

# Greater Sydney Customer Advisory Group

27 March 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 – 5 December 2024
- Actions arising from minutes – 5 December 2024

# Customer Services CAG update

## March 2025



Updates &  
Feedback



Innovation



Insights



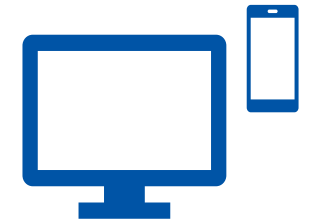
Work in  
progress /  
Performance



Telephone



Face to  
Face



Online /  
Digital

# Customer Services CAG update

## March 2025

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### Customer Experience & Billing

- Credit Card surcharges
- Third Party Consent – Update
- Difficult situations (staff training)(increase) / DV update

### Customer Operations

- Metering
  - 91i analysis
  - LID Errors/ Failures analysis
  - DQP / Complex issue resolution analysis
  - Concierge
  - How to contact us

### Assessment & Approvals

- Processing / Performance, volumes, trends and insights
- Extensions
- Customer Outreach Days

### Service Improvement / QA

- SMS Customer Alerts Update
- IVR Improvements, warm transfers / expanding reach

# Customer Experience & Billing

# Credit Card surcharges

- NSW Govt / ServiceNSW recently ceased credit card surcharges across all payments
- WaterNSW has sought its own legal advice in terms credit card surcharges
- The advice is complicated, however given the complexities, WaterNSW has made the decision to cease imposing a credit card surcharge across all payments

# Warm Handovers

We've listened to customer feedback and were continuing to improve the experience for customers using our 1300 number.

We recently shortened the time for customers to navigate through the initial menu and saving almost 30 secs per call, reducing wait times and improving overall customer experience.

We have now introduced 'warm handover' between our contact centre and licensing operations, water accounting, A&A to avoid you 'always needing to tell your story all over again' (Billing soon to join)

# Third Party Consent - Update

- At the last round of CAGs, we discussed the potential of offering an objections style process for third party consent on temporary groundwater trades
- 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
- We are currently working with an applicant to trial the new process at our cost, this will happen in the near future.
- Pending the trial, WaterNSW may offer the service on a 'fee for service' basis

# Difficult situations (staff training) increase in DV update

- **At WaterNSW, safety is who we are, it's how we do things and it's also part of our ongoing commitment to support staff in their roles and customers when interacting with us.**
- In line with ensuring the safety of our staff and customers, WaterNSW is current rolling out a program to further equip our front-line staff in being able to assist customers who may be experiencing vulnerability due to financial, weather or domestic situations.
- The training modules include managing challenging interactions, Family and domestic violence (including disclosure) to protect sensitive customer information, Occupational de-escalation and Compliments and Complaints management.

# Customer Operations

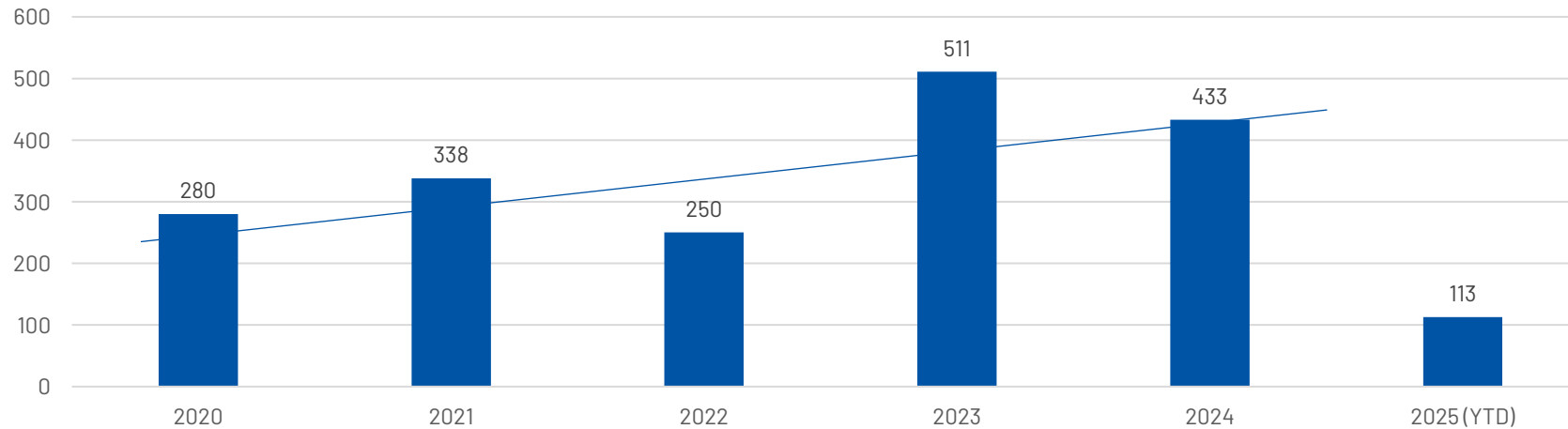
**Update**

# 91i analysis

| Year                        | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|-----------------------------|------|------|------|------|------|------|
| <b>Total</b>                | 280  | 338  | 250  | 511  | 433  | 113  |
| <b>Faulty Meter</b>         | 280  | 335  | 247  | 402  | 299  | 82   |
| <b>Faulty LID</b>           |      | 3    | 2    | 73   | 79   | 19   |
| <b>Faulty Meter and LID</b> |      |      | 1    | 36   | 55   | 12   |

There has been a steady increase since 2020 in the number of S91is lodged as customers have become more aware of their obligations.

### Total S9ii by year

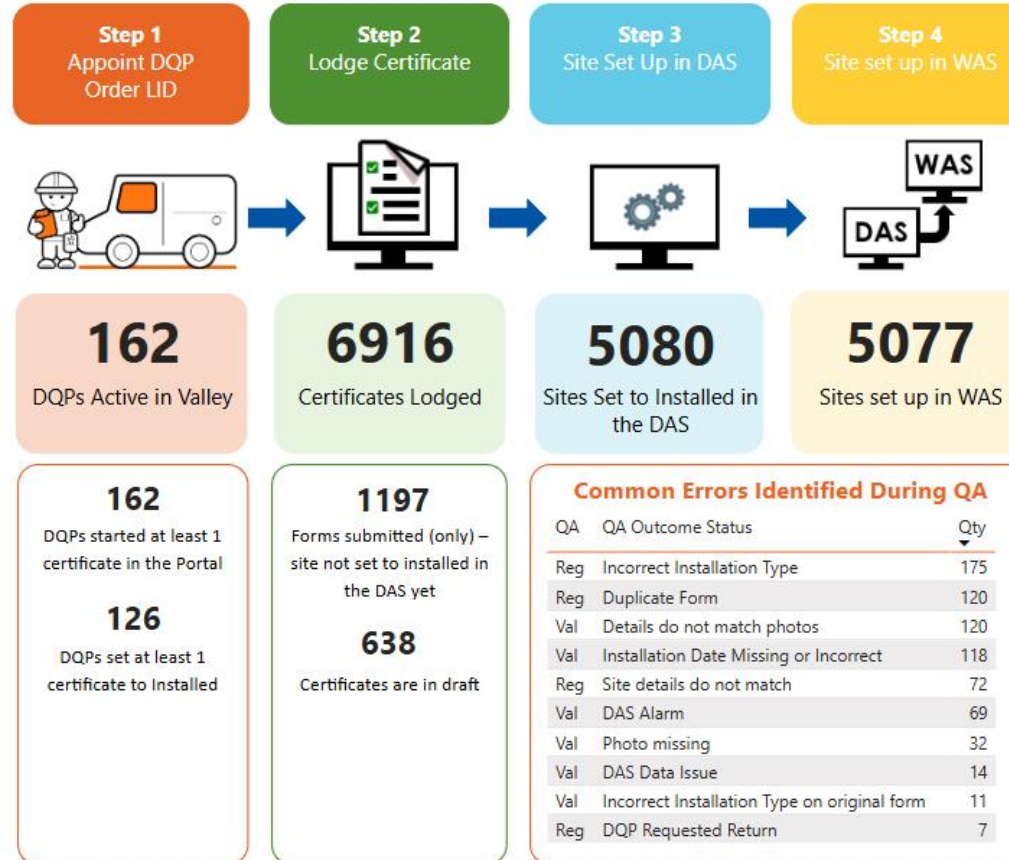
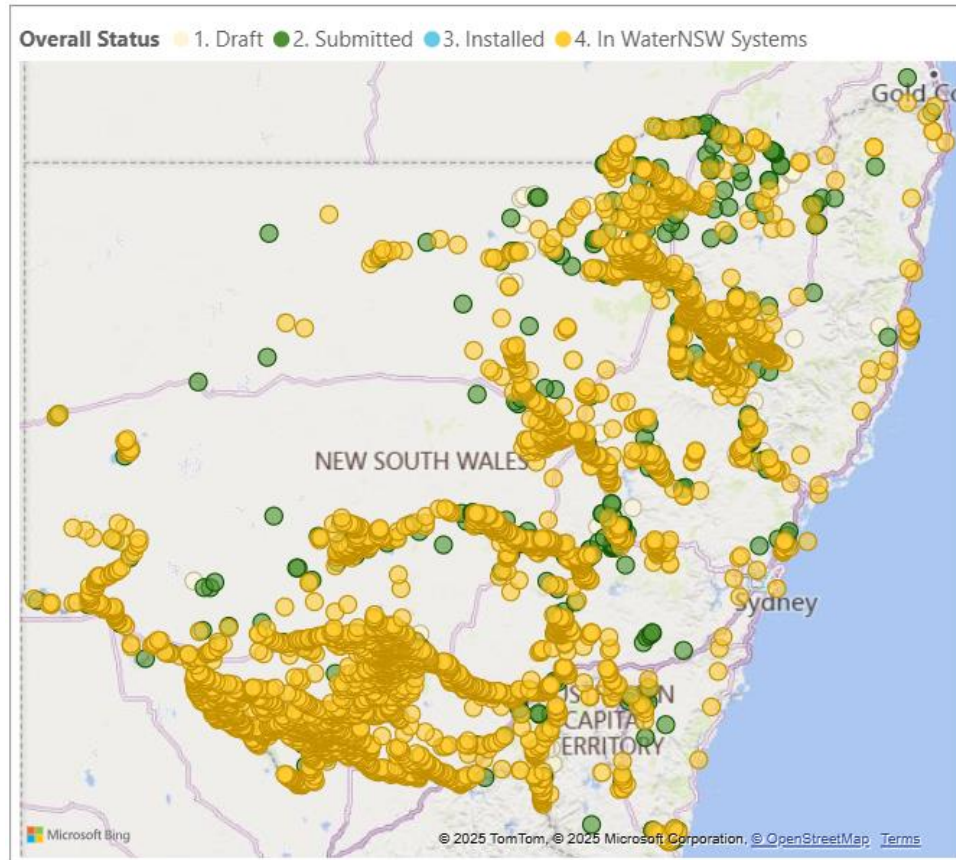


We are encouraged by these numbers as customers are actively reporting that their metering equipment is faulty so alternative water take methodologies can be used.

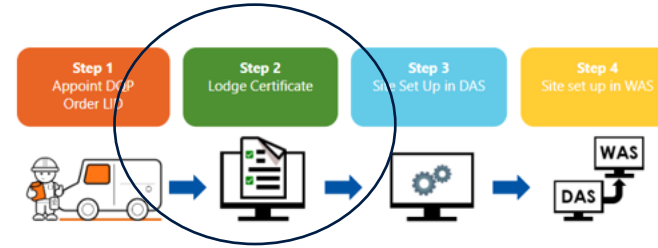
# NUMR Activity in the DQP Portal

All of NSW

- Over 5,000 meters have been made compliant and set up in the DAS.
- WaterNSW can track the progress of every certificate in the DQP portal to assist water users with their compliance



# DQP portal Errors All of NSW



## Draft Forms

**638** Forms are in Draft

**363**

Created but never submitted for QA

**101**

Did not Pass QA and are waiting for updates by the DQP

**18**

Awaiting QA

**156**

Passed QA and are with the LID Vendor to configure and distribute the LID

### Top 5 Reasons Forms Returned to DQP

- Incorrect Installation Type
- Meter/LID Details Incorrect or Missing
- Duplicate Registration Form
- Location Mismatch
- DQP Requested Return

- The basis of most delays during compliance can be attribute to these two activities.
- WaterNSW is proactively managing these pipelines and working with DQPs and customers to minimise errors and rectify errors quickly. Where we can fix a problem, we will, and we only refer something back to a DQP as a last resort

## Submitted Forms

**1197** Forms are Submitted but not Set to Installed

**919**

With the DQP completing Installation Work (never submitted for QA)

**227**

Did not Pass QA and are waiting for updates by the DQP

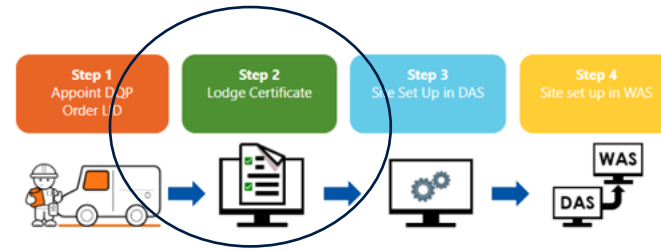
**51**

Awaiting QA

### Top 5 Reasons Forms Returned to DQP

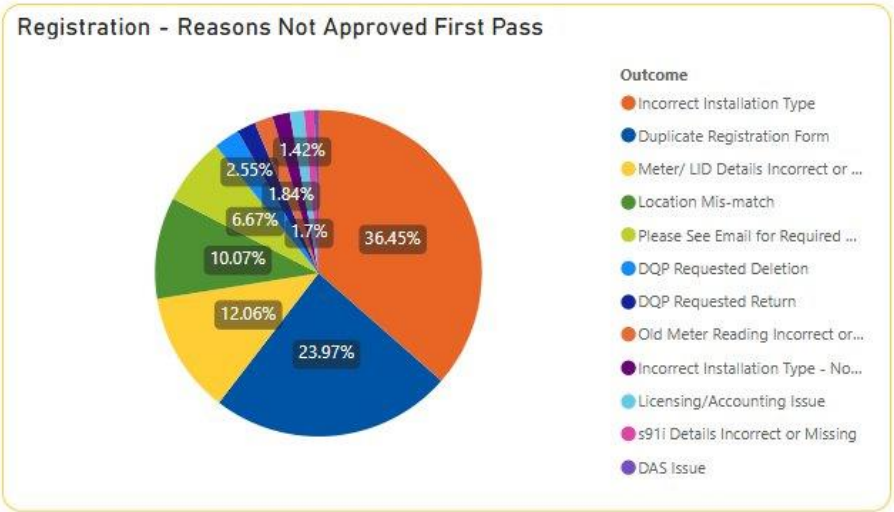
- Site Commissioning Date Field Incorrect
- Details Do Not Match Photos
- Installation Date/Time before LID Connected to DAS
- DAS Meter Read Mismatch
- Photos Not Clear

# Quality Control Check Overview



## Registration

**89% first time pass**

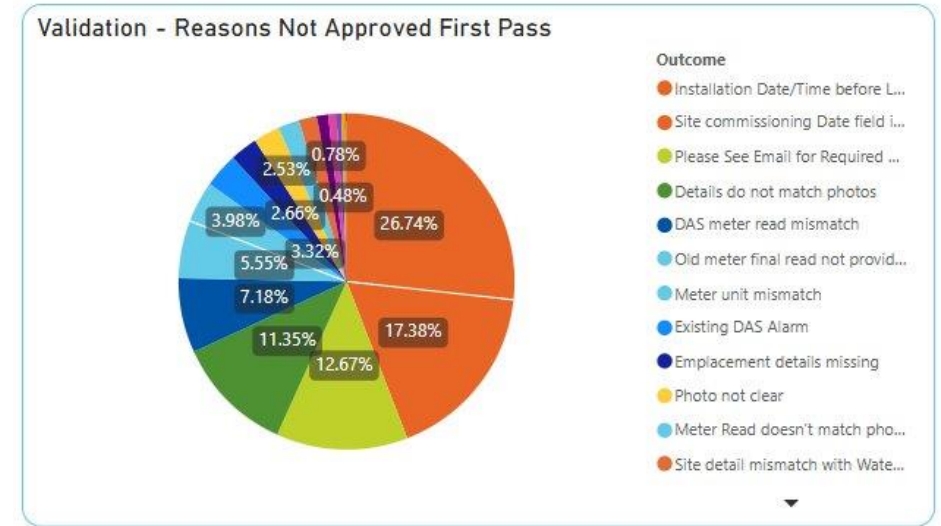


Getting the data correct at the beginning of the process means that most will pass registration 1st time which has been a main source of frustration in the past.

**Our focus is now on working with DQPs during the validation stage to increase the number of forms that pass first time**

## Validation

**61% first time pass**



# DQP Concierge Service Update

- A dedicated service has been established to support DQPs through the compliance journey
- Submitting the right data at the beginning of the process reduces delays, reduces costs and speeds up compliance
- Concierge service supports DQPs across all facets of the compliance process right down to helping DQPs to pick the right form, submit the right data and help through any roadblocks
- Reactive and Proactive service
- DQPs can book a session with the concierge to get the ball rolling
- Supports existing and new DQPs
- **Starting to see benefits as 89% of initial registrations pass first time as data submitted is correct**

# Metering Enquiries / how to contact us

- **How do I find out my metering requirements?**

- DCCEEW website & guidance tool
- Book an appointment with a metering specialist via the WaterNSW website or Customer Helpdesk

visit DCCEEW website  
[www.waternsw.com.au](http://www.waternsw.com.au) 1300 662 077

- **How do I find a DQP?**

- Irrigation Australia website directory

[www.irrigationaustralia.com.au](http://www.irrigationaustralia.com.au) (07) 3517 4000

- **What do I do when my meter is faulty?**

- Call the installer
- Raise an s91i via the WaterNSW website or Customer Helpdesk

Nominated DQP / Meter Contractor  
[www.waternsw.com.au](http://www.waternsw.com.au) 1300 662 077

- **What do I do when my LID is faulty?**

- Contact a DQP
- Raise an s91i via the WaterNSW website or Customer Helpdesk

Nominated DQP  
[www.waternsw.com.au](http://www.waternsw.com.au) 1300 662 077

- **What do I do when my DAS workspace alarms or I receive an alarm email?**

- Read the DAS guide
- After 72 hours contact a DQP
- Raise an s91i via the WaterNSW website or Customer Helpdesk

Nominated DQP  
[www.waternsw.com.au](http://www.waternsw.com.au) 1300 662 077

- **What do I do when my water usage data in DAS is incorrect or missing?**

- Book an appointment with a metering specialist via the WaterNSW website or Customer Helpdesk

[www.waternsw.com.au](http://www.waternsw.com.au) 1300 662 077

- **What do I do when my water usage data in iWAS is incorrect or missing?**

- Contact the WaterNSW Customer Helpdesk

[www.waternsw.com.au](http://www.waternsw.com.au) 1300 662 077

- **What do I do when I can't enter my usage data into iWAS?**

- Contact the WaterNSW Customer Helpdesk

[www.waternsw.com.au](http://www.waternsw.com.au) 1300 662 077

# Assessment & Approvals

# Processing, trends and insights






## Water market Systems (WMS)

- 1,794 BLR bores issued since launch
- 3,374 customers verified

## Financial year to date:

- Applications on hand (backlog) reduced by 10%
- 95% of applications on hand were submitted in last 14 months
- 5% (57 applications) submitted pre-2024, however 60% of those applications relate to either an NRAR FW's investigation or floodplain harvesting approvals waiting on Crown Land licences
- Application volumes remain low due to wet conditions experienced in some areas of the state

## Performance to Standards (Jul 24 to Jan 25)

| Transaction Type  | CSS % Financial YTD | Performance target | Status  |
|---|---------------------|--------------------|---|
| Percentage of applications for licence dealings assignment of shares (710)                    | 92%                 | 90% within 20 days |    |
| Percentage of applications for new an access licence processed                                | 94%                 | 80% within 40 days |    |
| Percentage of applications for water management work, use and combined approvals processed    | 85%                 | 80% within 60 days |    |
| Percentage of applications to extend an approval  | 95%                 | 90% within 20 days |   |
| Percentage of applications for an approval for a bore for domestic and stock rights processed | 92%                 | 90% within 10 days |  |

# Applications to Extend an Approval

Approvals have a set term 2-10 years, after which they expire. However, approval holders can apply for an extension, either before or after the expiration date (different fees may apply).

WaterNSW issues notices ~60 days before an approval expires providing options on how to apply to extend an approval. Customer feedback has shown that while 70% of customers eventually apply online, they need considerable assistance to fully understand what they are applying for and the process involved. Customers have provided feedback about the cost to extend an approval after expiry.

## **Based on this valuable feedback we prioritised the following to improve the customer experience:**

- Submitted a fee reduction in our IPART submission for extensions paid up to 60 days after the expiry
- Enhance the accessibility and information on our website
- Improve targeted customer communications, including the notification letters
- Exploring alternate payment methods
- Investigate system changes to simplify and improve the online self-service options
- Continue to explore regulatory changes with DCCEEW Water to simplify the process

# Customer Outreach Days

CAG and customer feedback has shown that while some customers prefer to meet face to face to discuss complex water regulation matters not all customers can access one of our 13 local offices.

To close this gap, we commenced a trial to conduct customer outreach days in areas not serviced by a WaterNSW office with licensing staff.

The first outreach days were conducted in late 2024 at Goondiwindi and Bega, with both being very productive, noting Bega had over 50 customer interactions.

WaterNSW will conduct a further 3 outreach days in the next 2 months, with plans to visit as requested by customers.

We'll assess the results of the planned outreach days to determine the viability and/or structure of conducting these sessions on a permanent basis.

Licensing staff will continue to also be available at the field days where WaterNSW attends.

## When and where?

Bega - 5 March

Wentworth - 2 April

Woolgoolga - 3 April

# Service Improvement

# Recording and reporting SMS service **REMINDER**

Customers can now subscribe to receive SMS reminders for annual or monthly recording and reporting requirements.



## Monthly reminder

Hi John,  
if you have not done so already, please make sure to report your monthly water usage, even if zero. Visit [waternsw.com.au/record-report](http://waternsw.com.au/record-report)

 To subscribe, visit

[comms.waternsw.com.au/RR-subscribe](http://comms.waternsw.com.au/RR-subscribe)

or scan the QR code



## Annual reminder

Hi John,  
this is your annual reminder that if you have not done so already, please make sure to report your annual water usage within 28 days of the end of the water year, even if zero. Visit [waternsw.com.au/record-report](http://waternsw.com.au/record-report)

# Recording and reporting SMS service

Below is a summary of the recording and reporting SMS subscription service.

## Annual SMS

### 27 subscribers currently

- This has not been issued yet. It will be issued a month before annual requirements are due.

## Monthly SMS

### 29 subscribers

- Nov SMS – 4 subscribers
- Dec SMS – 6 subscribers
- Jan SMS – 10 subscribers
- Feb SMS – 15 subscribers
- March SMS – 29 subscribers

WaterNSW check all subscribers have signed-up for the correct notification and contact customers if they've selected the wrong reminder.

## Promotion of service

- E-Newsletter articles
- Bill run – customer newsletter articles
- IVR message
- Postcard flyers for field teams

**\*Please note:** Further promotion is scheduled after the non-urban metering regulation amendment is complete.

**To subscribe to our R&R SMS service, please visit [waternsw.com.au/RR-subscribe](http://waternsw.com.au/RR-subscribe)**

# Non-urban metering update

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David Andersen, Manager, Metering Implementation

Presentation to the WaterNSW Customer  
Advisory Group meetings

March 2025



# Metering requirements

| Works   | Measurement requirements   | When  |
|---|--|---|
| All surface water pumps $\geq 500$ mm   | <b>Pattern-approved meter</b> <ul style="list-style-type: none"> <li>• DQP validation</li> <li>• LID &amp; telemetry</li> </ul>  | <b>Now</b>  |
| Works nominated by $\geq 100$ ML of total entitlement<br><br>(unless exemptions apply)              | <b>Pattern-approved meter</b> <ul style="list-style-type: none"> <li>• DQP validation</li> <li>• LID &amp; telemetry</li> </ul>  | <b>1 December 2026</b>  |
| Works nominated by $>15$ and $<100$ ML of total entitlement<br><br>(unless exemptions apply)        | <b>Pattern-approved meter</b> <ul style="list-style-type: none"> <li>• <i>DQP &amp; LID/telemetry optional</i></li> <li>• Mandatory recording &amp; reporting</li> </ul> | 1 Dec 2027 or next approval renewal date (whichever is later) |
| Works nominated by total entitlement $\leq 15$ ML<br><br>(except $\geq 500$ mm surface water pumps) | <b>No meter, unless trading allocations</b> <ul style="list-style-type: none"> <li>• Mandatory recording &amp; reporting</li> </ul>                                      | <b>1 December 2027</b><br><br>Now                             |

# Implementation progress



| Commitment                    | Progress update  |
|-------------------------------|--|
| Change the rules              | <ul style="list-style-type: none"><li>• Updated Water Management (General) Regulation commenced early March 2025</li></ul> |
| Support DQPs                  | <ul style="list-style-type: none"><li>• DQP Concierge service operational</li><li>• DQP Portal guides</li></ul>            |
| Support & educate water users | <ul style="list-style-type: none"><li>• Coastal water users engagement planning underway</li></ul>                         |
| Improve systems               | <ul style="list-style-type: none"><li>• Classification system in development</li><li>• DQP Portal enhancements</li></ul>   |

# Ongoing implementation work

| Commitment                    | Progress update   |
|-------------------------------|---|
| Change the rules              | <ul style="list-style-type: none"><li>• Non-urban metering policy being updated</li></ul>   |
| Support DQPs                  | <ul style="list-style-type: none"><li>• New installer course on track for completion June 2025</li></ul>  |
| Support & educate water users | <ul style="list-style-type: none"><li>• Engagement with water users to update work approvals beginning shortly</li></ul>  |
| Improve systems               | <ul style="list-style-type: none"><li>• Independent review of telemetry requirements on track for completion June 2025</li><li>• Attestation trial in development</li></ul> |

# Coastal water user engagement underway



field day  
attendance



targeted web  
content



emails, letters &  
newsletters



webinars &  
presentations



staged  
engagement



print & radio  
advertising



radio & social  
media ads



social media &  
digital ads

# Coastal water user engagement



**Customer Outreach Day, Woolgoolga 3 April**



**Tocal Field Days, Tocal 2 – 4 May**



**Primex Field Days, Casino 15 – 17 May**



**Upcoming public information sessions**

# Key messages



The metering rules are in effect and water user communication is underway



All surface water pumps  $\geq 500\text{mm}$  diameter must already be compliant



Water users with  $\geq 100\text{ML}$  entitlements need a pattern-approved meter & telemetry installed and validated by a DQP



Coastal water users with entitlements  $\geq 100\text{ML}$  must comply by 1 December 2026



Groundwater bores  $\geq 200\text{mm}$  with entitlements  $\geq 100\text{ML}$  must now install telemetry

# Scan QR code to register and subscribe!



Scan the QR code to sign up for metering updates

Visit: [watergroup.dpie.nsw.gov.au/non-urban-metering-subscribe](https://watergroup.dpie.nsw.gov.au/non-urban-metering-subscribe)

# Open discussion



# Regional Operations update

**Brian Mayhew**

**General Manager Regional Operations Sydney**

# Operating environment

# Focus on Operations & Maintenance

Generally benign operating environment

- No flood operations
- No significant water quality events

Continued focus on routine operations and maintenance

- Catchup on corrective maintenance
- Operations support for projects

Implement cost-saving changes

- Annual O&M opex costs reduced by about \$1M across Greater Sydney

# Customers

# Government owned meters

Information sessions

Focus on on-farm application of new non-urban metering rules

- clarifying application of rules based on specific works approvals, water access licences, and actual pump sizes

# Site visits



# PFAS monitoring and reporting

# Monitoring program

Continued sampling and publication of results

Investigation (with multiple NSW government agencies) into potential historic sources of PFAS in Blue Mountains

Work with Sydney Water on management of existing PFAS in Lake Medlow and Greaves Creek dams



# Cost management and reporting

# Rural Valley Operating Expenditure Report

## Fish River

July 2022 to Dec 2024



| All amounts shown in \$millions       | Determination period allowance<br>Jul 22 - Jun 25 | Actual Opex expenditure<br>from Jul 22-Jun 24 | Determination allowance<br>remaining after Actual |
|---------------------------------------|---|---|---|
| Asset management planning             | 0.9   | 2.6   | (1.7)   |
| Corrective maintenance                | 2.7   | 6.9   | (4.1)   |
| Customer billing                      | 0.2   | 0.1   | 0.1   |
| Customer support                      | 1.0   | 0.8   | 0.2   |
| Dam safety compliance                 | 1.3   | 1.2   | 0.1   |
| Direct insurances                     | 0.4   | 0.6   | (0.3)   |
| Environmental delivery                | -   | 0.0   | (0.0)   |
| Environmental planning and protection | 0.2   | 0.0   | 0.1   |
| Flood operations                      | -   | 0.1   | (0.1)   |
| Hydrometric monitoring                | 0.8   | 0.2   | 0.5   |
| Internal                              | 0.2   | 1.7   | (1.4)   |
| Long Term Transformational Strategy   | 0.1   | 0.0   | 0.1   |
| Metering and compliance               | 0.4   | 0.5   | (0.0)   |
| Renewal and replacement               | 0.0   | 0.0   | (0.0)   |
| Routine maintenance                   | 11.0  | 5.9   | 5.1   |
| Water delivery and other operations   | 3.9   | 3.5   | 0.4   |
| Water quality monitoring              | 0.3   | 1.7   | (1.5)   |
| <b>Total operating expenditure</b>    | <b>23.4</b>                                       | <b>25.8</b>                                   | <b>(2.4)</b>                                      |

# Improving analysis of opex reports

| IPART activity                        | Project   | Total allowance     | Total actual / forecast | Variance            |
|---------------------------------------|---|---------------------|-------------------------|---------------------|
| Asset management planning             |   | \$941,192           | \$2,626,911             | \$1,685,719         |
| Capability non-regulated              |   | \$0                 | \$367                   | \$367               |
| Catchment Planning and Operations     |   | \$0                 | \$3,373                 | \$3,373             |
| Corrective maintenance                |   | \$2,737,192         | \$6,874,235             | \$4,137,043         |
| Customer billing                      |   | \$188,984           | \$78,765                | -\$110,220          |
| Customer support                      |   | \$979,256           | \$753,847               | -\$225,409          |
| Dam safety compliance                 |   | \$1,289,961         | \$1,215,318             | -\$74,643           |
| Direct insurances                     |   | \$392,173           | \$649,854               | \$257,681           |
| Environmental delivery                |   | \$0                 | \$65                    | \$65                |
| Environmental non-regulated           |   | \$0                 | \$392                   | \$392               |
| Environmental planning and protection |   | \$192,105           | \$47,401                | -\$144,704          |
| Flood operations                      |   | \$0                 | \$69,769                | \$69,769            |
| Hydrometric monitoring                |   | \$870,945           | \$242,812               | -\$628,133          |
| Internal                              |   | \$230,493           | \$1,655,191             | \$1,424,699         |
| Land, Buildings and Roads Management  |   | \$0                 | \$882                   | \$882               |
| Long Term Transformational Strategy   |   | \$116,047           | \$0                     | -\$116,047          |
| Metering and compliance               |   | \$422,611           | \$467,049               | \$44,438            |
| Renewal and replacement               |   | \$6,693             | \$7,318                 | \$626               |
| Routine maintenance                   | FR250002.25.00000002 WO00002845: OB00008404                       | \$0                 | \$110,355               | \$110,355           |
|                                       | AL250026.25 Project Elevate - South Region                        | \$0                 | \$79,342                | \$79,342            |
|                                       | FR240003.25.00000001 WO00005486: OB00009285                       | \$0                 | \$36,014                | \$36,014            |
|                                       | FR140006.25.00000001 WO00005278: OB00009259                       | \$0                 | \$32,434                | \$32,434            |
|                                       | AL250028.25 Project Elevate - North Region                        | \$0                 | \$13,118                | \$13,118            |
|                                       | FR240003.25.00000002 WO00005487: OB00009284                       | \$0                 | \$7,779                 | \$7,779             |
|                                       | AL250026.23 Project Elevate - Asset Planning & Delivery           | \$0                 | \$4,504                 | \$4,504             |
|                                       | AL250029.25 Project Elevate - Greater Sydney Region               | \$0                 | \$3,411                 | \$3,411             |
|                                       | AL250025.25 EAMS_WO Maintain Roads Tracks and Bridges             | \$0                 | \$591                   | \$591               |
|                                       | FR250002.25.00000595 WO00019142: OB00001930                       | \$0                 | \$316                   | \$316               |
|                                       | FR250004.25 Fish River Crane Safety Improvement                   | \$0                 | \$0                     | \$0                 |
|                                       | AL250023.23 Asset Systems Program BAU                             | \$0                 | \$0                     | \$0                 |
|                                       | AL170031.25 Rural Hydrometric Renewals WNSW                       | \$1,309             | \$0                     | -\$1,309            |
|                                       | AL250021.25 Rural Telemetry support and maintenance               | \$80,094            | \$1,899                 | -\$78,195           |
|                                       | AL250001.25 Rural SCADA support and maintenance                   | \$266,669           | \$28,753                | -\$237,916          |
|                                       | FR250002.25 EAMS_WO FRWS Rvr/System - Rural - Routine Maintenance | \$10,651,109        | \$5,536,649             | -\$5,114,460        |
| <b>Routine maintenance Total</b>      |   | <b>\$10,999,182</b> | <b>\$5,855,167</b>      | <b>-\$5,144,015</b> |
| Water delivery and other operations   |   | \$5,857,771         | \$5,487,555             | -\$370,216          |
| Water quality monitoring              |   | \$261,079           | \$1,724,381             | \$1,463,302         |
| Water transfers non-regulated         |   | \$0                 | \$39,818                | \$39,818            |
| <b>Grand Total</b>                    |   | <b>\$23,487,684</b> | <b>\$25,800,451</b>     | <b>\$2,312,767</b>  |

**Rural Valley Capital Expenditure Report**  
**Fish River**  
**July 2022 to Dec 2024**



| All amounts shown in \$millions                                 | Determination period<br>allowance<br>Jul 22 - Jun 25 | Actual Capex expenditure<br>from Jul 22-Jun 24 | Determination<br>allowance<br>remaining after Actual |
|---|--|--|--|
| Asset management planning                                       | 0.5  | 0.6  | -0.1   |
| Corrective maintenance  | 0.0  | 0.0  | 0.0  |
| Customer billing  | 0.0  | 0.0  | 0.0  |
| Dam safety compliance   | 2.1  | 0.9  | 1.1  |
| Drought Operations  | 0.0  | 0.0  | 0.0  |
| Environmental delivery  | 0.0  | 0.0  | 0.0  |
| Environmental planning and protection                           | 0.0  | 0.0  | 0.0  |
| Flood operations  | 0.0  | 0.8  | -0.8   |
| Internal  | 3.9  | 3.8  | 0.1  |
| Land, Buildings and Roads Management                            | 0.0  | 0.0  | 0.0  |
| Meter service charge  | 0.0  | 0.0  | 0.0  |
| Renewal and replacement   | 9.4  | 5.3  | 4.1  |
| Routine maintenance   | 0.1  | 0.3  | -0.1   |
| Structural & other enhancements                                 | 0.0  | 0.0  | 0.0  |
| Water delivery and other operations                             | 1.9  | 7.6  | -5.7   |
| <b>Total capital expenditure againt determination allowance</b> | <b>17.9</b>  | <b>19.3</b>                                    | <b>-1.4</b>  |
| <b>Top five projects by actual dollars spent</b>                |  |  |  |
| <i>Fish River Manganese Dosing Plant Project</i>                |  | 4.1  |  |
| <i>ARR Program costs</i>  |  | 1.8  |  |
| <i>Fish River Manganese Dosing Plant Project</i>                |  | 1.5  |  |
| <i>Fish River Manganese Dosing Plant Project</i>                |  | 1.4  |  |
| <i>ARR FY22 6.2 Oberon Dam Renewals</i>                         |  | 0.9  |  |
| <b>Total top five capital expenditure</b>                       |  | <b>9.8</b>                                     |  |

# Developing new capex reports

Compliance Dashboard Cut-off Date: 28-Feb-25



Clear all slicers

40

No of Projects

- In Progress
- On Hold

Regulatory Submission

All

Delivery Manager

All

Region

Greater Sydney

Valley

All

Capex or Opex

All

Project Phase

Multiple selections

Project Manager

All

Project Code

All

Project Controller

All

Funding Source

Multiple selections

- RPD
- Asset Delivery

|                        |                 |                   |          |                       |                        |                     |                 |                 |
|------------------------|-----------------|-------------------|----------|-----------------------|------------------------|---------------------|-----------------|-----------------|
| 40                     | \$380.5M        | \$396.1M          | \$275.4M | \$31.1M               | \$434.7M               | \$457.2M            | 28/06/2030      | 28/06/2030      |
| Count of Sel. Projects | ATS (ex. cont.) | FFC (Current ATS) | Actuals  | Remaining Contingency | Budget (Whole Project) | FFC (Whole Project) | Finish Baseline | Finish Forecast |

| Project Code | Project Name   | Project Phase   | Actuals vs ATS | FFC (Current ATS) vs ATS | FFC (Whole Project) vs Budget | Delay (Months) | Project Manager |
|--------------|--|-----------------|----------------|--------------------------|-------------------------------|----------------|-----------------|
| WG320039     | Warragamba Pipeline & Corridor Tranche 2 WP1                         | P2 - Planning   | ✓ 28%          | ✓ 29%                    | ✓ 29%                         |                | Varshan Varsha  |
| UN320050     | Greater Sydney Rockfall Stabilisation - WP2                          | P2 - Planning   | ✓ 52%          | ✓ 43%                    | ✓ 86%                         | 0              | Khanittha Pool  |
| WG320042     | WG320042 - Warragamba Dam - Boat Ramp Access Road (Short-term works) | P3 - Execution  | ✓ 55%          | ✓ 46%                    | ✓ 73%                         | 11             | Shed Fahel      |
| UN320039     | Broughton Pass Renewals-Chlorine Dosing System                       | P2 - Planning   | ✓ 8%           | ✓ 81%                    | ✓ 70%                         | -2             | Khanh Vu        |
| AL160012     | Greater Sydney Flood Damage Recovery Program                         | P3 - Execution  | ✓ 62%          | ✓ 84%                    | ✓ 74%                         |                | Joy Mtanious-   |
| WG320031     | Warragamba Radial Gate Renewals                                      | P3 - Execution  | ✓ 39%          | ✓ 85%                    | ✓ 87%                         | -6             | Varshan Varsha  |
| WG320002     | Warragamba Pipeline Valves and Controls Upgrade                      | P3 - Execution  | ✓ 81%          | ✓ 88%                    | ✓ 88%                         | -3             | Ashton Jay      |
| UN320034     | UN Crane Renewals  | P2 - Planning   | ✓ 62%          | ✓ 93%                    | ✗ 115%                        | -2             | Serdan Bircan   |
| WG320041     | Warragamba Pipeline & Corridor Tranche 2 WP3                         | P3 - Execution  | ✓ 93%          | ✓ 93%                    | ✓ 88%                         | 2              | Mary Dinh       |
| SH320070     | SH320070 - Burrawang Pump Station - Overhead Crane 50t Renewal       | P3 - Execution  | ✓ 58%          | ✓ 94%                    | ✓ 86%                         | -1             | Shed Fahel      |
| WG320028     | Prospect RWPS Resilience   | P3 - Execution  | ✓ 27%          | ! 96%                    | ! 96%                         | -8             | Ashton Jay      |
| AL320005     | Greater Sydney Bridges Upgrade                                       | P4 - Completion | ! 96%          | ! 96%                    | ! 96%                         | -5             | Khanittha Pool  |
| WG320027     | Prospect RWPS SCADA Renewal  | P3 - Execution  | ! 97%          | ! 97%                    | ! 98%                         | -3             | Brett Simpson   |
| AL320097     | AL320097 - ARR FY23 GSYD Walkways                                    | P3 - Execution  | ✓ 7%           | ! 97%                    | ! 96%                         | 1              | Minh Chu        |
| UN270022     | UN Dams Instrumentation Upgrade                                      | P3 - Execution  | ! 95%          | ! 97%                    | ! 97%                         | -5             | Serdan Bircan   |
| SH320091     | SH320091- UN320040 - Wingecarribee Peat Barrier Renewals             | P3 - Execution  | ✓ 1%           | ! 98%                    | ✓ 87%                         | 0              | Shed Fahel      |
| UN270014     | UN Dams Risk Review  | P4 - Completion | ! 97%          | ! 99%                    | ! 99%                         | -9             | Serdan Bircan   |
| WG320085     | WG320085 - Warragamba Dam Outlet Stopboard Renewals                  | P3 - Execution  | ✓ 5%           | ! 99%                    | ✓ 92%                         | 0              | Shed Fahel      |
| UN320023     | Metropolitan Dams Electrical Systems Upgrade                         | P4 - Completion | ! 97%          | ! 100%                   | ! 100%                        | -2             | Savio Mathew    |
| WG320079     | WG320079- Warragamba Dam - Lifts Renewal                             | P3 - Execution  | ✓ 4%           | ! 100%                   | ✓ 93%                         | -6             | Shed Fahel      |
| SH320003     | Burrawang Pumping Station Electrical Systems Upgrade                 | P4 - Completion | ! 99%          | ! 100%                   | ✗ 100%                        | -6             | Brett Simpson   |
| FR320035     | Oberon Dam Renewals  | P3 - Execution  | ✓ 49%          | ! 100%                   | ! 99%                         | -5             | Janaka Weerar   |

**We're the people taking care of  
the state's water at the source –  
capturing, storing, delivering.**



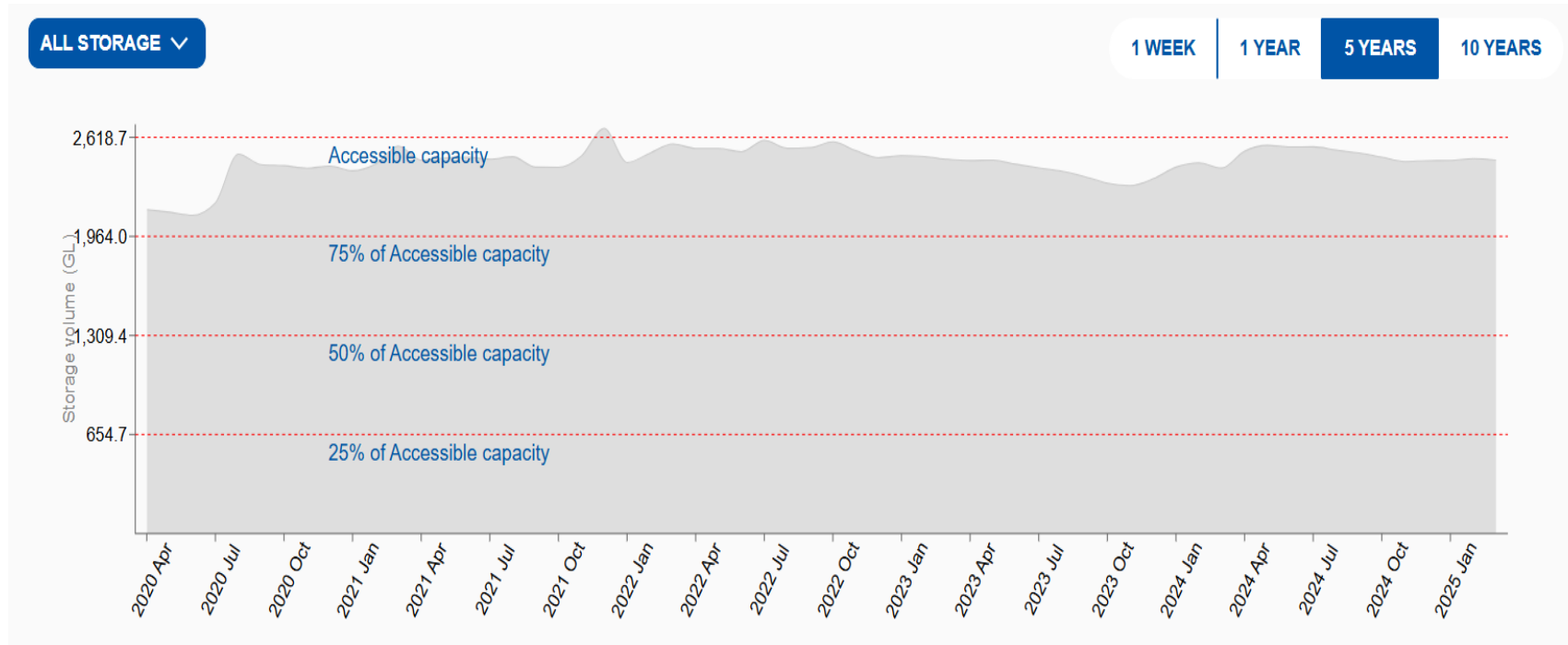
# Water Planning & Delivery update

**Ramen Charan**

**Manager Water Planning and Delivery Sydney**

# Total System Storage

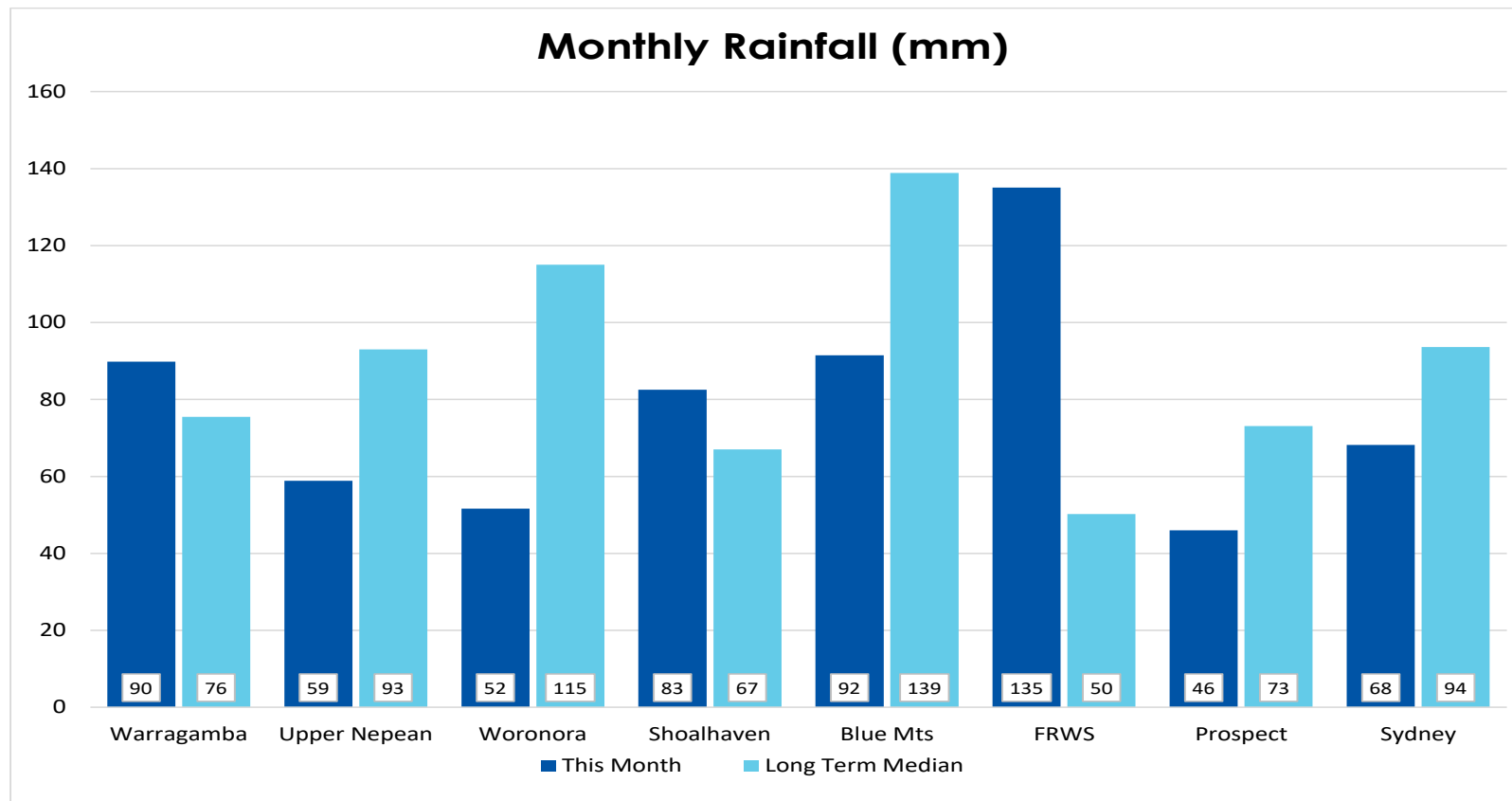
On Fri 28 February 2025, water held in Greater Sydney dams was **94.6%** of total storage volume (The storage was at 94.1% with Warragamba at 96.6% on 19/03).



-Oberon storage volume was at 96.7% on 19<sup>th</sup> March 2025.

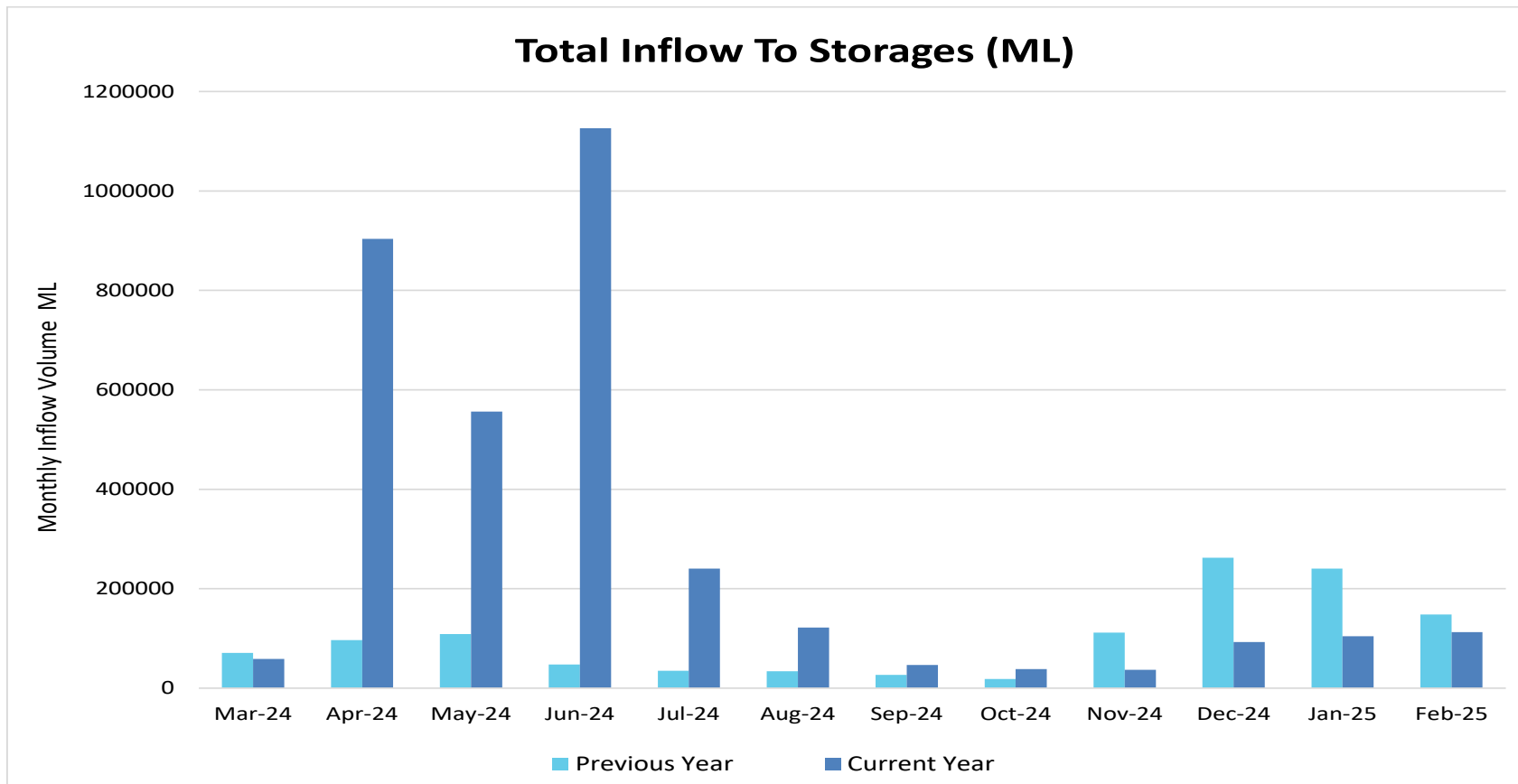
# Monthly Rainfall Totals

Rainfall across Greater Sydney catchments in February 2025 was below the long-term median, except for Warragamba, Shoalhaven and Fish River.



# Inflows

Inflows in February 2025 were 113 GL.  
Inflows in February 2024 were 148 GL.



# Inflows

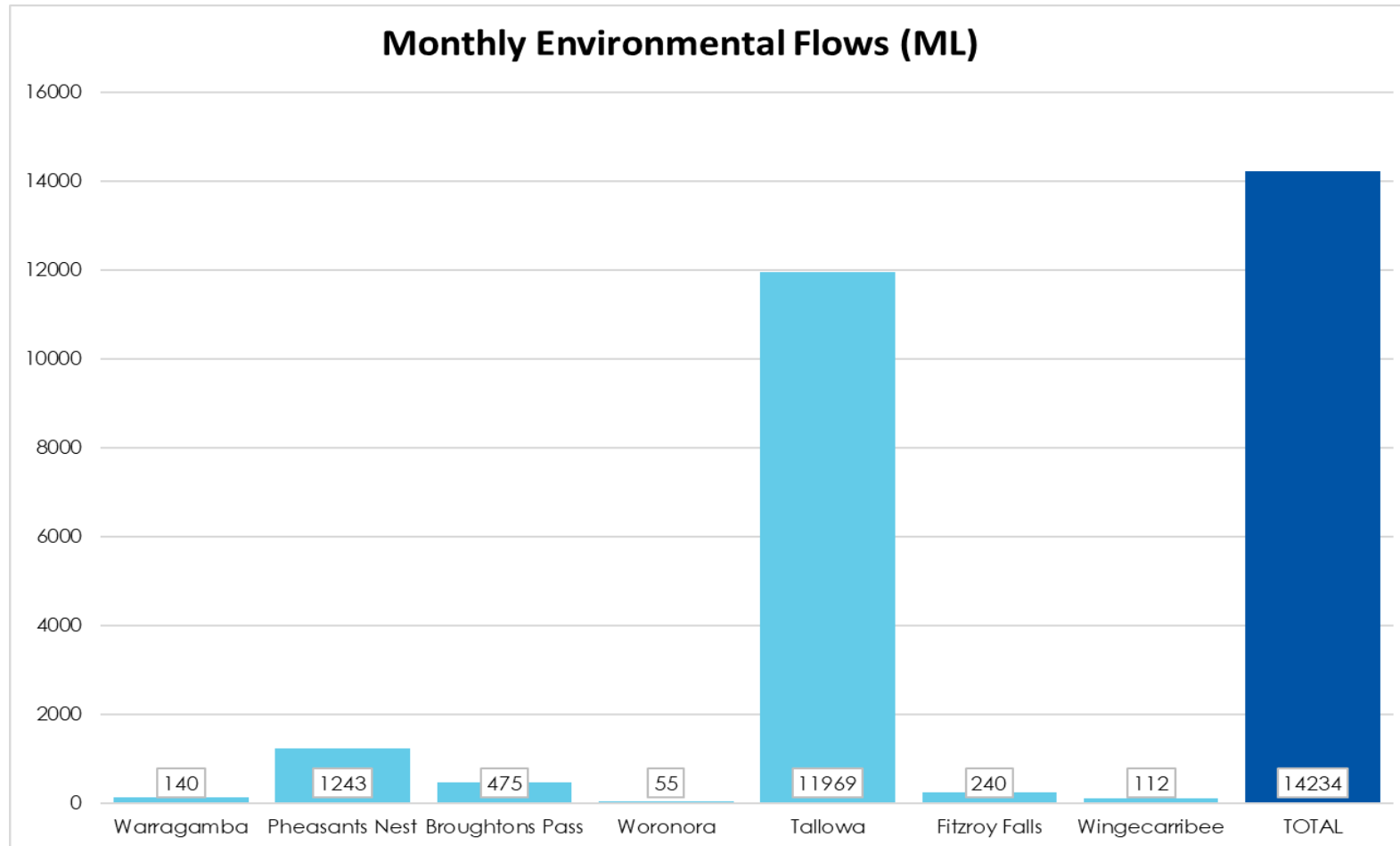
| Calendar Year         | Warragamba Inflow (ML) | Upper Nepean Inflow (ML) | Woronora Inflow (ML) | Tallowa Inflow (ML) | TOTAL (ML)     |
|-----------------------|------------------------|--------------------------|----------------------|---------------------|----------------|
| Average Annual        | 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      |
| <b>2025 to 28 Feb</b> | <b>97,322</b>          | <b>18,812</b>            | <b>1,611</b>         | <b>99,274</b>       | <b>217,019</b> |

Trigger to recommence Shoalhaven transfers = 75% total system storage

Earliest expected date for storage decline to 75% is Jan 2026.

# Environmental Releases

- February 2025 environmental releases for Greater Sydney = 14 GL

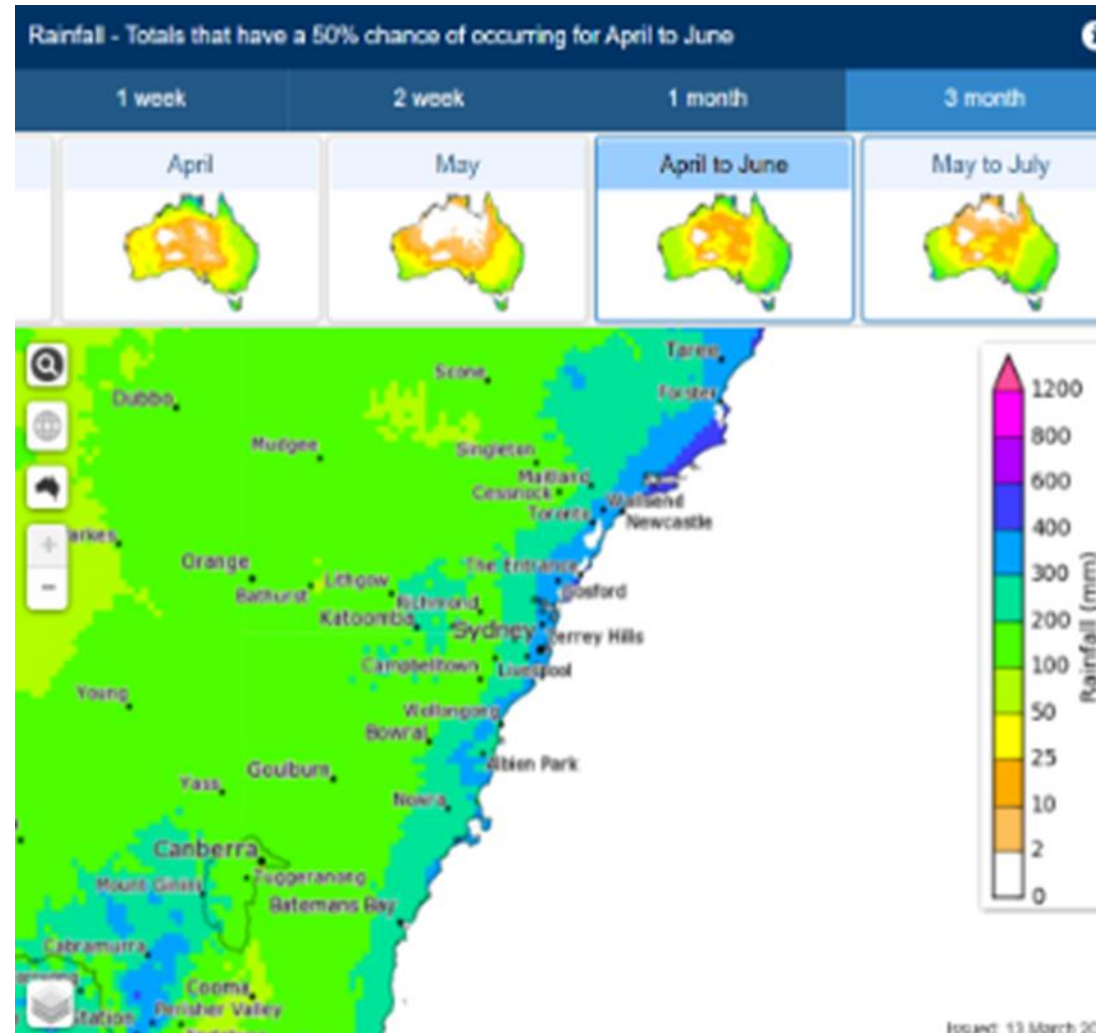


\*Complying with Water Sharing Plan/ Works approval 2011

# Forecast Rainfall

## Bureau of Meteorology forecast:

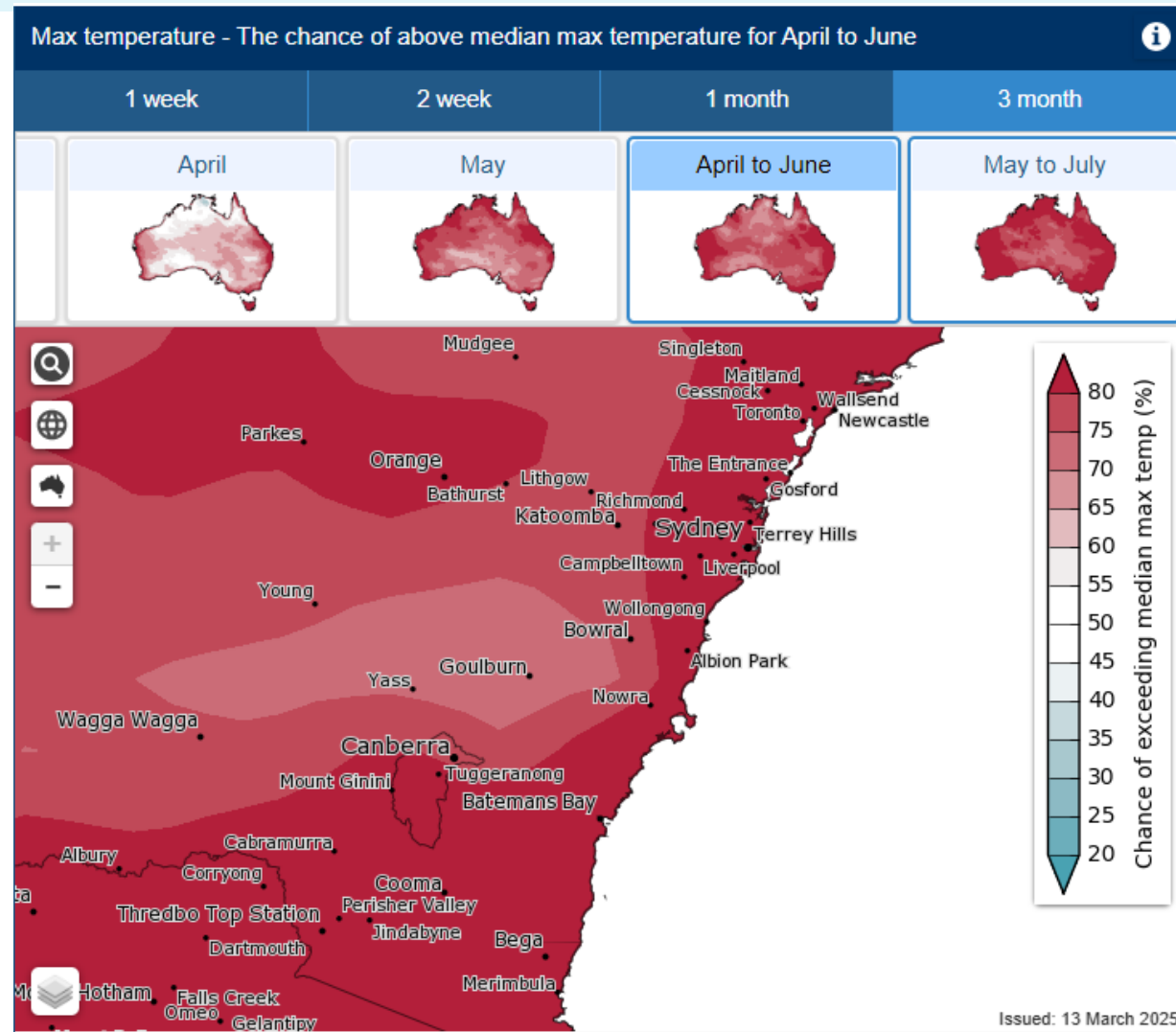
Rainfall is expected to be within the typical range for April to June for most parts of eastern Australia.



# 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.



# Water Quality

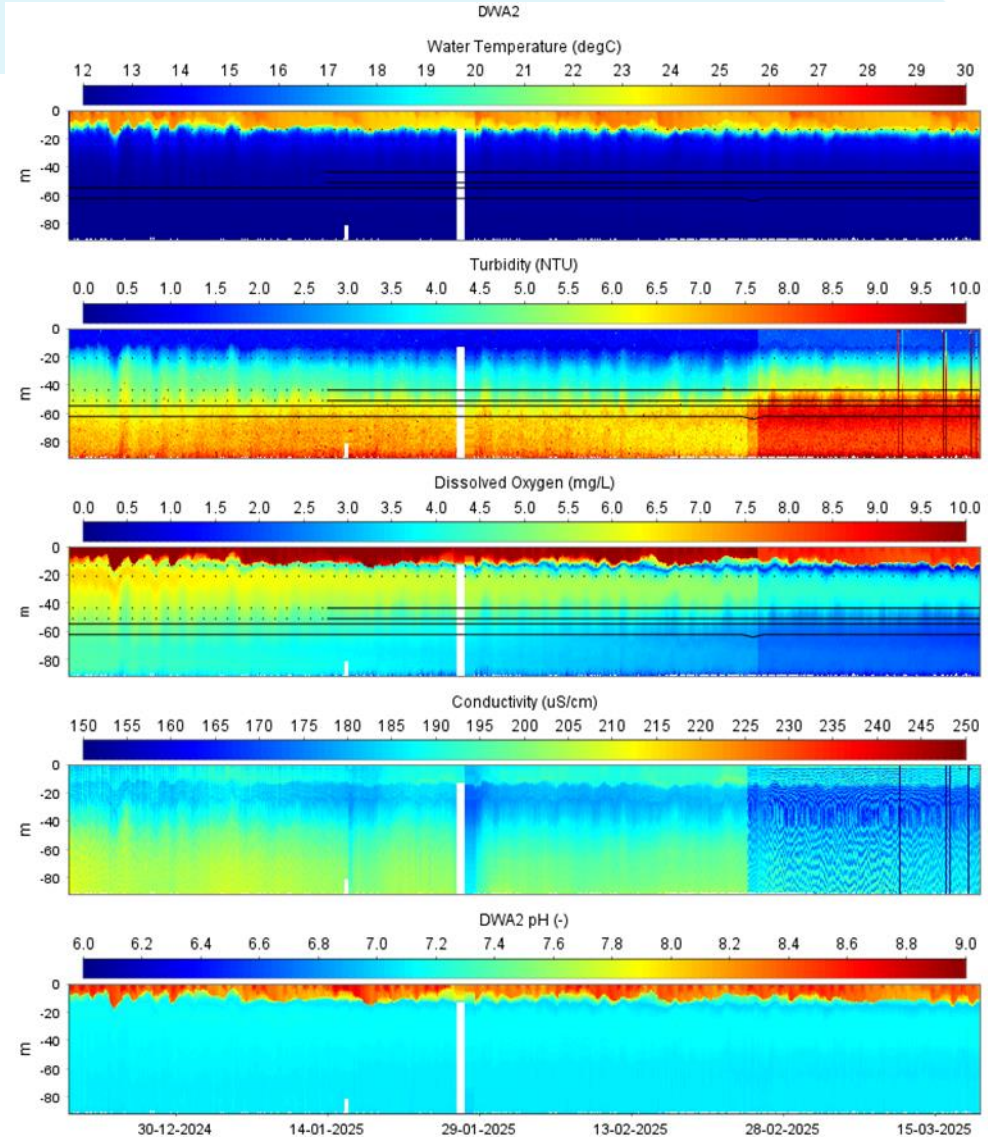
Click to add text

# Water Quality Issues

| Location     | Risk                                      | Effect  | Actions   |
|--------------|---|---|---|
| Total System | Storm events<br><br>Cyanobacterial blooms | Turbid inflows impacting direct supply points<br>Increased organics<br><br>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.<br><br>Work closely with customers. |

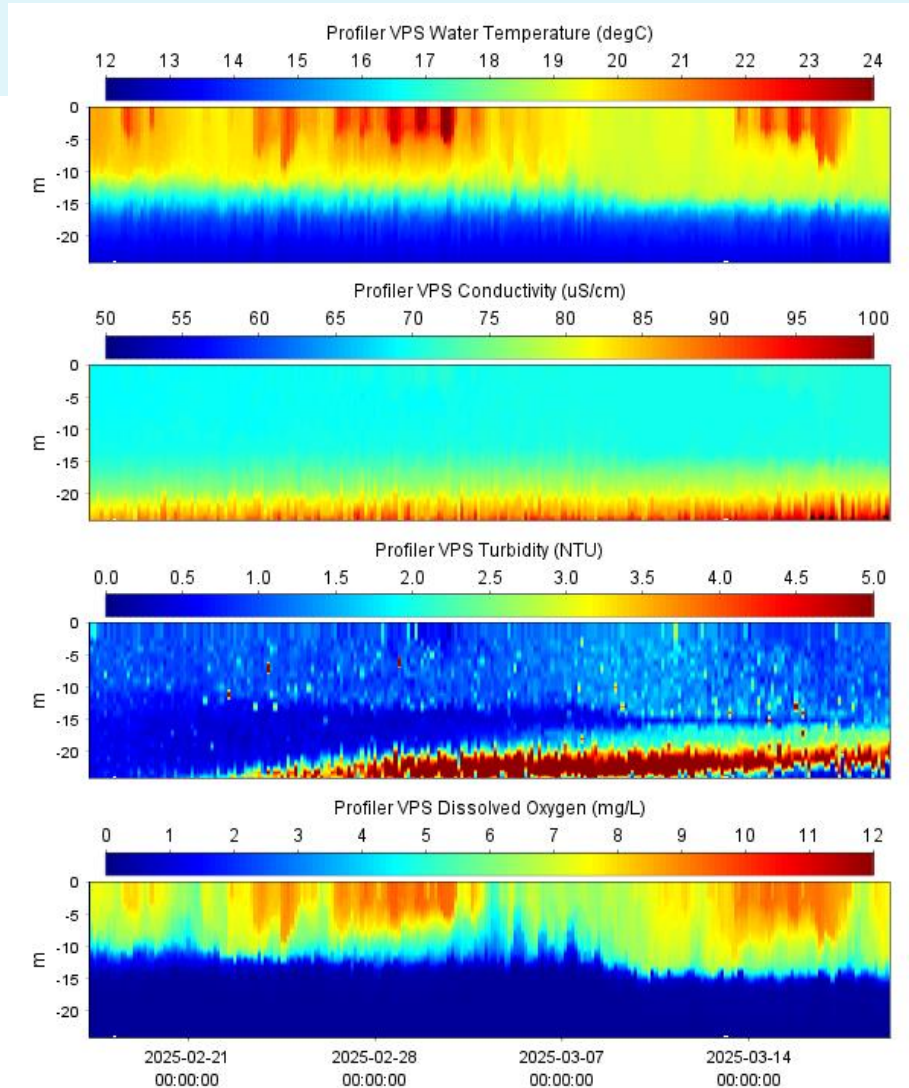
# Water Quality

| Location         | Risk   |
|------------------|--|
| Lake Burragorang | <p>Seasonal cooling leads to greater uncertainty in inflow behaviour.</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 stratified with anoxic conditions below 15m. As a result, metals have increased (Mn, Fe) requiring supply from high in the profile. Mn expected to impact supply and transfers in Mar-May before turnover and mixing occurs. Elevated ASU and low geosmin currently.</p> |



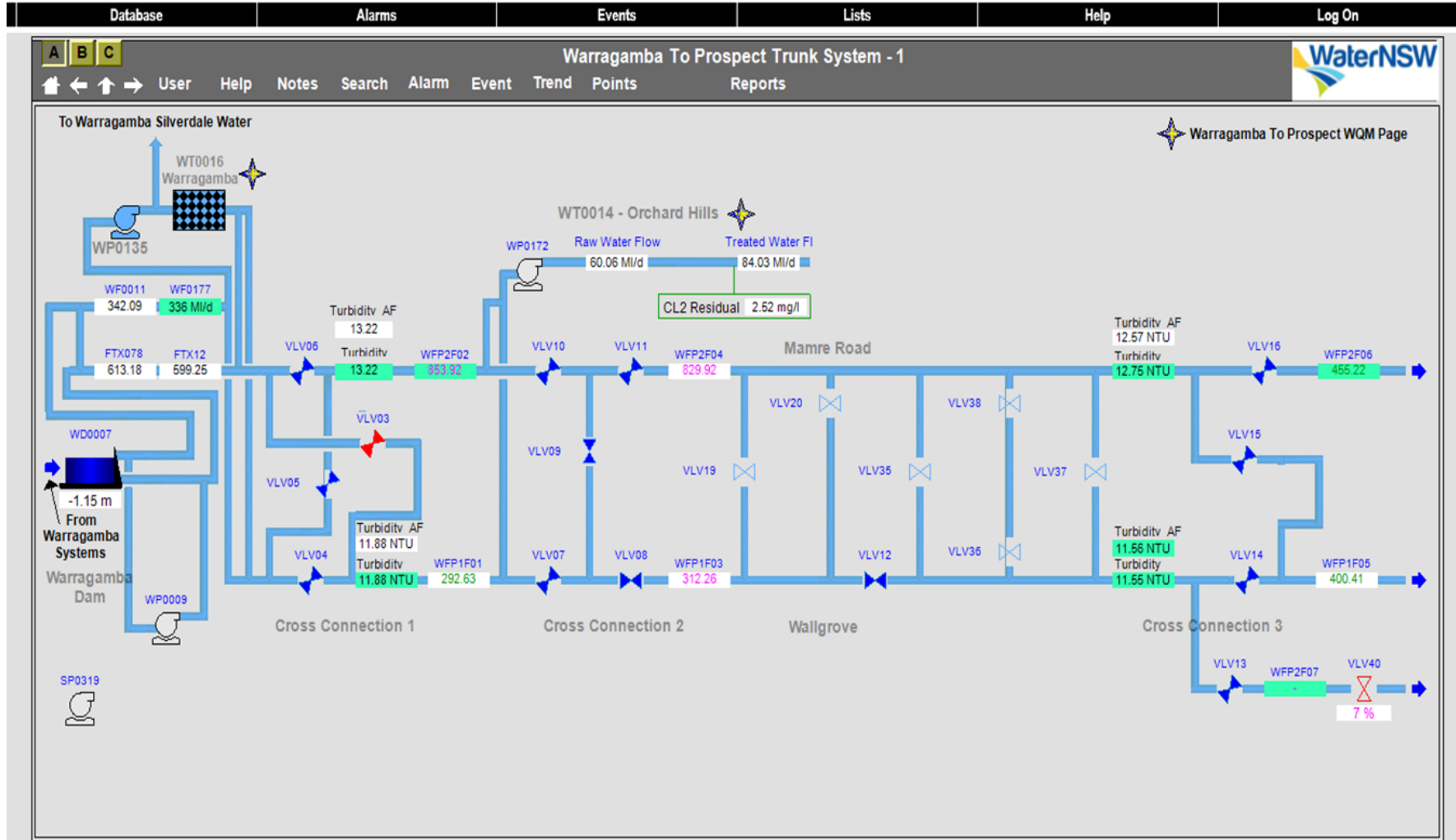
# Asset Maintenance & Projects

Click to add text

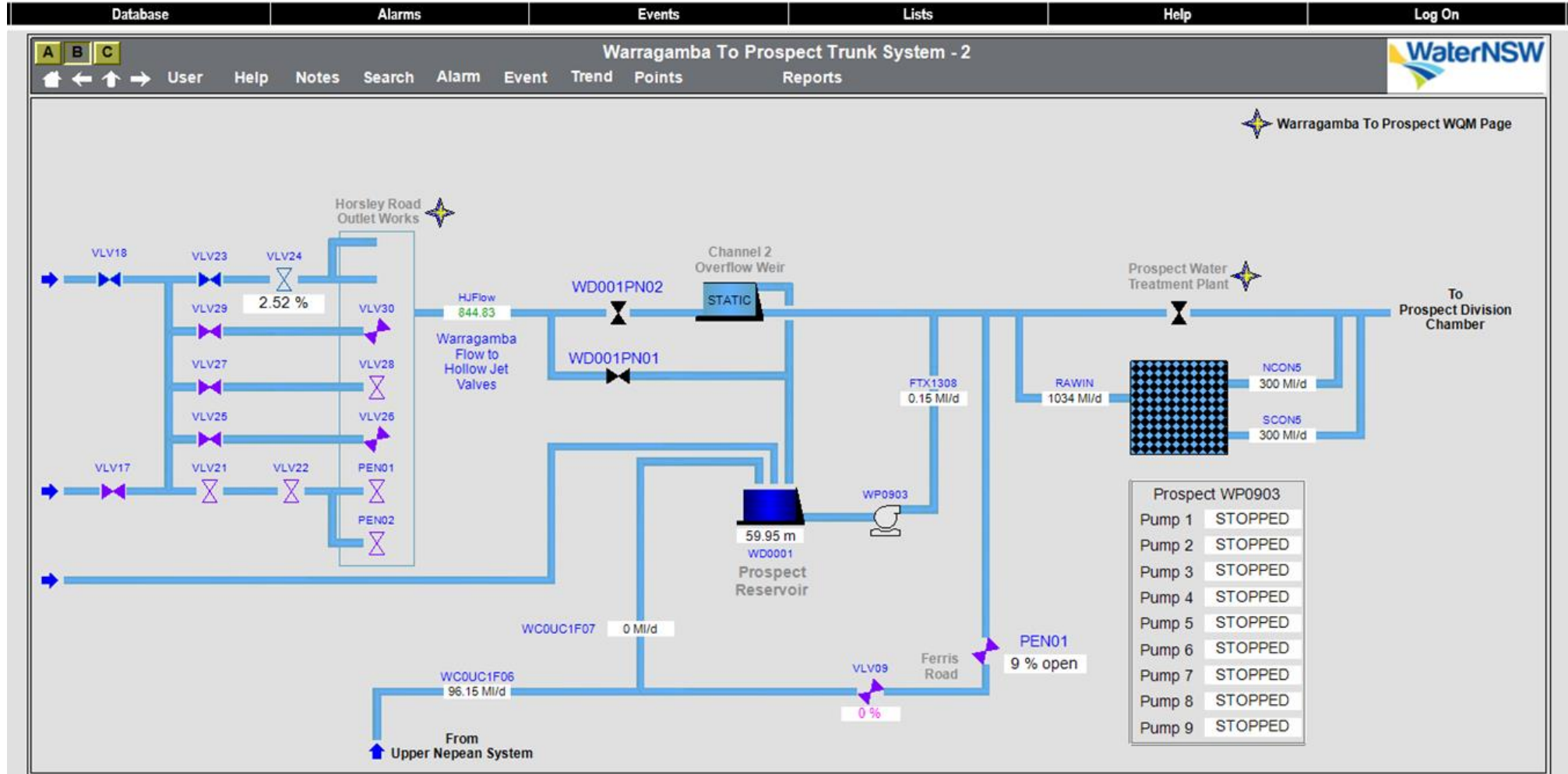
# Warragamba-Prospect Pipeline



# Warragamba-Prospect Pipeline



# Warragamba-Prospect Pipeline



# Upcoming Outages



**Major Outages 2025:** The Joint Asset Maintenance (JAM) program for 2025 is now complete and upcoming WNSW outages 2025 are below.

- ✓ Pheasants Nest works and Nepean Tunnel offline – 24/3 to 3/4.
- ✓ Mulgoa PS Test and Repaired Pitting Inspection – 28 March to 4 April.
- ✓ Valve 40 – Condition assessment – 2 weeks from 7 April 2025
- ✓ Upper Canal offline – 2 weeks in mid-May for Cataract tunnel inspection.
- ✓ Warragamba DWPS testing – 3 weeks in June (TBC, Dependent on V40 full functionality and pitting repairs)

# Upcoming Outages

- ✓ Warragamba PL 2 Outage – June/July – 2 to 3 weeks (TBC, Scoping underway)
- ✓ Warragamba PL 1 Outage – July/August – 2 to 3 weeks (TBC, Scoping underway)
- ✓ RWPS Outage - Coating works – 10 weeks (one go) or 6 weeks (over 2 windows)  
(TBC, August/Sep?)
- ✓ Upper Canal Outage – October to December 2025 (10 to 12 weeks, multiple projects involved)

# CAG Engagement with NSW DCCEE (Water)

**Brendan Maher, Manager Stakeholder Engagement**

**Eva Kokkelmans, Manager Community and Stakeholder Engagement (NSW DCCEE)**

# WaterNSW and NSW DCCEEW (Water)

## **A refreshed approach to CAGs: improved regionally focused engagement**

- Two in person meetings per year (March/April and August/September) per CAG, with the option of a third online meeting as required or requested
- One in person Chairpersons meeting in Sydney (~February) and one online meeting (~August)
- WaterNSW specific content in the morning session/NSW DCCEEW (Water) and external agency content in the afternoon session. At least one departmental employee attending in person
- Afternoon session open for all community members
- Content regionally focused and forward-looking consultation agenda

**Questions, thoughts, feedback?**

# CAG Next Term of Office & Recruitment

**Brendan Maher**

**Manager Stakeholder Engagement**

# CAG Recruitment

## The current term of office ends 30 June 2025.

- Nominations for the next term of office are now being sought from water user representative groups and industry organisations between 3 March – 17 April 2025
- Nominating groups/organisations will be appointed for a five-year term (1 July 2025–30 June 2030) however nominated representatives may be changed during a term at their discretion
- Nomination forms are now available to download and submit online



The poster features the WaterNSW logo at the top right. Below it, three stylized characters (a man in a hat, a woman in a white shirt, and a man in a hard hat) stand on a yellow ground with a blue river and green hills in the background. The text 'Get involved with water, at the source' is written in white on a green background. Below this, the text 'Join our Customer Advisory Groups (CAGs) to be the voice of customers in your valley.' is written in black. A paragraph of text explains the role of CAGs. A list of 11 valleys is provided, and a blue circle indicates that nominations close on Thursday 17 April 2025. At the bottom, a hand icon points to the website [watnsw.com.au/cag](http://watnsw.com.au/cag).

**WaterNSW**

**Get involved with water, at the source**

**Join our Customer Advisory Groups (CAGs) to be the voice of customers in your valley.**

At WaterNSW we operate the state's dams, capturing and storing water, and then supplying it ready for distribution - for the environment, agriculture, industry and the community. We are working hard to develop deeper and more meaningful relationships with our customers and stakeholders to understand what matters most to them, and to help shape all aspects of our operations and projects. By joining one of our CAGs, you will participate in discussions that matter to you and the association or community you represent to ultimately help us deliver water, when and where it matters.

**Nominations are now open for the 2025-2030 term across 11 valleys.**

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

**Nominations close on Thursday 17 April 2025**

Find out more and apply at [watnsw.com.au/cag](http://watnsw.com.au/cag)

# Stakeholder Engagement

**Brendan Maher**

**Manager Stakeholder Engagement**

# Our policy and operating licence

**We will regularly engage with customers and community to:**

Understand customer preferences and willingness to pay for service levels



Understand valley specific and regional issues



Understand how systems and processes can support more effective, direct relationships with customers and community



Obtain insights on such other issues related to WaterNSW functions under the Operating Licence that impact on customers and the community



Hear feedback and perspectives from customers and the community



# Our engagement approach is driven by the following commitments



# Valley Stakeholders

## Statewide stakeholders

|  |   |                                |  |   |   |
|--|---|--------------------------------|--|---|---|
| Department of Climate Change, Energy, the Environment and Water (DCCEEW) | Department of Natural Resources Access Regulator (NRAR) | Crown Lands                    | Fisheries                              | Department of Primary Industries and Regional Development | Environment Protection Authority (EPA)  |
| Local Land Services  | Office of Local Government                              | State Emergency Services (SES) | Department of Planning and Environment | Commonwealth Environmental Water Holder                   | Murray-Darling Basin Authority          |
| Local water utilities  | NSW Farmers   | National Irrigators Council    | National Farmers Federation            | NSW Irrigators Council                                    | NSW Minerals Council                    |
| Water Directorate  | Friends of the Earth                                    | Nature Conservation Council    | Joint organisations                    | NSW Aboriginal Lands Council                              | National Parks Association of NSW       |
| NSW National Parks and Wildlife Service                                  | Australian Conservation Foundation                      | NTSCorp (Native Title)         | Environmental Defenders Office         | Meat and Livestock Australia                              | Recreational Fishing Alliance of NSW    |
| Professional Fishermen's Association                                     | Dairy NSW   | Local Government NSW           | Berries Australia                      | Inland Rivers Network                                     | Australian Bore Water Users Association |
| Reflections Holiday Parks  | Local Councils/Government Areas                         | Local MPs                      | Murray Darling Association             |   |   |

# Valley Stakeholders

## Greater Sydney stakeholders

|  |   |                  |                   |   |              |
|--|---|------------------|-------------------|---|--------------|
| Turf Growers Association of NSW Incorporated | Hawkesbury Lower Nepean Water Users Association | Energy Australia | Colong Foundation | Blue Mountains World Heritage Institute | Sydney Water |
|--|---|------------------|-------------------|---|--------------|

# Business Papers

**Taken as read**

# General Business

# Upcoming Engagement

|                 |                                    |                |
|-----------------|------------------------------------|----------------|
| 4 March 2025    | Macquarie-Cudgegong CAG            | Dubbo          |
| 11 March 2025   | Murray-Lower Darling CAG           | Wentworth      |
| 13 March 2025   | Murrumbidgee CAG                   | Griffith       |
| 18 March 2025   | Gwydir CAG                         | Moree          |
| 19 March 2025   | Border Rivers CAG                  | Goondiwindi    |
| 20 March 2025   | Namoi-Peel CAG                     | Gunnedah       |
| 26 March 2025   | Coastal-Hunter CAG                 | Hunter Valley  |
| 27 March 2025   | Greater Sydney CAG                 | Warragamba Dam |
| 9 April 2025    | Lachlan CAG                        | Condobolin     |
| 10 April 2025   | Barwon-Darling CAG                 | Bourke         |
| 2-4 May 2025    | Total Field Days                   | Total (Hunter) |
| 15-17 May 2025  | Primex Field Days                  | Casino         |
| 12-13 July 2025 | Mudgee Small Machinery Fields Days | Mudgee         |

# 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 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.
- **WaterNSW Customer Helpdesk** – 1300 662 077 or email [customer.helpdesk@waternsw.com.au](mailto: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
- [Water Infrastructure in NSW](#) – NSW DCCEEW’s Water Group is responsible for leading the development and delivery of key government water infrastructure projects and programs across the state (including regional projects, SDLAM, Better Baaka, Better Bidgee, Reconnecting River Country, Northern Basin Toolkit projects)
- [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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**waterNSW.com.au**

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