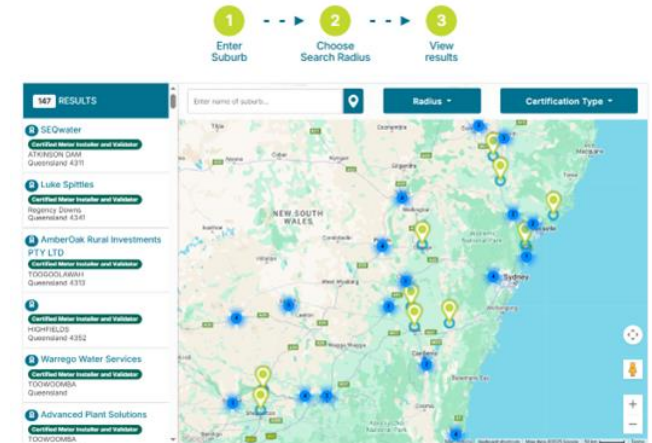
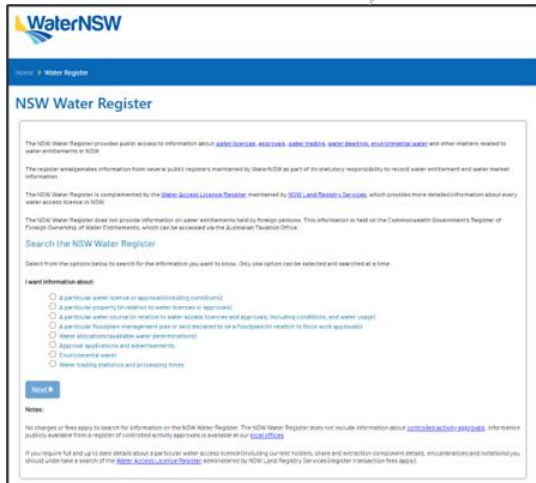
Size-based exemption thresholds for works

Type of work	Number	Maximum diameter (each)
Surface water (pumps)	1 pump	99 mm
Surface water (pumps)	2 pumps	74 mm
Surface water (pumps)	3 pumps	49 mm
Surface water (pumps)	4 pumps	39 mm
Groundwater (bores)	1 bore	199 mm
Groundwater (bores)	2 bores	159 mm
Groundwater (bores)	3 bores	129 mm
Groundwater (bores)	4 bores	119 mm

Non-urban metering exemptions



Three key steps to be meter-ready



Questions



For metering and licensing enquiries contact WaterNSW

- 1300 662 077 (Monday to Friday 8am-5pm)
- customer.helpdesk@waternsw.com.au
- Make an online appointment with a metering expert



For more information about metering policy contact the department

- 1300 081 047 (business hours)
- water.enquiries@dpie.nsw.gov.au

Subscribe for metering updates

Scan the QR code to subscribe or visit

watergroup.dpie.nsw.gov.au/non-urban-metering-subscribe



Water Planning & Delivery

Ramen Charan

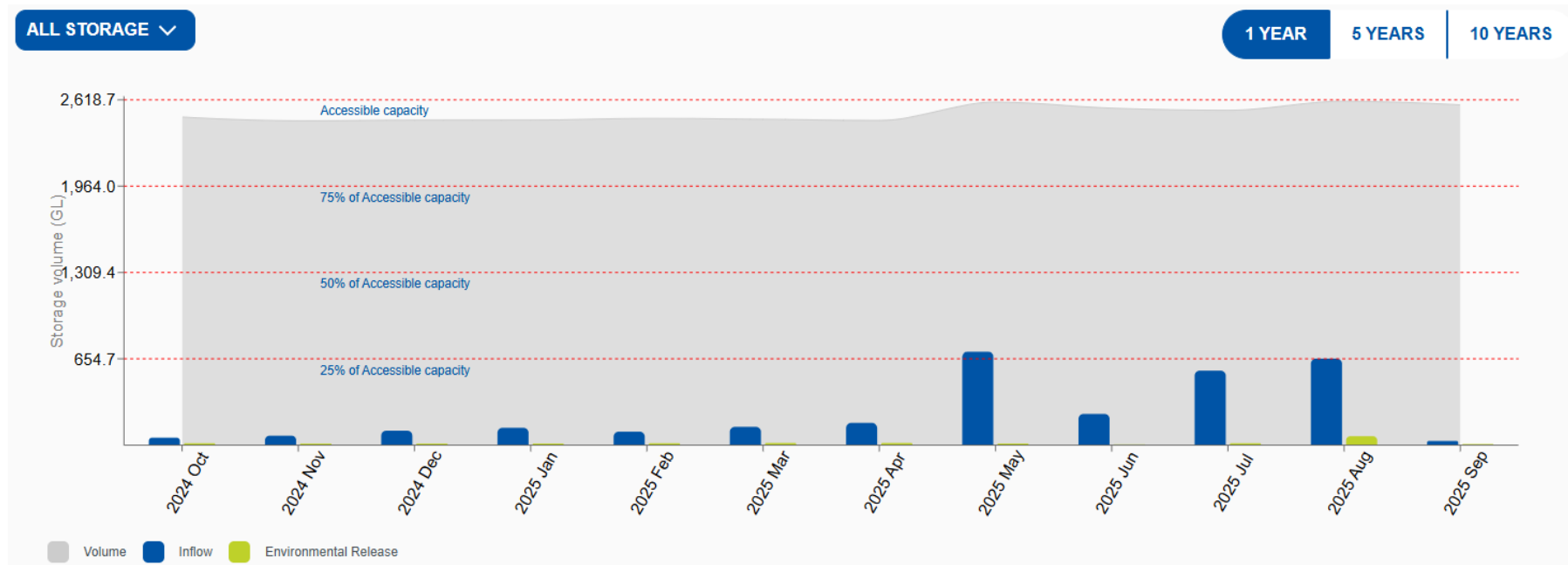
Manager Water Planning and Delivery Sydney

Water Planning and Delivery

Total System Storage



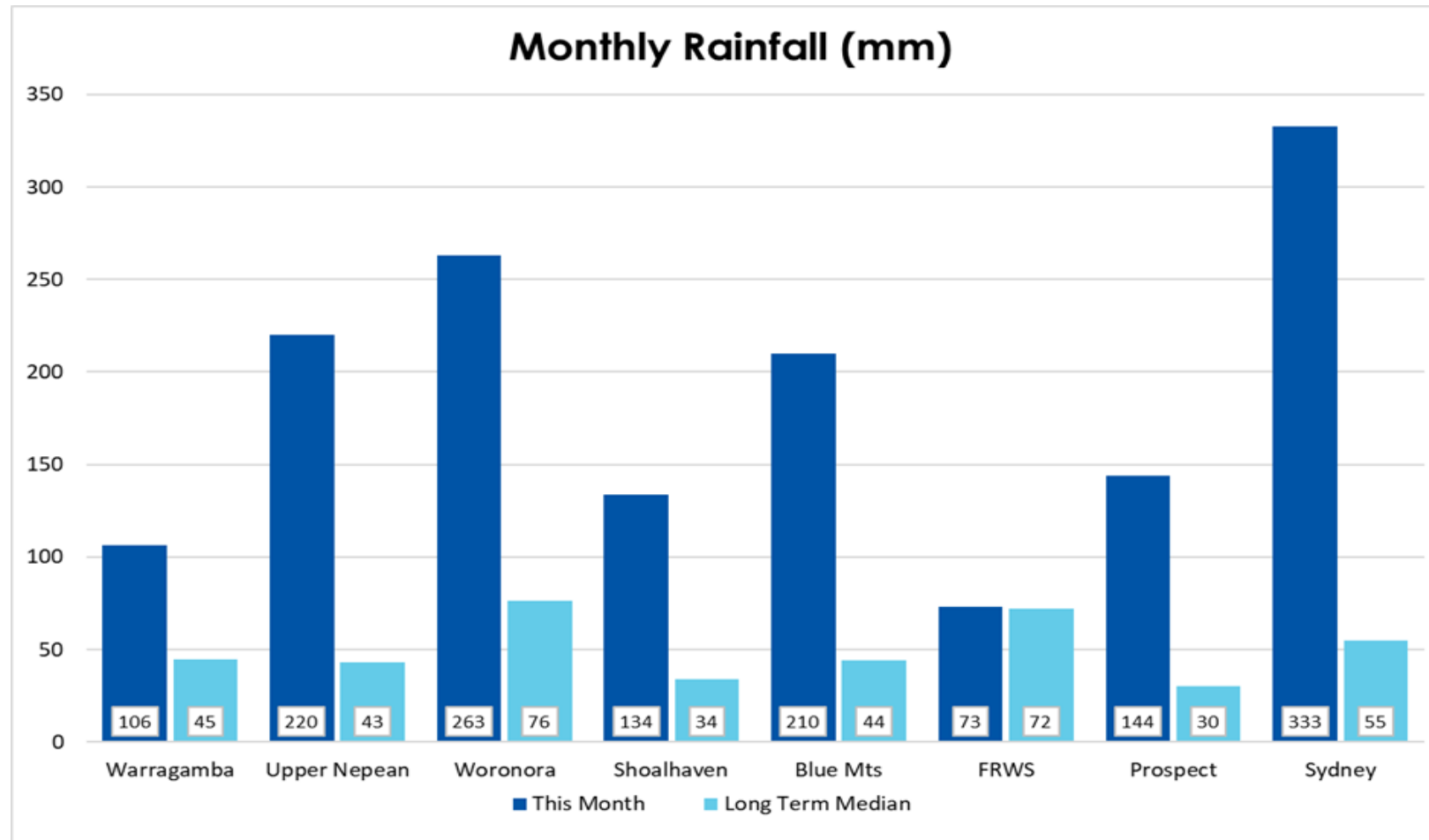
On Mon 15th Sep 2025, water held in Greater Sydney dams was **99.7%** of total storage volume with Warragamba at 100%.



-Oberon storage volume was at 100% on 15th Sep 2025.

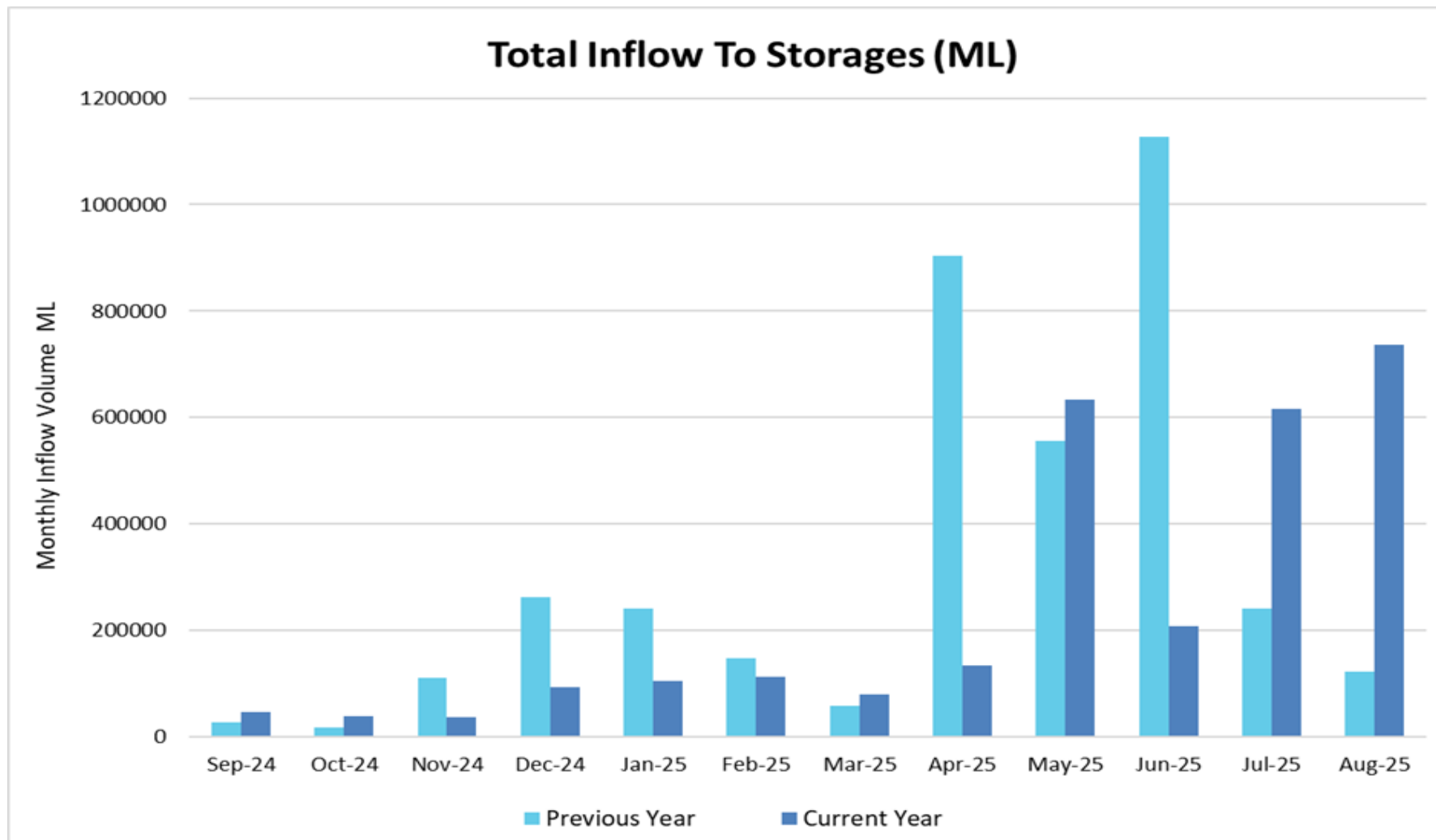
Monthly Rainfall Totals

Rainfall across Greater Sydney catchments in August 2025 was well above the long-term median.



Inflows

Inflows in August **2025** were 736GL; inflows in August **2024** were 122GL



Inflows



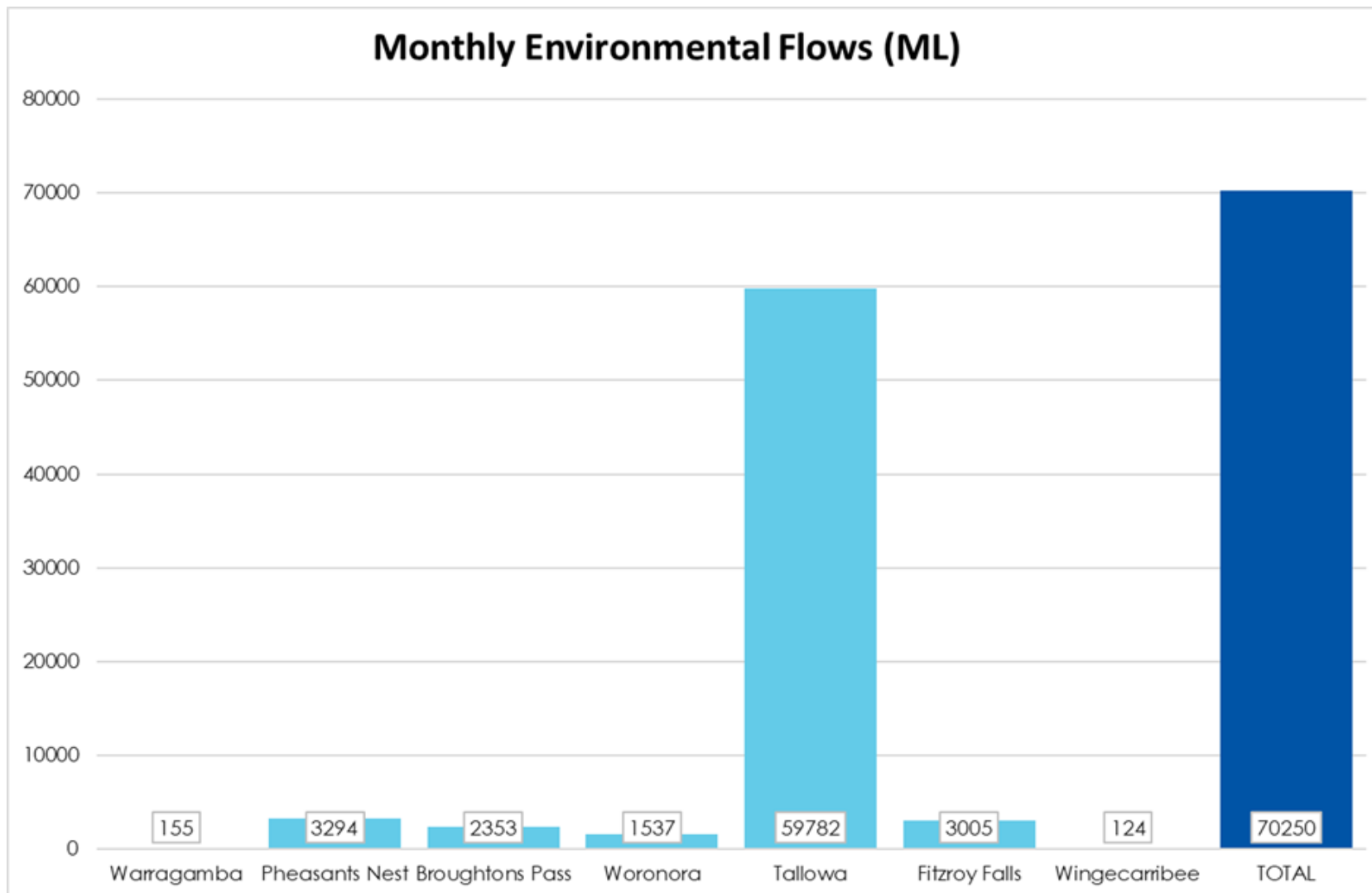
Calendar Year	Warragamba Inflow (ML)	Upper Nepean Inflow (ML)	Woronora Inflow (ML)	Tallowa Inflow (ML)	TOTAL (ML)
Average Annual	1,069,000	316,000	30,000	1,071,000	2,486,000
2018	103,234	32,199	2,433	136,559	274,425
2019	50,350	35,828	2,755	78,024	166,956
2020	1,745,619	276,838	34,570	1,487,432	3,544,459
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
2023	345,584	109,273	11,565	540,736	1,007,158
2024	1,850,844	441,128	44,686	1,274,968	3,611,627
2025 to 31 Aug	869,857	580,379	32,874	1,140,779	2,623,889

Trigger to recommence Shoalhaven transfers = 75% total system storage

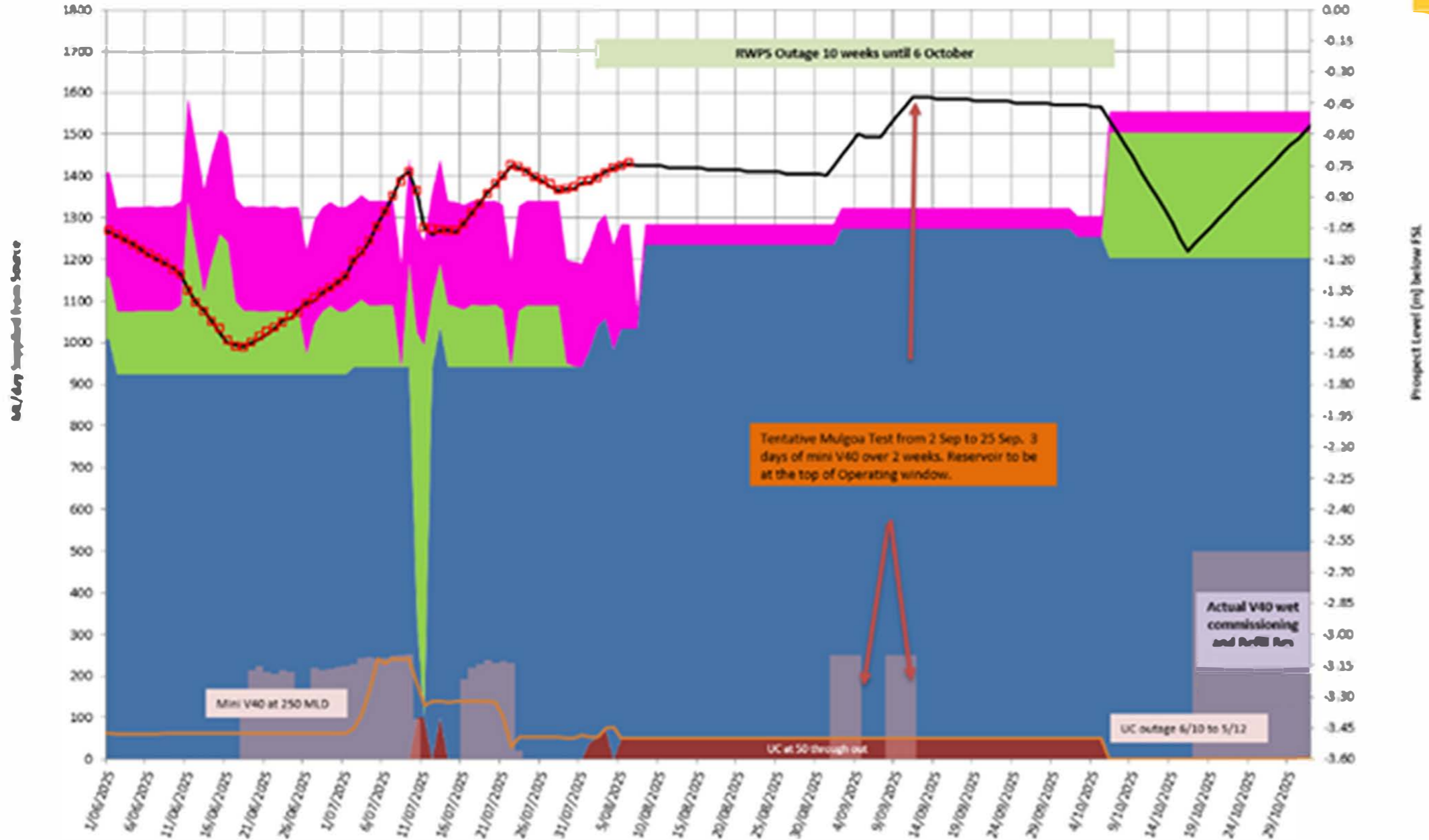
Earliest expected date for storage decline to 75% is late 2026

Environmental releases

August 2025 environmental releases for Greater Sydney = 70 GL



Prospect System Demand Management

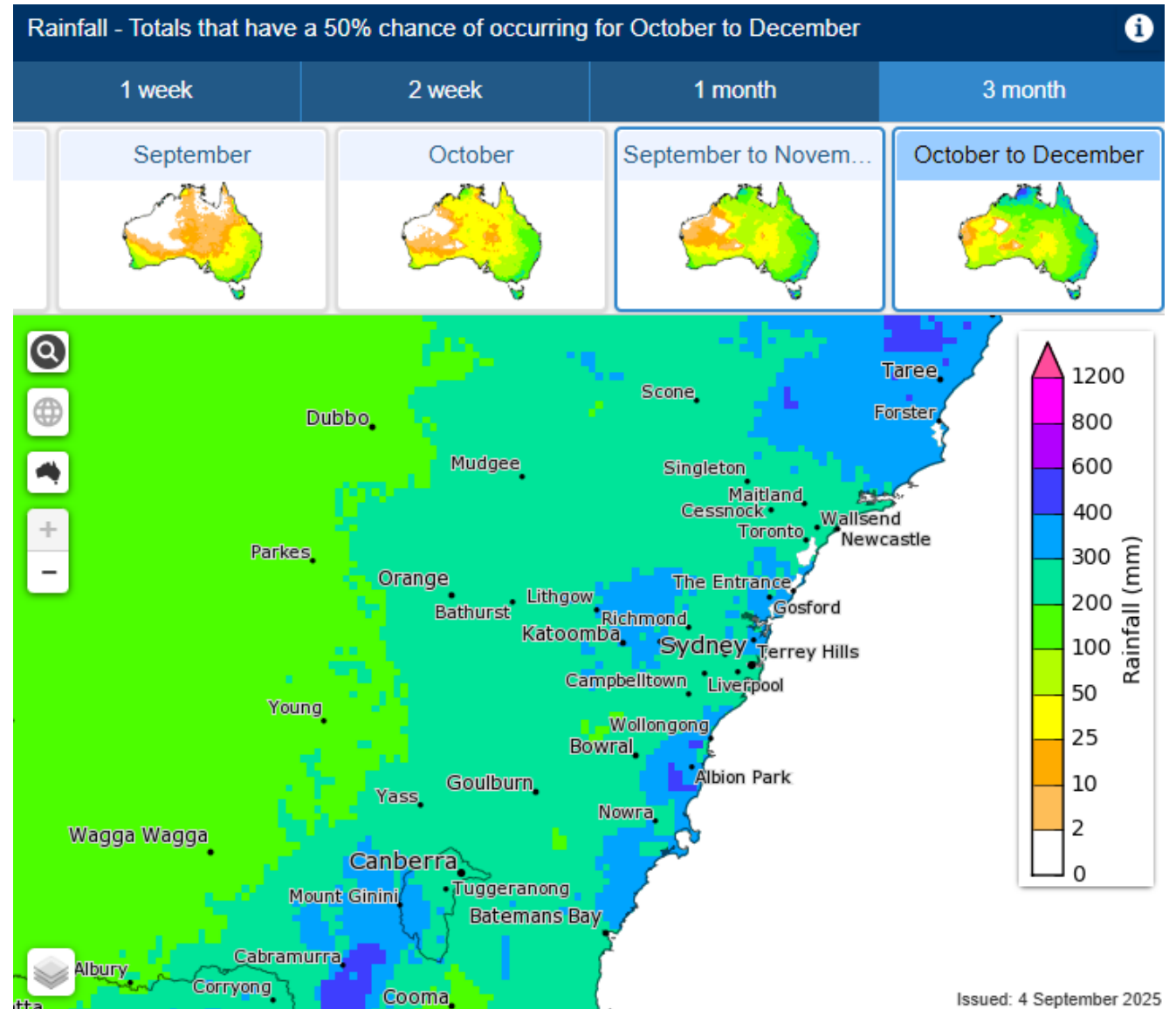


Prospect Level (m) below FSL

Forecast Rainfall

Bureau of Meteorology forecast:

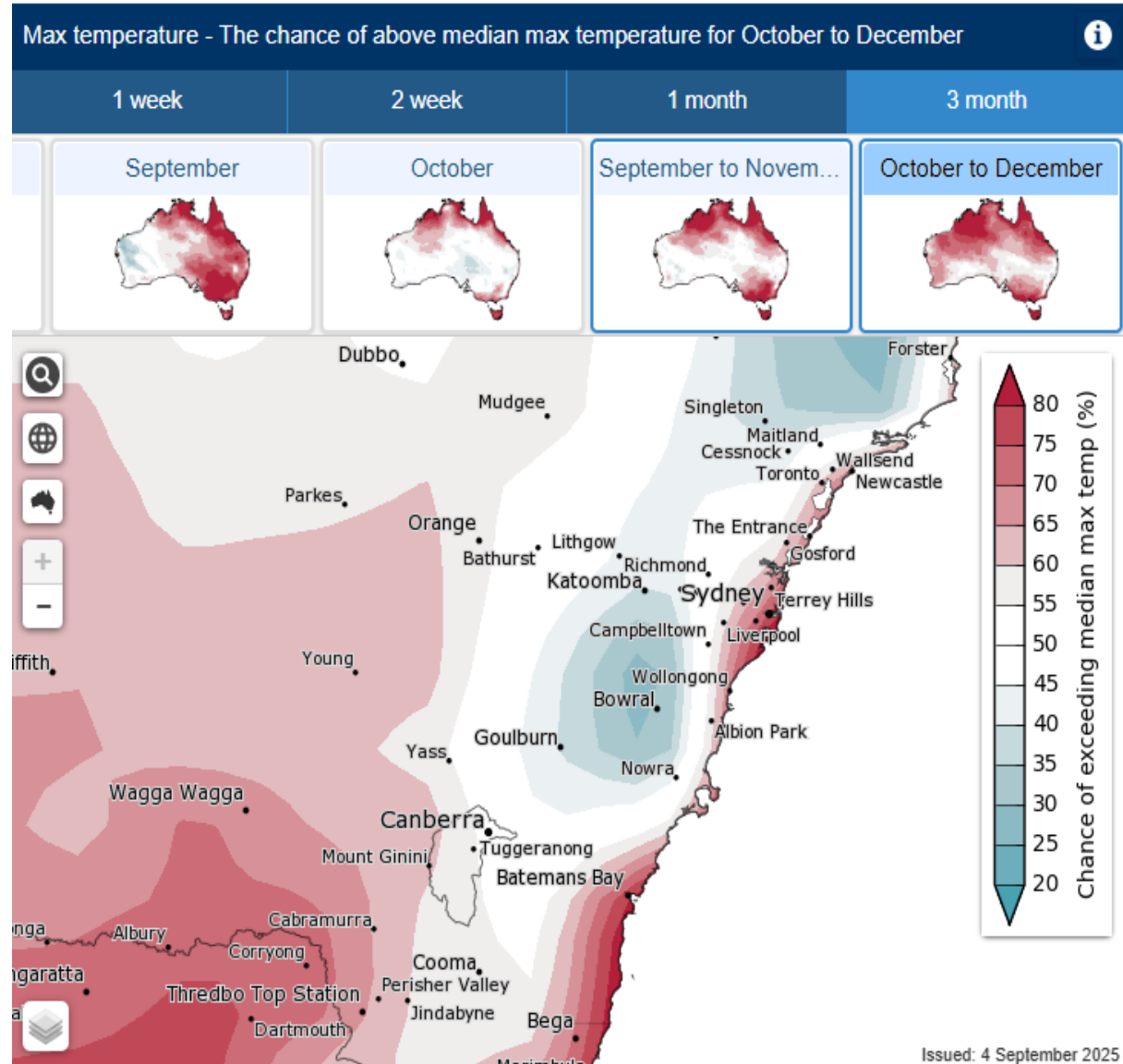
Rainfall is expected to be above average for October to December for most parts of eastern Australia.



Forecast Temperature

Bureau of Meteorology forecast:

Above average maximum and minimum temperatures are likely to very likely (60% to greater than 80% chance) across most of Australia, except South Western Australia



Water Quality

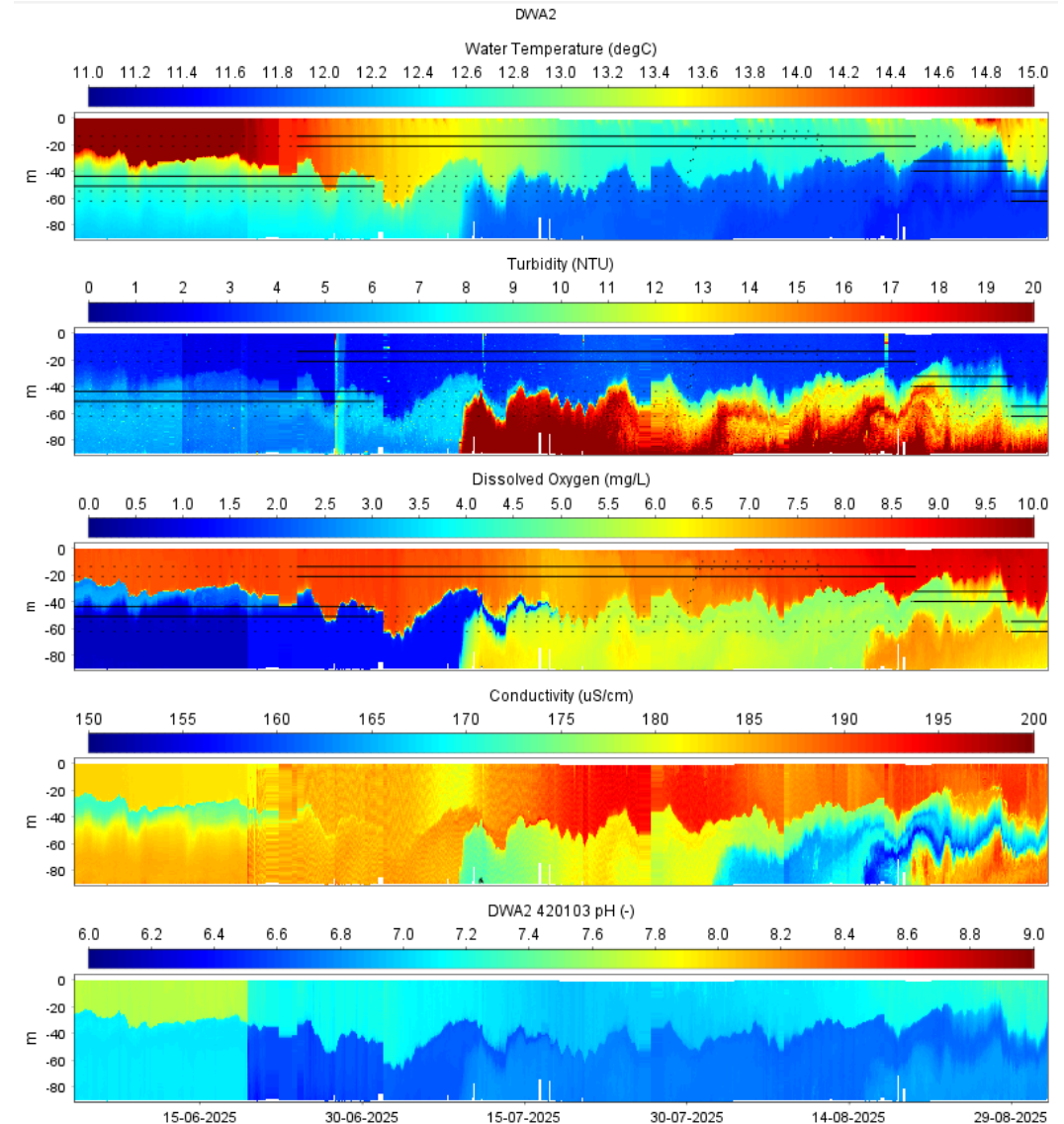
Water quality issues



Location	Risk	Effect	Actions
Total System	Storm events Cyanobacterial blooms	Turbid inflows impacting direct supply points Increased organics Generating toxins and taste/odour compounds that impacts treated water	Close monitoring of storms and cyanobacterial levels to pre-emptively configure offtakes to minimise risks. Work closely with customers.

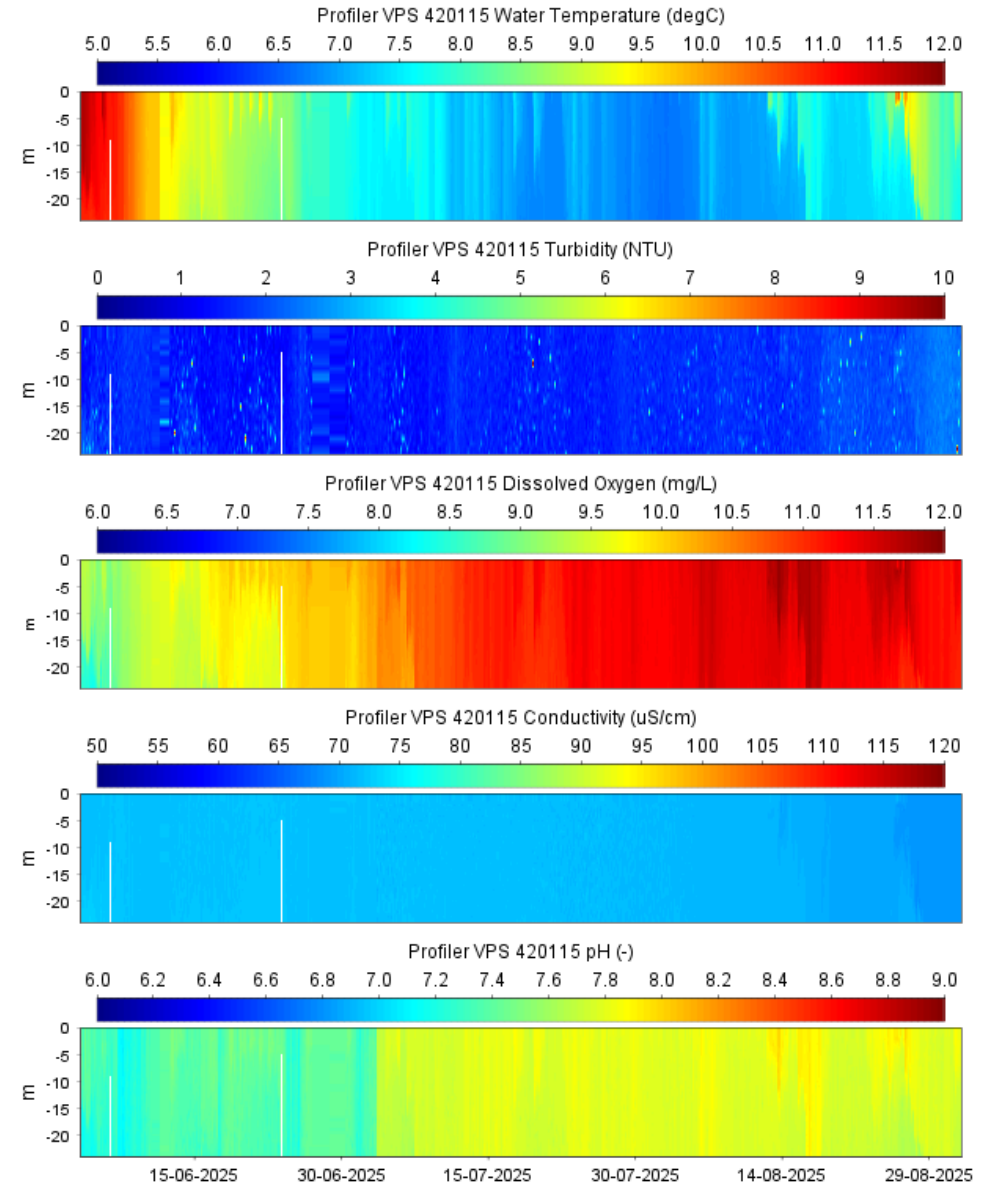
Water Quality

Location	Risk
Lake Burragorang	<p>Minimal stratification leading to large amplitude seiching.</p> <p>Algal related risks directly impacting supply.</p> <p>Offtakes are currently positioned low in the water column to avoid impacts.</p> <p>Dissolved manganese in bottom waters</p>



Water Quality

Location	Risk
Oberon Dam	<p>Lake Oberon remains destratified. Despite well oxygenated conditions, dissolved manganese and iron remains present in supply. Persistent geosmin is present in raw water throughout the water column.</p>



Sydney Regional Operations

Brian Mayhew

Head of Regional Operations Sydney

Sydney Regional Operations

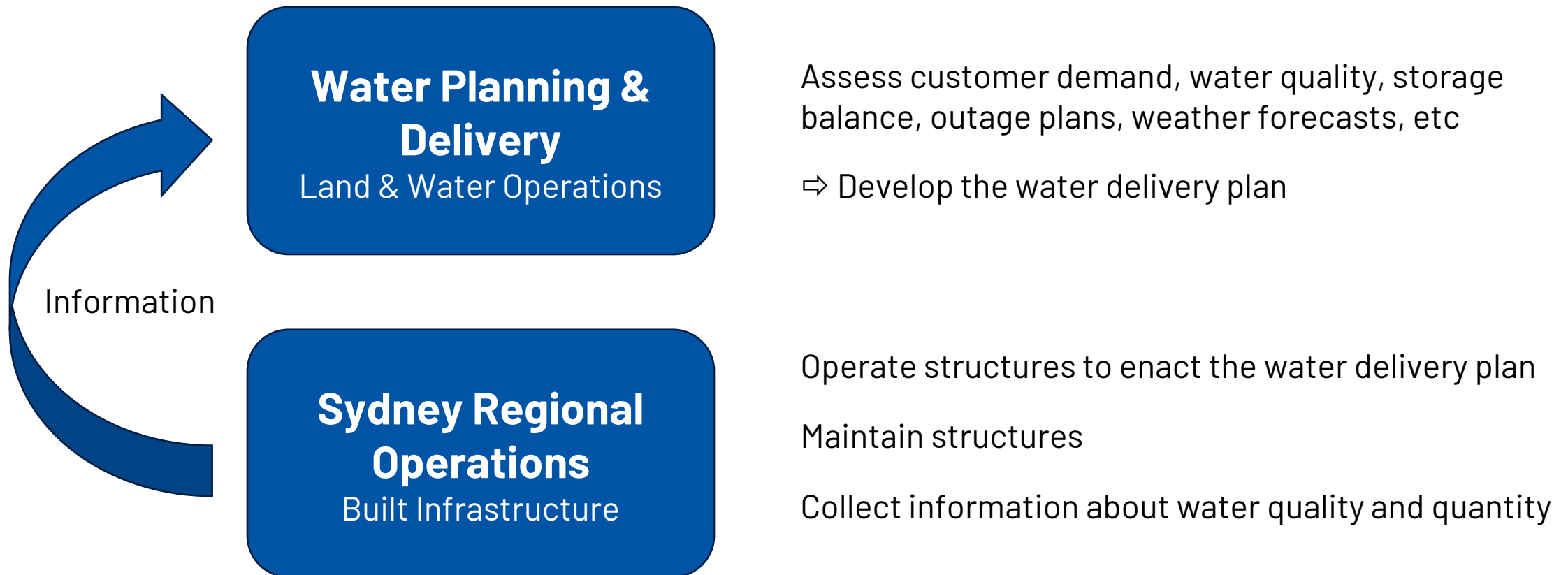


An introduction to WaterNSW Greater Sydney system and operations



Capital programs for FY26-28

Primary Operations functions



Hands-on operation & maintenance

Water Monitoring:

Teams based at Warragamba and Nepean

350 stream gaugings completed each year

2,000 water quality samples each year

Asset Maintenance:

Teams based at Wallerawang, Warragamba, Nepean and Burrawang

1,200 routine work orders completed each month

130 corrective work orders completed each month















Update on capital programs

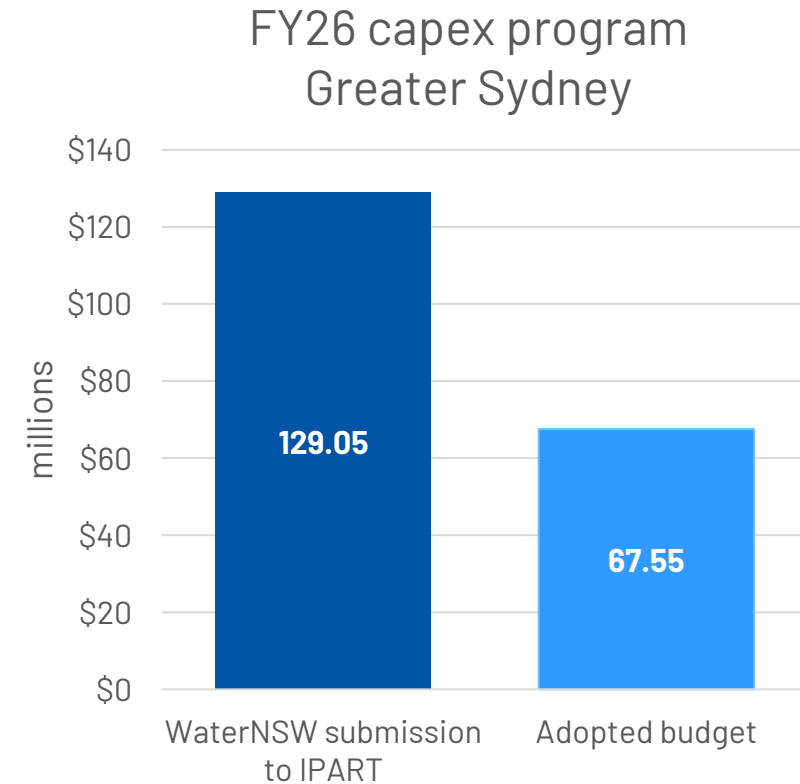
Confirmed Investment Prioritisation – Post IPART Submission

- Considered IPART comments in response to Sydney and Rural Valleys submissions
- Reviewed and confirmed our priority ranking of candidate projects
 - Focus on addressing risk (service delivery, safety and compliance)
- Balance risk mitigation with cost efficiency in a constrained environment
- Emergent program prioritises addressing high risk
- Medium and low risk projects mostly deferred (meaning that WaterNSW takes a higher asset risk)

Greater Sydney

Greater Sydney – Revised Prioritisation Outcomes

- Budget for FY26 is \$67.55M
- 58% attributable to projects already underway:
 - 47% in Construction; and
 - 11% in Detailed Design



Greater Sydney catchments prioritisation outcomes

- Top 10 projects

Project name	FY26 (\$k)	FY26-28 (\$k)	Project Phase	Project description & details
Wingecarribee Peat Barrier renewals	6,328	6,328	Construction	Barrier renewal to ensure operational spillway
Warragamba Pipeline Tranche 2 WP2	4,563	4,563	Construction	Pipeline corridor civil works near Prospect
Shoalhaven Gate Renewals	4,521	8,387	Construction	Shoalhaven Gate Renewals
Tallowa Dam Fishlift Reliability	4,519	7,061	Construction	Reinstate operational capability of fishlift
Warragamba Dam Resilience Stage A	4,480	7,480	Detailed design	Design concluding in a final business case
Prospect Raw Water Pump Station resilience	3,953	9,104	Construction	Raw water pump station resilience works
Kangaroo Pipeline renewals	2,843	7,845	Construction	Pipeline renewals
Greater Sydney roads renewals	2,754	6,453	Construction	Road renewals at multiple sites
Greater Sydney rock fall stabilisation program	2,539	2,539	Construction	Stabilisation works at multiple sites
Greater Sydney SCADA Renewals Tranche 2	2,024	3,343	Construction	Replacement of obsolete SCADA equipment
Total (Top 10)	38,524	63,103		

Greater Sydney catchments prioritisation outcomes

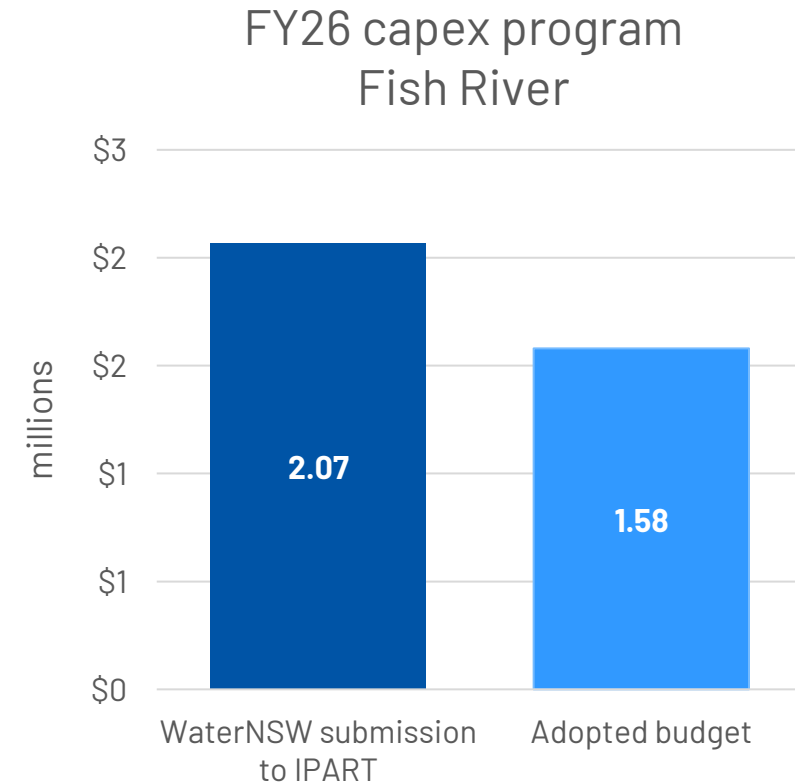
– examples of deferred projects

Project name	FY26-28 Project Cost (\$k)	Project description & details
Warragamba Dam e-flows	301,755	Environmental flows from Warragamba Dam
Warragamba Pipeline & Corridor	13,024	FY26-30 works, Tranche 4 – Pipeline 1 external coating renewal, total project \$32M
Catchment Infrastructure	4,400	Asset renewals within each catchment
Prospect RWPS Submersible Pump	3,263	Large submersible pumps overhaul
Fleet light vehicles	3,215	Vehicle renewals deferred from FY25
Water Quality Modelling	2,568	Modelling to improve the understanding and forecasting of changing water quality.
Upper Canal control gates	2,405	Refurbishment of the canals control gates, total project \$2.7M
Catchment Protection Plant & Equipment renewals	2,295	Plant & equipment renewals for the Upper Nepean catchment protection cluster
Glenquarry Cut e-flows upgrade investigation	1,793	Environmental flows upgrade investigation
Cataract Penstock Gate Actuation	1,498	Gate actuation to address manual operation related safety concerns

Fish River

Fish River – Revised Prioritisation Outcomes

- Budget for FY26 is \$1.58M
- 67% attributable to projects already underway:
 - Oberon Dam renewals
 - Duckmaloi WTP
- Highest risk to be addressed is Fish River pipeline renewals



Fish River prioritisation outcomes - Top projects

Project name	FY26 (\$k)	FY26-28 (\$k)	Project Phase	Project description & details
Oberon Dam Renewals	644	667	Construction	Intake tower components, pumps, valves and coatings
Potassium permanganate dosing plant at Duckmaloi WTP	399	399	Construction	Water treatment dosing to assist in the removal of manganese and iron at the water treatment plant
Dam Safety projects	227	531	Initiation	Rural Dams portfolio risk assessment, total project \$1.96M
Dam Safety 5-yr review and OPT	185	370	New	5-yearly safety review and Operational Performance Testing
Fish River Electrical Renewals	111	272	New	Duckmaloi WFP switchboard replacement
Stage 2 Pipeline Renewals	0	1,330	New	Renewal of remaining original pipe on the Stage 2 pipeline - Oberon Dam to Duckmaloi WTP, total project cost \$54M
Fish River electrical safety improvement projects	0	184	New	ARC flash studies, drawings updates and remedial safety concerns, total project \$0.6M
Total (Top projects)	1,566	3,753		

Fish River Valley prioritisation outcomes

– examples of deferred projects

Project name	Project Cost FY26-28 (\$k)	Project description & details
Fleet	585	Light vehicles renewals, total project \$427k
Oberon Dam Destratification System	384	Installation of system
Duckmaloi Water Treatment Plant investigation	364	investigate optimisation of the water treatment processes at Duckmaloi WTP, total project \$574k
Oberon Dam Deep Water Pump renewal	341	Renewal of the pumps in preparation for drought and accessing water in the lower levels of Oberon Dam
Plant, Equipment & Heavy Vehicles	227	Renewals, total project \$348k
Physical Security Upgrades	134	Fencing, lighting, security systems, total project \$400k
Pipeline Coatings investigation	124	Investigate coating deterioration and remediation options on the above ground pipelines
Duckmaloi WFP pump and blower starter	124	Upgrade with variable speed drivers (VSDs)
Crane Safety Improvements	84	Safety renewals for multiple sites, total project \$862k.

WaterNSW Water Supply System Yield Model Review

Bede Johnston

Integrated Water Resources Modelling Manager

Presentation Summary

WaterNSW Yield Review- Briefing to Greater Sydney CAG

1. Introduction
2. The Independent Review Process
3. Stakeholder Workshops
4. 2025/26 Review key areas of interest

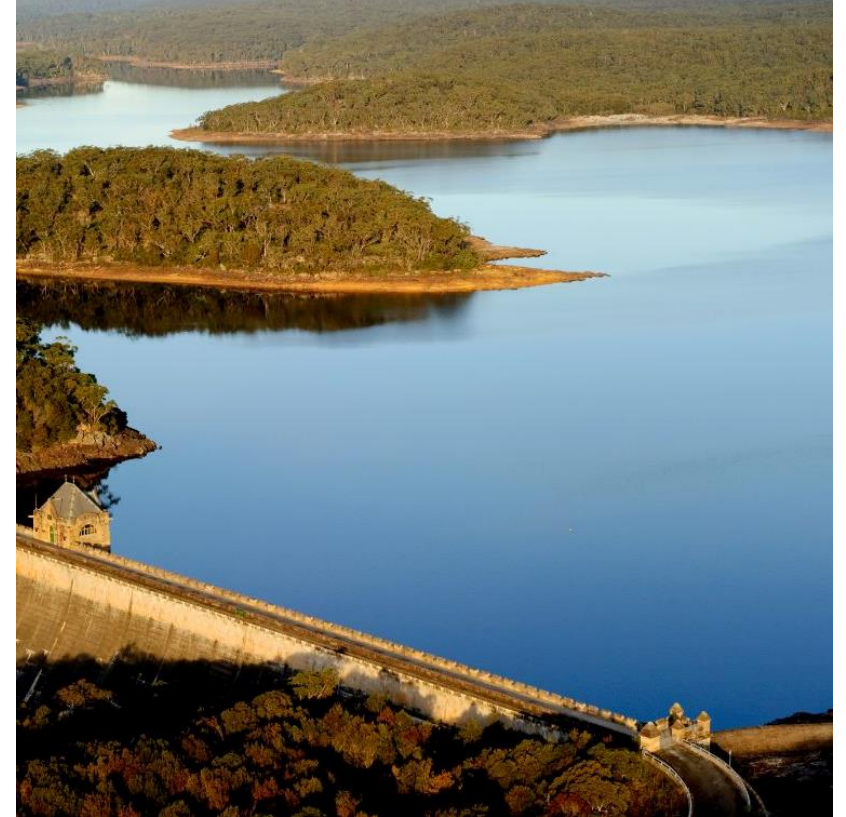
Introduction

The WATHNET model is one of the key tools used for water supply planning in Sydney. Outputs from the model, which is maintained and operated by WaterNSW, are used to determine the Secure Yield of the system, as well as:

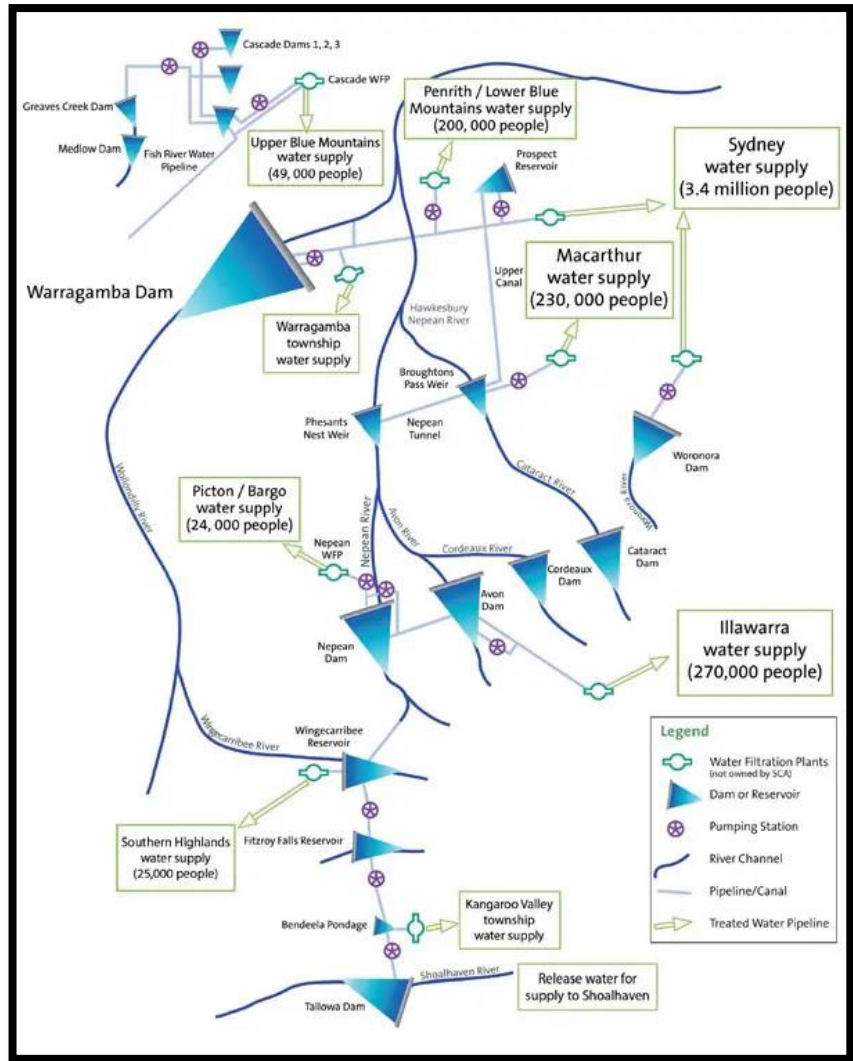
- Assess impacts and advise on proposed policy changes
- Optimise supply releases (e.g. environmental flows, system balance)
- Support drought response planning options
- Analyse climate change impacts
- Inform strategic investment and water supply augmentation planning

The model outputs also become inputs to a range of other models and processes, including economic modelling.

This review will focus on the setup of WATHNET Model and input data. The review of specific operating rules, policies or scenarios are not within the scope of the review.



The model

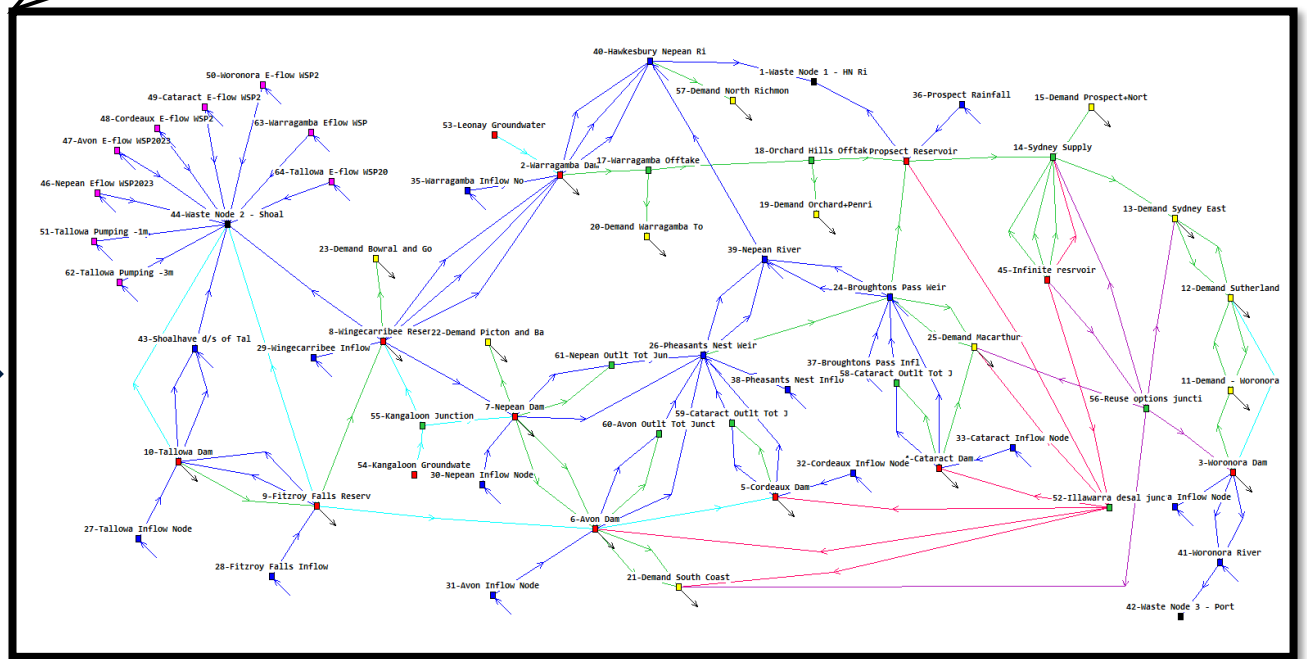


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Global script editor
Start of replicate (decisions -> globals) | Before time step | After time step | End of replicate
Line | Script code | Global variable description |
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2 | declare int; | |
3 | constants; | |
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10 | gmm = getsys(1,sysinfo); | |
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Represented in the model:

- Dams
- Pipelines and Canals
- Pumpstations
- Desalination Plants
- Rivers (Environmental Flows)
- Demands (Population Centres)



Independent Review of the system yield, models & methods

The model, modelling software and how WaterNSW develops the input data and key assumptions is always under a process of continuous improvement and has been regularly reviewed in the past.

- The WaterNSW Operating Licence requires a formal review of the model and associated yield assessment methodology at least once during the term of the Licence
- WaterNSW will engage an independent consultant by March 2026 to undertake this review and report its finding by the 30th of June 2026
- An integral part of the review process is consultation with relevant stakeholders

WaterNSW invites stakeholders and customers to participate and comment on the review process.

Stakeholder Workshops

WaterNSW and the Independent Reviewer will be conducting stakeholder workshops, where we will:

- Present an overview of the WaterNSW's approach to assessing Water Supply System Yield
- Explain the review process adopted for this project
- Outline the key developments and changes to the model
- Give participants an opportunity to express their views and provide feedback
- Consult on proposed reporting metrics for new requirements to incorporate climate change into yield.

If you are interested in participating in the stakeholder workshops, please contact Allen Lal (Allen.Lal@waternsw.com.au) to discuss workshop contents and register your interest.

What is included in the review?

The review will ensure system modelling incorporates significant changes to the bulk water supply system since the last major yield review study was carried out in 2021 including:

- Changes resulting from implementation of the 2022 Greater Sydney Water Strategy (GSWS) and changes to operating rules outlined in the Water Sharing Plan for the *Greater Metropolitan Region Unregulated River Water Sources 2023*
- Update of hydrology including large inflows after the 2017-2019 drought
- Review of updates made to the model configuration, user interface and coding protocols and procedures
- Assessment of the climate change impacts on yield using NARCLIM 2.0 Climate Model

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



Call us on
1300 662 077



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