



# Greater Sydney Customer Advisory Group

3 July 2024

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
- **Election of Chairperson**
- Minutes of previous meeting – 6 March 2024
- Actions arising from minutes – 6 March 2024

# Election of Chairperson

## Chairperson

- Impartial chair of meetings
- Even-handed on dealing with issues
- Gaining broad customer input
- Strong communication skills - ability to keep meeting on topic and to time
- Represent the CAG at CAG Chairpersons' meetings (up to two times per year as needed - online or in person)

# Water Planning & Delivery update

**Mahmudul Haque**

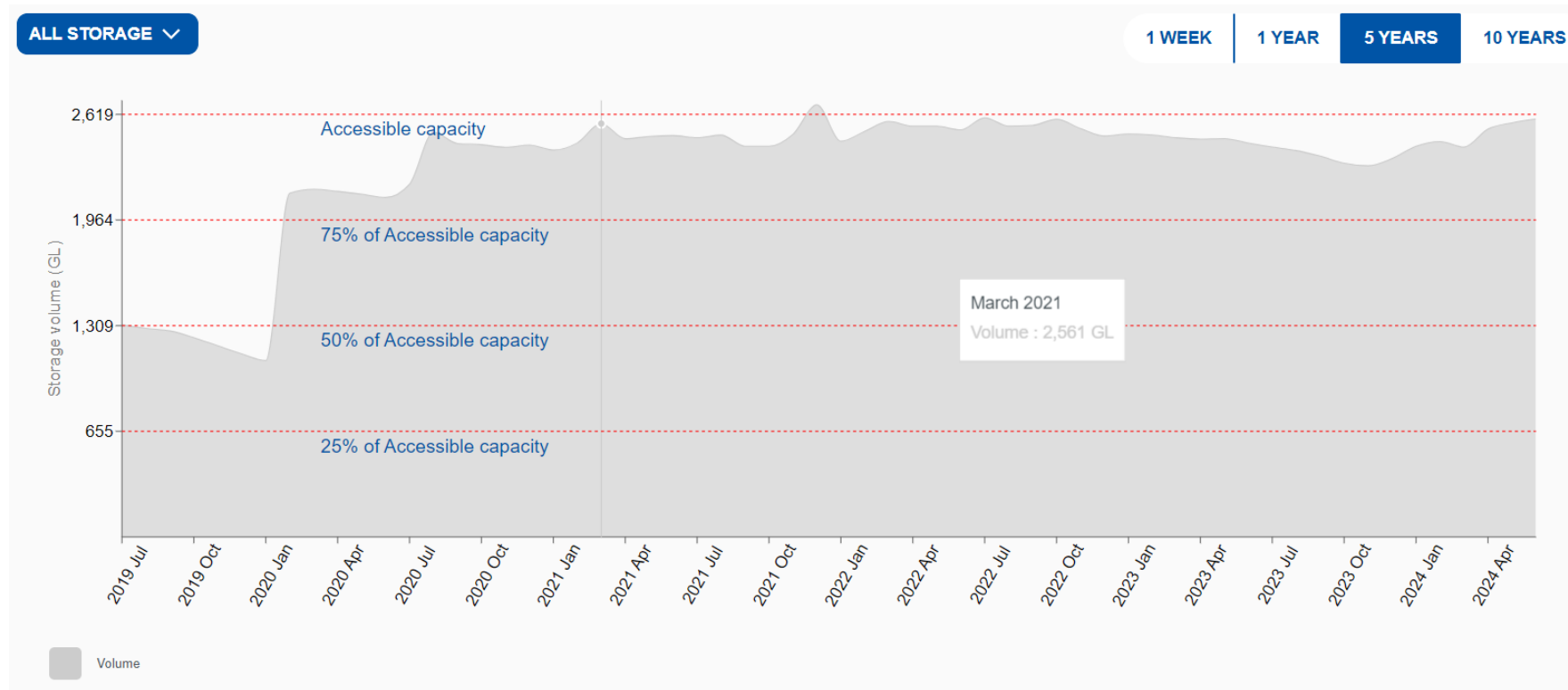
**Team Leader Water Planning and Delivery Sydney**

**Mahesh Mandal**

**Water Planning & Delivery Specialist**

# Total System Storage

On Sunday 30<sup>th</sup> June, water held in Greater Sydney dams was **97.6%** of total storage volume (The storage was at 97.8% with Warragamba at 98.% on 2<sup>nd</sup> July).



-Oberon storage volume was at 100% with minor spill continuing.

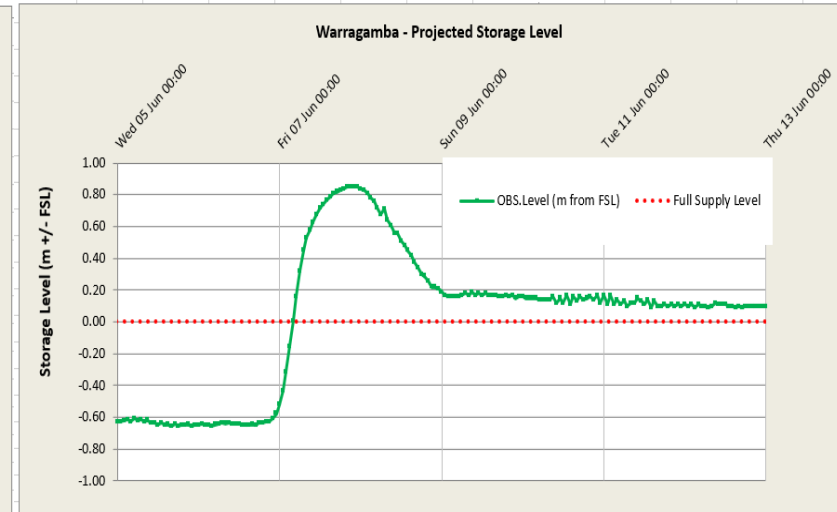
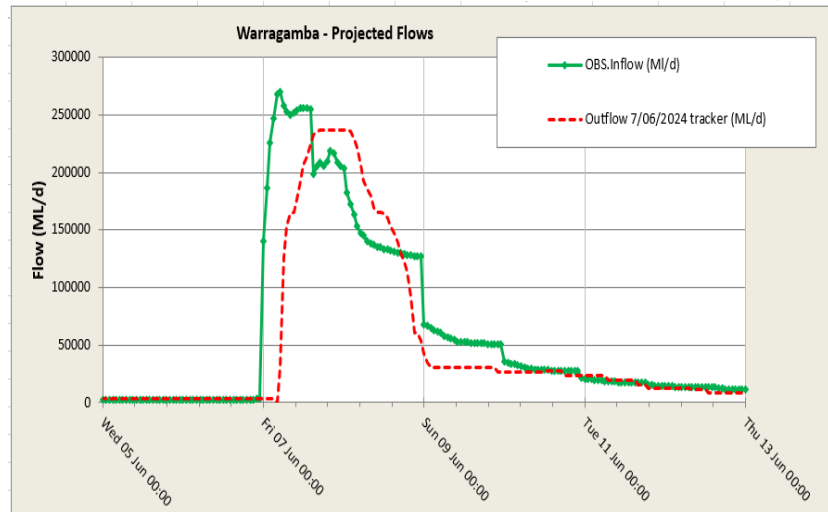
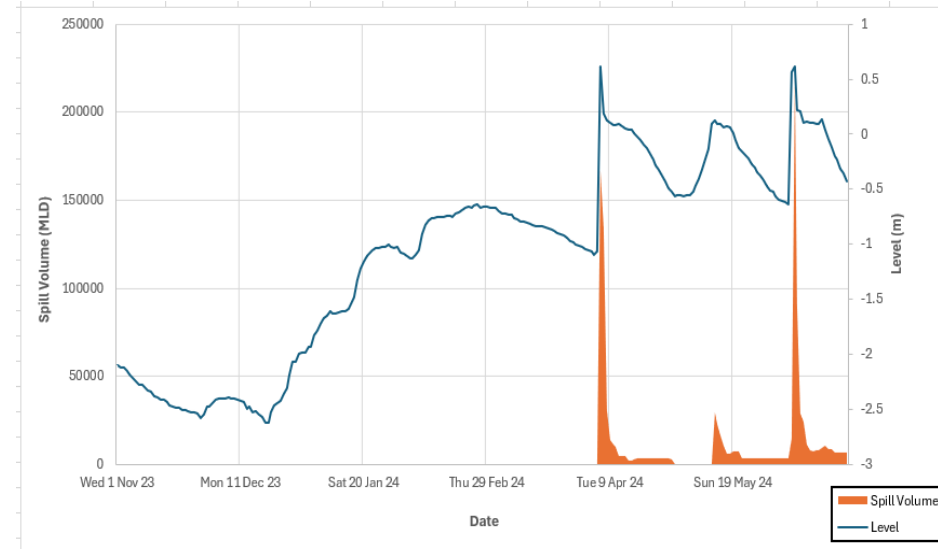
# Rain Events

- Between April and June 2024, there were 3 major rain events which caused most of the storages in the system to fill and spill.
- Some of the storages (Nepean, Woronora, Tallowa and couple of BMs) are still continuing with a minor spills.
- Oberon Dam commenced spilling in June. Minor spill still continuing.
- Wingecarribee reservoir avoided the spill. This was due to the planned regulated releases from the dam to Nepean and Wingecarribee river to avoid the spill at the storage.
- Other storages which avoided the spill were Upper Cascades and Fitzroy Falls.
- Depending to the scale of the rain events, 2 of the events were managed under the IMT as incident whereas one of them was managed as BAU.

# Warragamba Dam

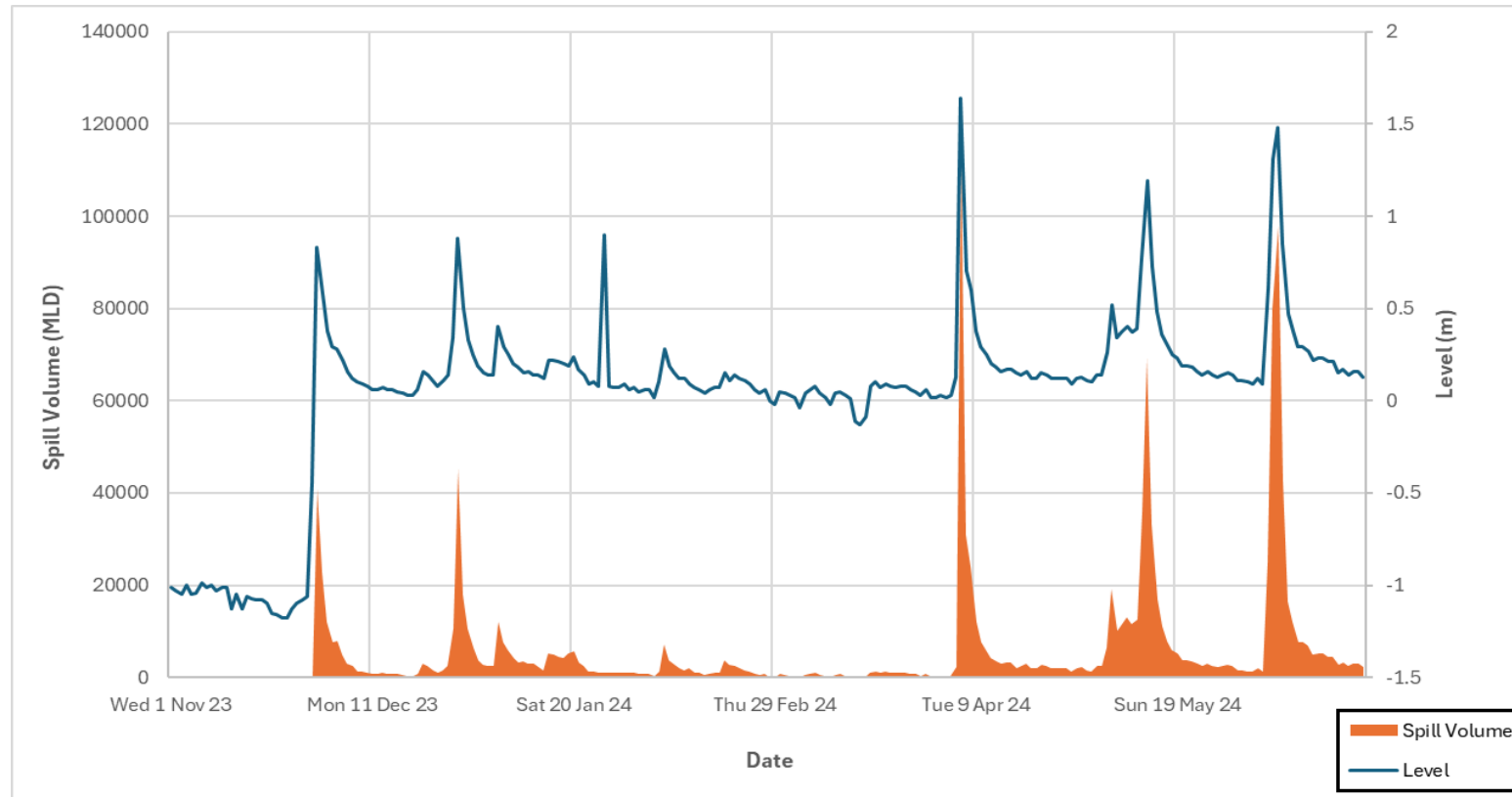
## Key stats on Warragamba

	Peak Inflow	Peak Outflow	Peak Level (m) above FSL
April Event	285GL/d	225GL/d	0.83
May Event	34GL/d	29GL/d	0.15
June Event	269GL/d	240GL/d	0.85



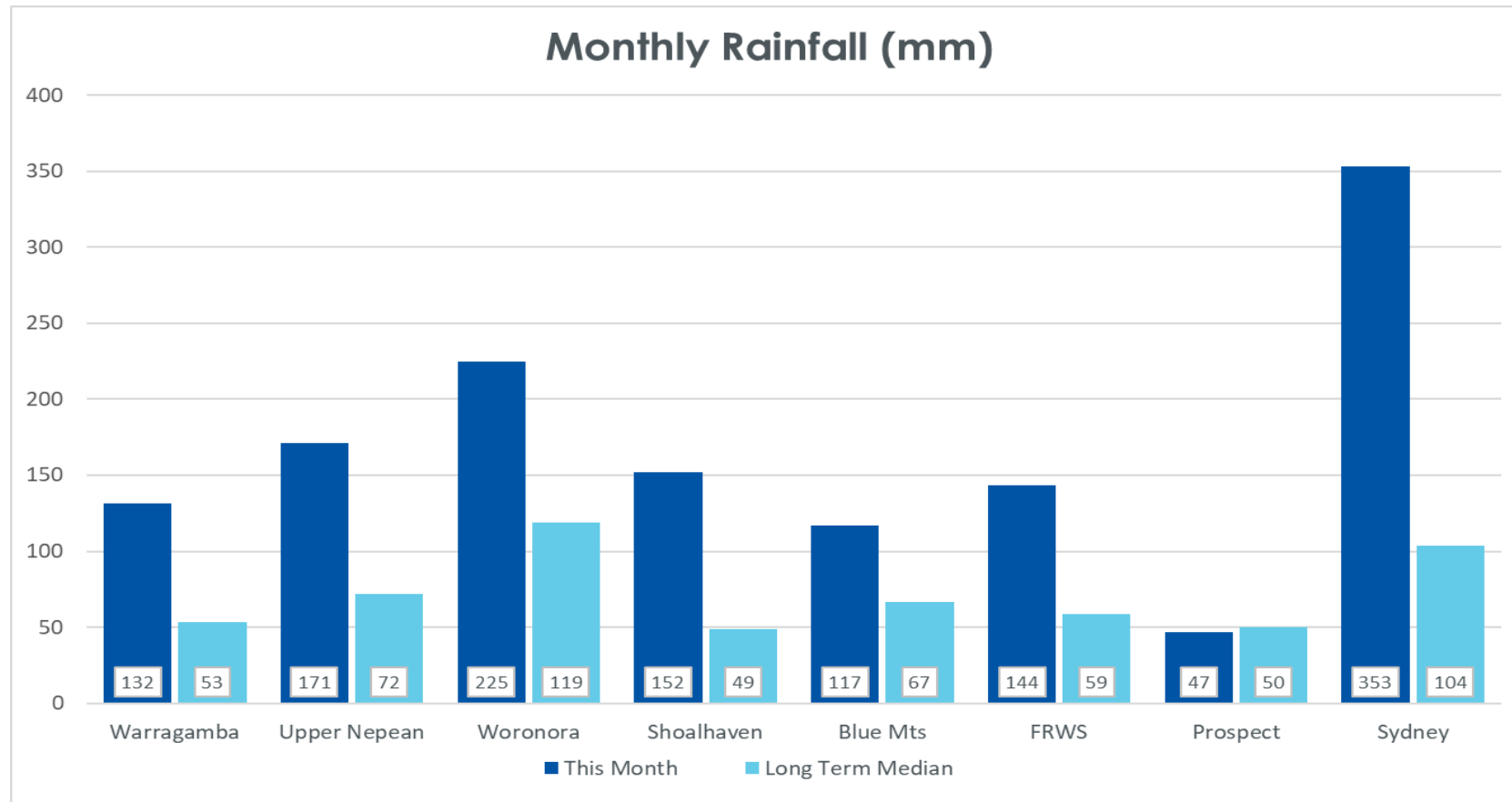
# Tallowa Dam

- Since Nov 2023, Tallowa Dam has been mostly spilling.
- The latest peak level of +1.63m was observed in April 2024. The corresponding spill rate was approx. 110 GL/d.



# Monthly Rainfall Totals

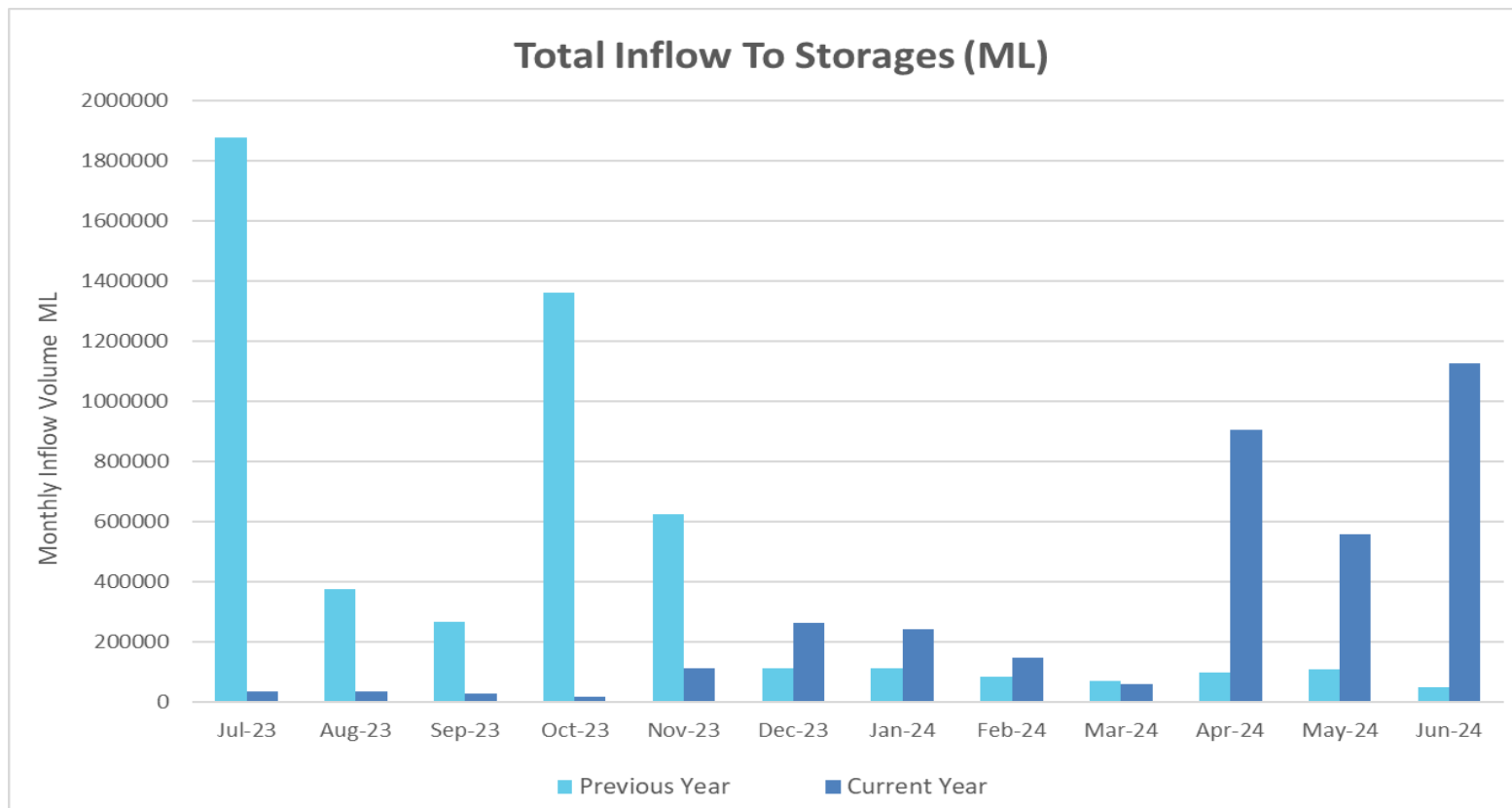
Rainfall across Greater Sydney catchments in June 2024 was above the long-term median except for Prospect.



# Inflows

Inflows in June 2024 were 1126 GL.

Inflows in June 2023 were 48 GL.



# Inflows



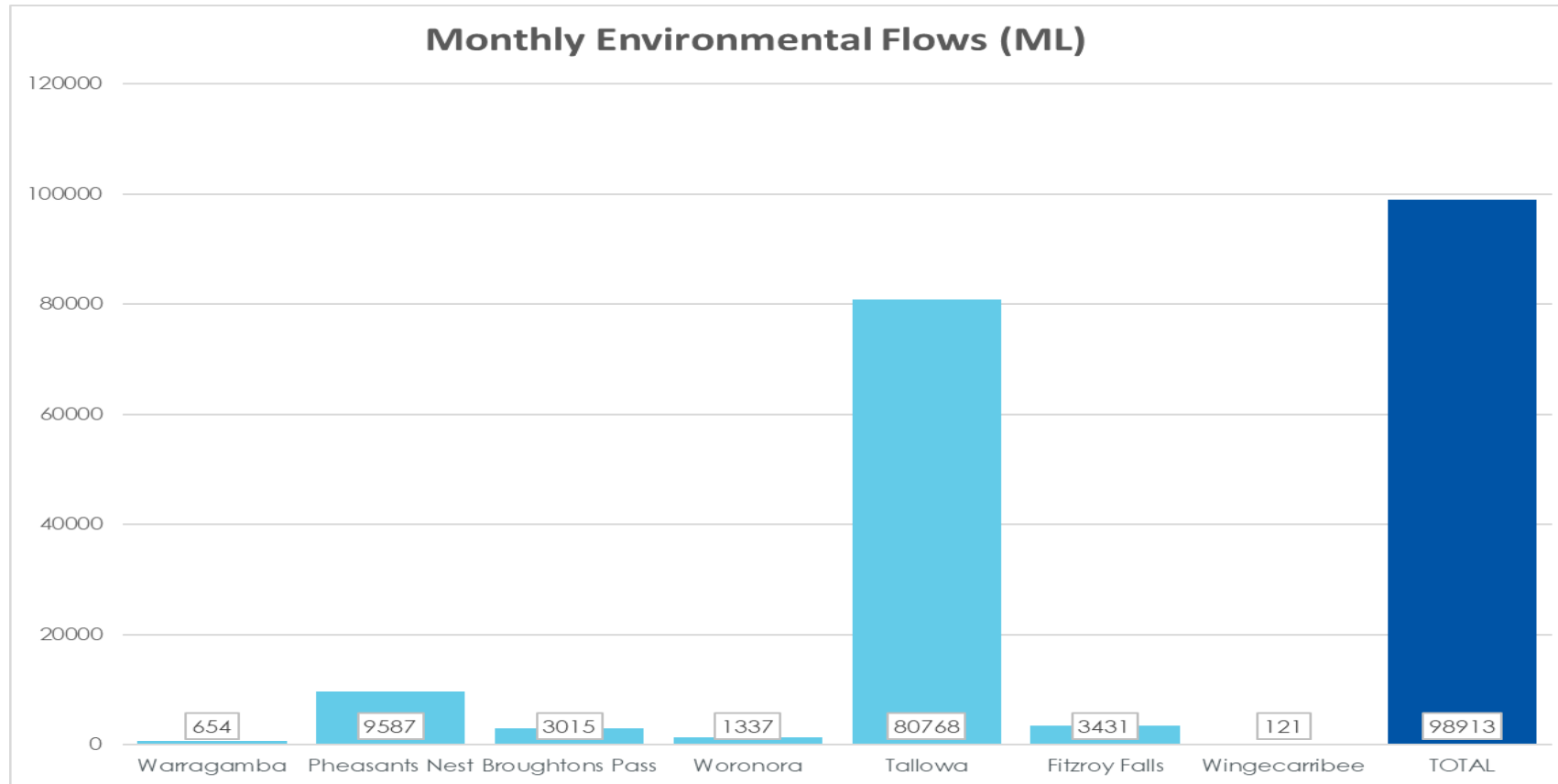
Calendar Year	Warragamba Inflow (ML)	Upper Nepean Inflow (ML)	Woronora Inflow (ML)	Tallowa Inflow (ML)	TOTAL
Average Annual	1,069,000	316,000	30,000	1,071,000	2,486,000
2018	103,234	32,199	2,433	136,559	274,425
2019	50,350	35,828	2,755	78,024	166,956
2020	1,745,619	276,838	34,570	1,487,432	3,544,459
2021	2,606,402	282,502	17,907	2,597,847	5,504,658
2022	5,489,571	962,196	125,763	3,621,145	10,198,675
2023	345,584	109,273	11,565	540,736	1,007,158
<b>2024 to 30 Jun</b>	<b>1,507,062</b>	<b>391,349</b>	<b>38,247</b>	<b>1,097,273</b>	<b>3,033,931</b>
	<b>141%</b>				<b>122%</b>

Trigger to recommence Shoalhaven transfers = 75% total system storage

Earliest expected date for storage decline to 75% is mid 2025.

# Environmental releases

June 2024 environmental releases = 99 GL



\*Complying with Water Sharing Plan/ Works approval 2011

# Water Sharing Plan 2023



Issued in July 2023



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



Allows for scaling for reducing storage levels

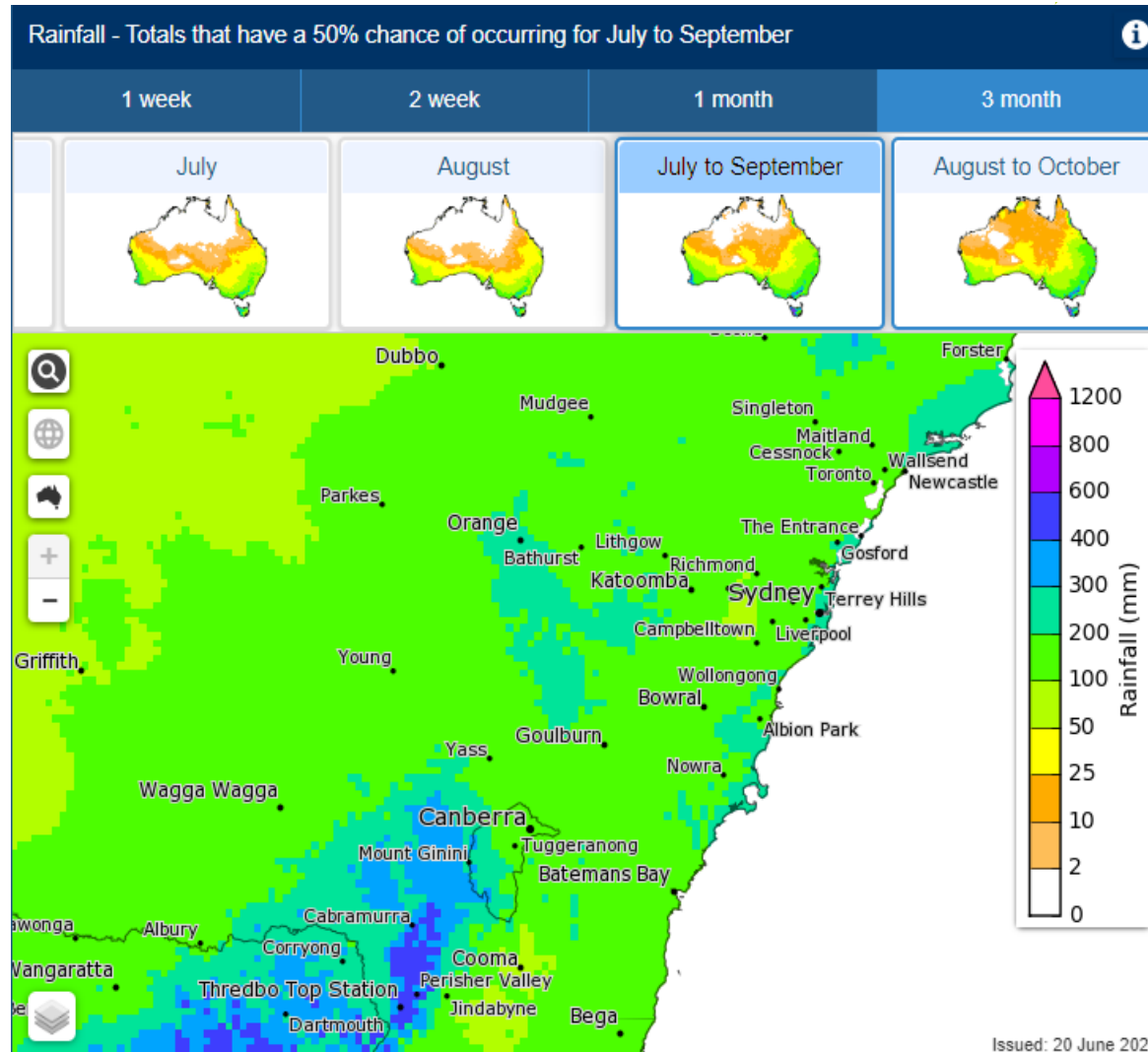


Required to comply with works approval and protocols

# Forecast Rainfall

Bureau of Meteorology forecast:

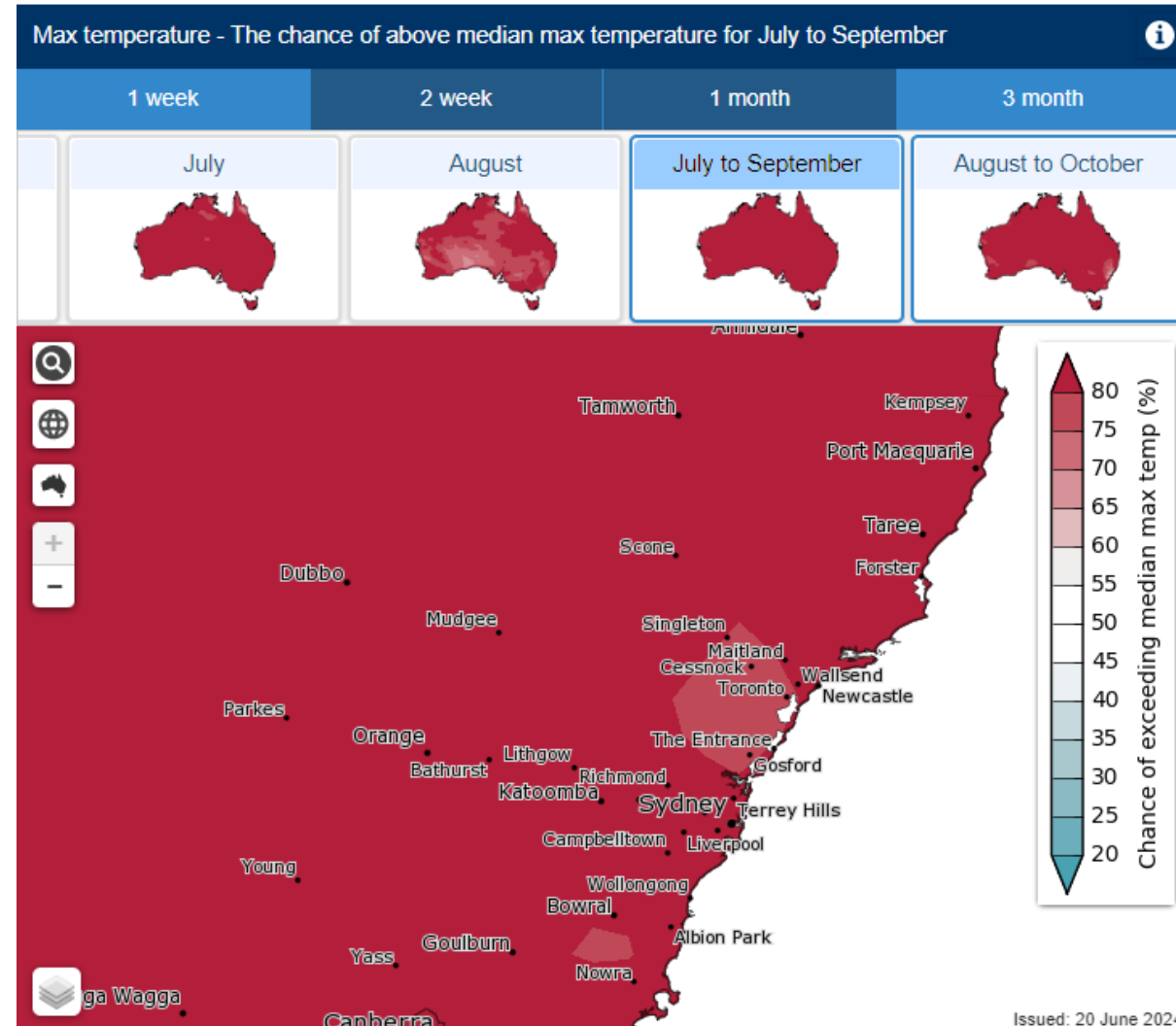
Sydney's catchment areas are likely to receive above median rainfall during July – September.



# Forecast Temperature

Bureau of Meteorology forecast:

Chance of above median max and min temperatures are very likely (greater than 80% chance) to be above average across Australia.



# Water Quality

# Water quality issues

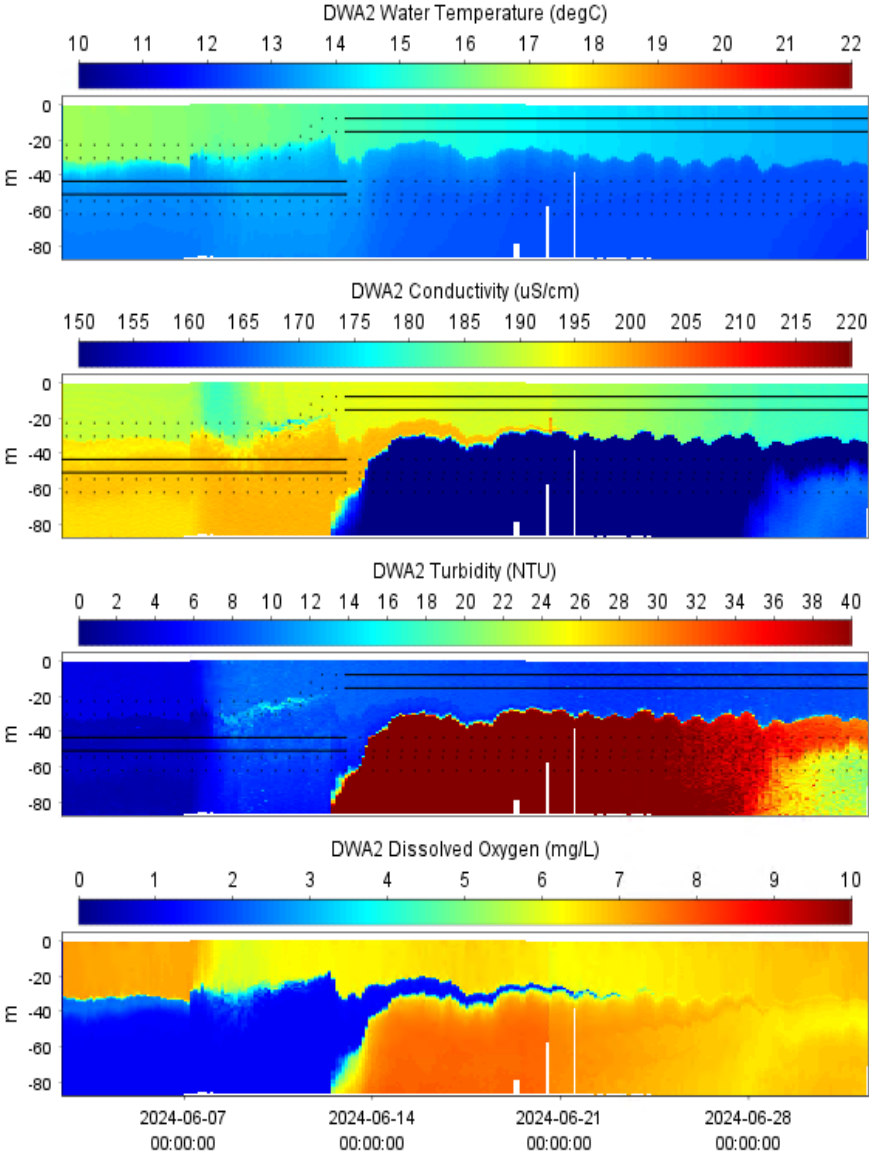


Location	Risk	Effect	Actions
Total System	Reduced water quality caused by recent inflows in all storages	Mixing of the inflows with the rest of the water means loss of selective abstraction for supply	Close monitoring of Water quality and changing supply configuration to minimise risks.  Working closely with customers.

# Water quality

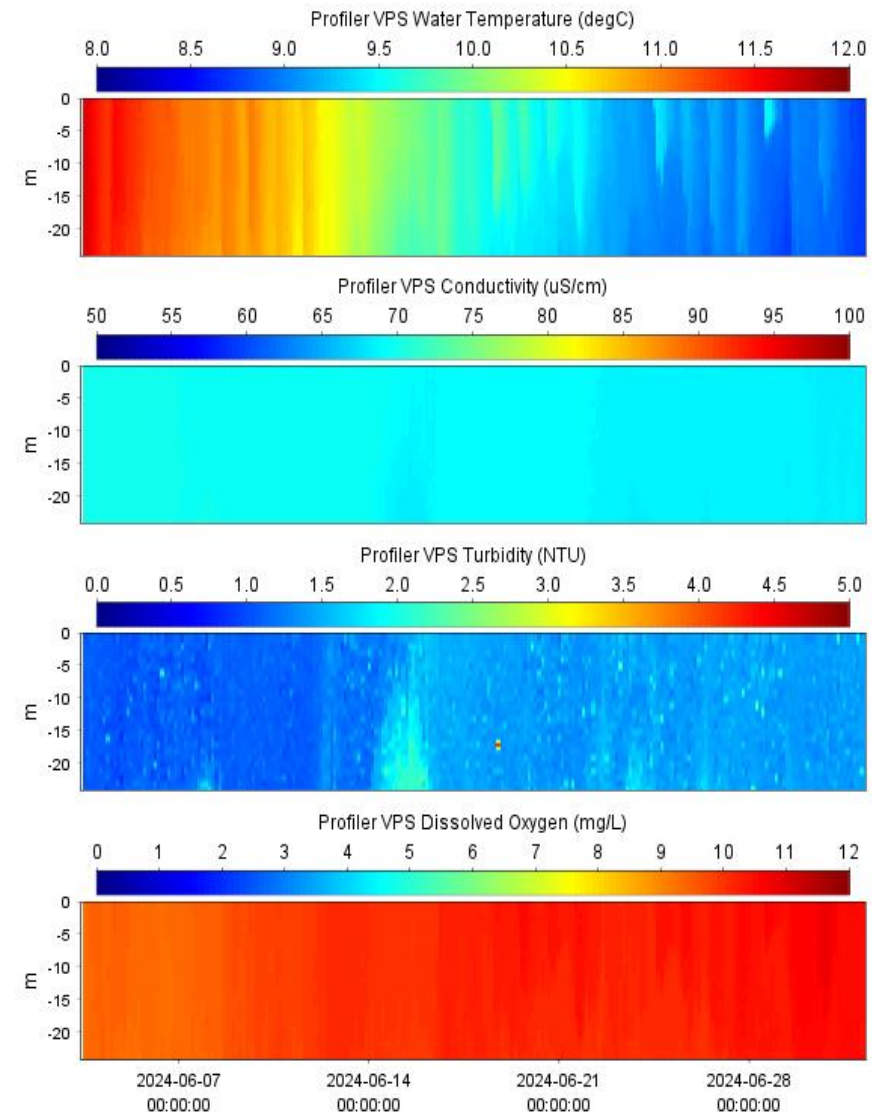


Location	Risk
Total System	Surface waters are cooling bringing a higher risk of lake turnover resulting in poorer water quality in whole water column.



# Water quality

Location	Risk
Oberon Dam	Following lake turnover in April, Lake Oberon is now well mixed with homogeneous WQ through the water column. High dissolved oxygen concentrations are seeing good oxidation of metals. While the lake is well mixed WQ risks are largely reduced. It is expected the lake behaviour will remain the same for the next couple of months.



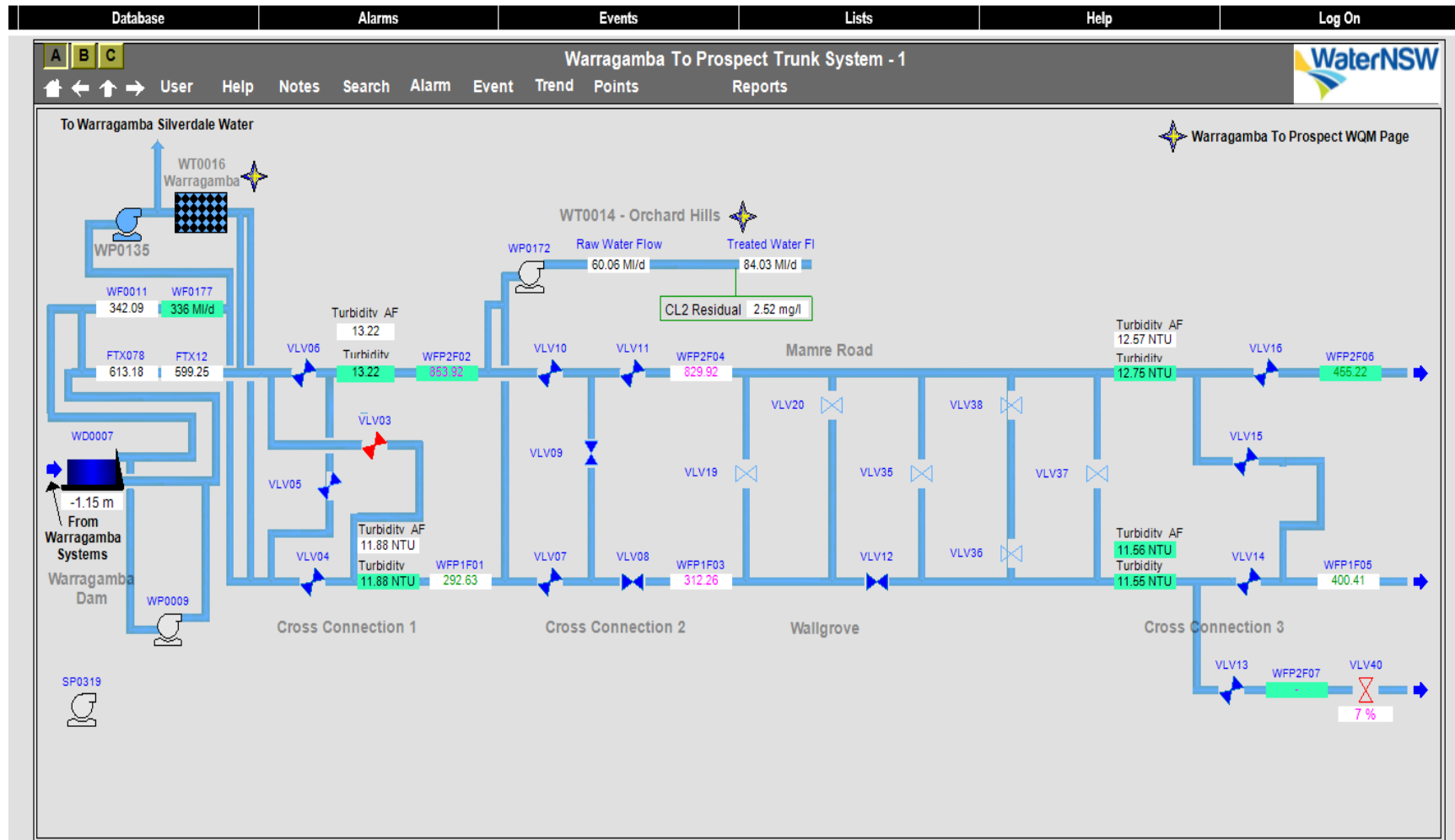
# Asset Maintenance and Projects

# Warragamba – Prospect pipeline

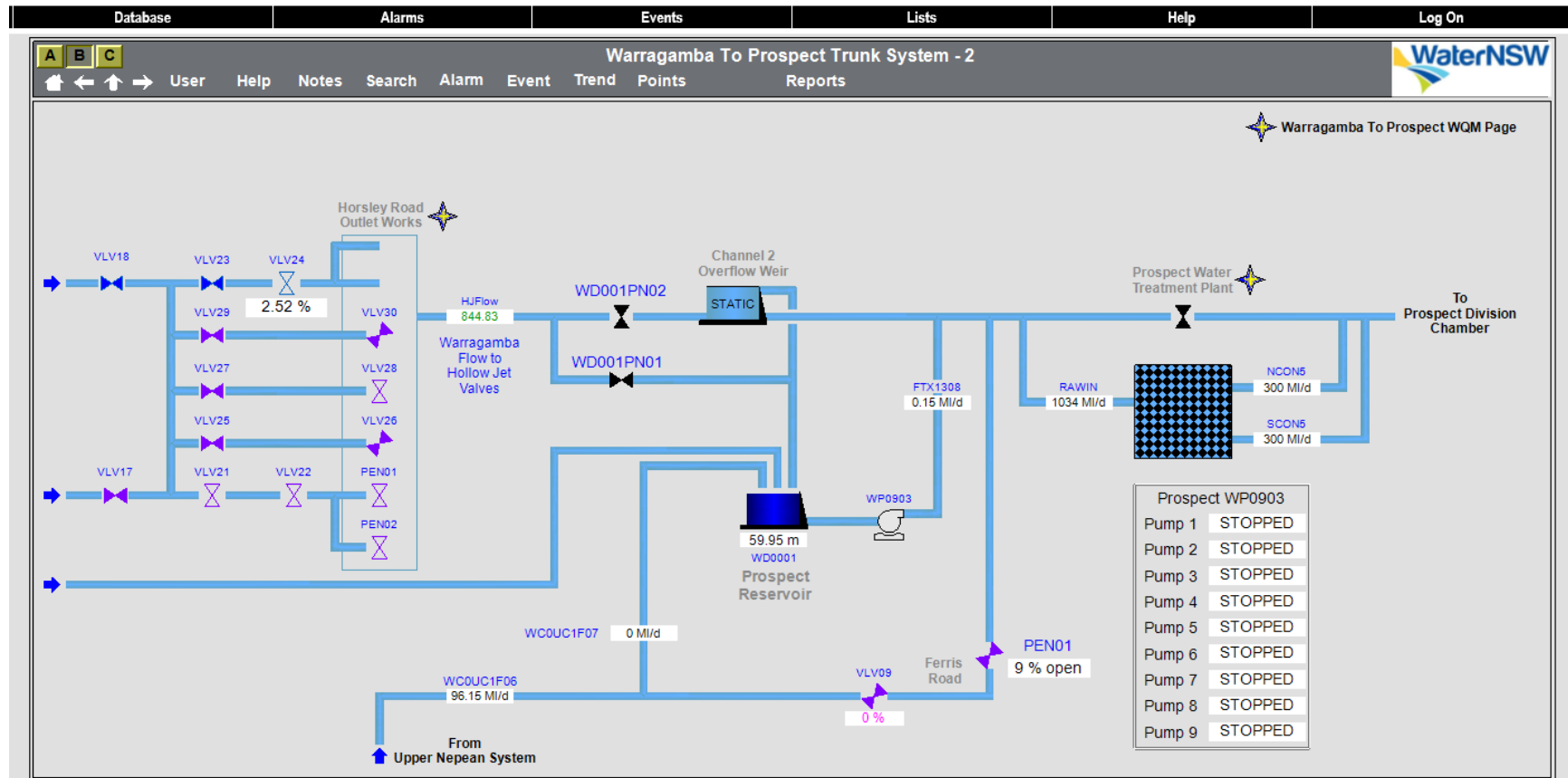
NSW



# Warragamba – Prospect pipeline



# Warragamba – Prospect pipeline



# Warragamba Dual Pipeline Outage



Location	Works completed
Warragamba- Prospect pipeline	Dual PL outage was scheduled to facilitate the valve replacement works on V9, V15 and minor cross connections (V11 bypass, V19, V20, V35, V36 ).

# Regional Operations update

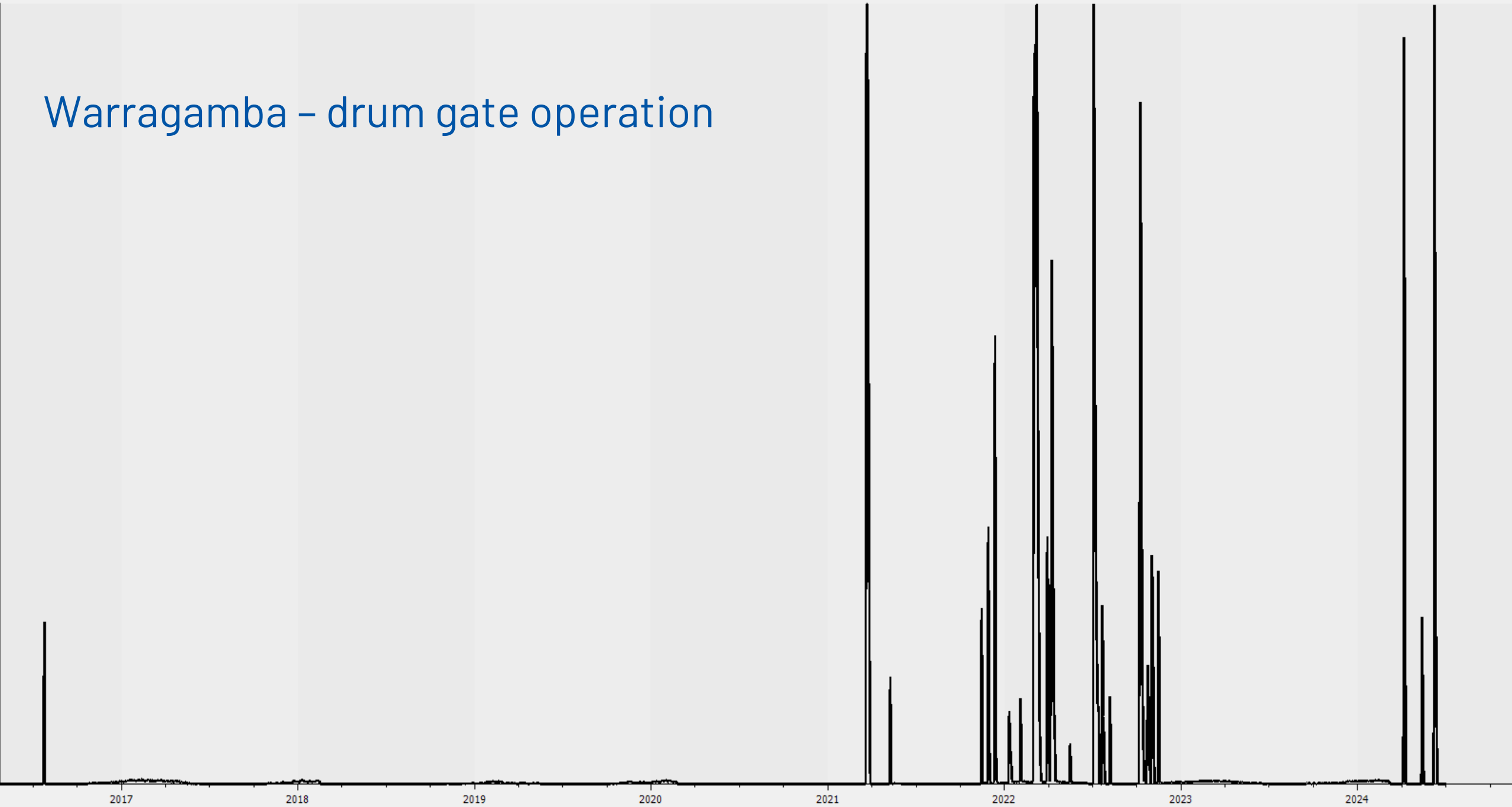
**Brian Mayhew**

**General Manager Regional Operations Sydney**



# Flood operations

# Warragamba – drum gate operation





**Increased risk of poor water quality**

**Risk of damage to property and structures**

**Reduced opportunity for maintenance**

## **Operational impact of flood events**

# Project updates

# Warragamba pipeline valve replacement



# Warragamba pipeline valve replacement

- Important risk-reduction work
- Some customer impacts not fully understood
- Changed process for customer communication
- Working with Sydney Water on longer term improvements



31 May 2024

Dear Sharni,

We would like to advise you that there will be an outage of the dual Warragamba pipelines starting on **Saturday 1 June 2024**. The work and outage period is expected to be completed by **Wednesday 19 June 2024**, weather permitting.

This temporary outage is a result of work WaterNSW is completing in order to deliver the next stage of the **Warragamba Pipeline Valves and Controls Upgrade**. This work is to ensure the reliable and efficient operation of the pipelines, and deliver a resilient and safe water supply to customers in Greater Sydney.

#### What does it mean to me?

- As the two Warragamba pipelines will be discharged between 1 June 2024 and 19 June 2024, there will be no water supply available for those who directly access the pipeline (direct tapping to the pipeline along the corridor).
- During this period, work will take place during standard construction hours, between Monday to Friday from 7am to 6pm and Saturday 8am to 1pm.
- If work is required outside of these hours, we will consult with relevant stakeholders. No access to private property will be required.
- Impacts of the work might include increased staff and equipment on site, dust and noise and some truck movements.

# Oberon Dam renewals

## Intake tower valve replacement

- Replace corroded valves in multi-level offtake
- Project team is communicating directly with customers
- Work will reduce risk of failure



# Business improvement

# Reducing our operating costs

Review and simplification of asset work plans

- Complete asset register
- Better targeted routine maintenance
- Better instructions for maintenance workers

Reduced use of contractors and more self-performed work

Critical scrutiny of work scopes and task frequency



# Hawkesbury – Nepean business operators visit

# Invitation to CAG members

## Site visits to Sydney water system sites

- Warragamba
- Upper Nepean
- Fish River system
- Shoalhaven system

Attend all or any, as you wish

Attend yourself, or send a representative, or both

We'll send proposed dates and details

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



# Customer Services update

**Ben Arabin**

**Manager Customer Experience**

# Customer Services CAG update

## June/July 2024



Updates &  
Feedback



Innovation



Insights



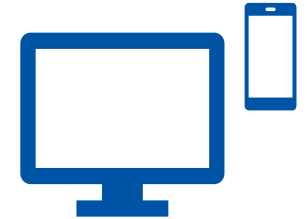
Work in  
progress /  
Performance



Telephone



Face to  
Face



Online /  
Digital

# Customer Services CAG update

## June/July 2024

- Assessments & Approvals**
  - Face to Face Application Assistance Trial
  - Approval Extensions

---

- Customer Experience & Billing**
  - Water Ordering to Delivery Update
  - Third Party Consent

---

- Customer Operations**
  - Evaporation Trial
  - Government Owned Meters
  - Telemetry Rebate

---

- Digital / Telephony**

---

- Service Improvement / Process Assurance**

# Water order to delivery project review

- We have finalised the internal review of a water order definition, based on '**what is a water order**' and how they are managed in practice by customers and WaterNSW. This will provide a consistent definition and understanding for all customers across the State
- The process review has mapped the end-to-end process of water order to delivery.
- We have implemented an improved process for managed water orders (ie ICDs and the Environment), which will streamline the process for customers and WaterNSW
- We are here today to review the draft definition of a water order and seek your feedback and input to inform the next stage of the implementation
- Next steps could involve removing systems limitations to allow smaller water orders

# Draft definition of a water order

A Water Order means a request for the delivery of a volume of water to be extracted over an agreed period of time, which contains sufficient information for WaterNSW to deliver that water, and which is made in accordance with the relevant conditions imposed on the;

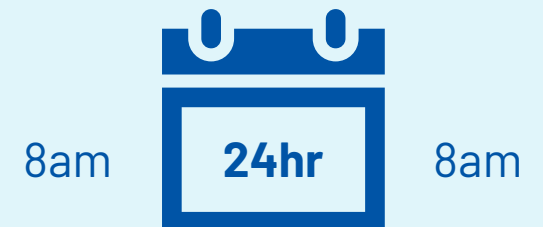
- a. Water Access Licence, to take water under the Water Management Act; or*
- b. Entitlement, to take water under section 20AF of the Water Act*

A water order will not be approved by WaterNSW unless it contains the following information

- *The WAL under which the water is proposed to be taken;*
- *The volume of water*
- *The start and end date over which water is required*

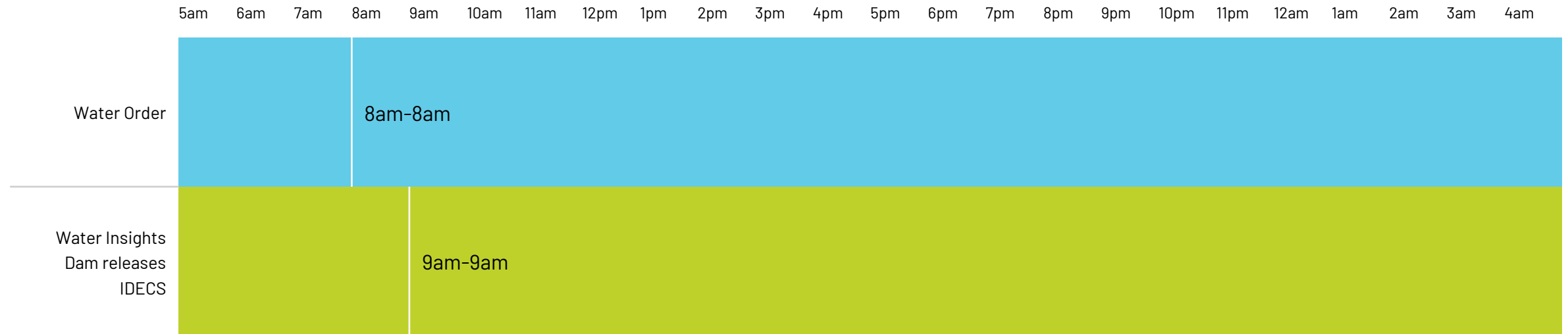
The water order may not be approved if it is ordered outside of lead (delivery time). Water orders ordered outside of lead time will need to be negotiated with WaterNSW to ensure there is sufficient capacity to schedule and deliver the water.

**A water order**  
is from  
8am to 8am  
(24-hour period).



# Our systems across a 24-hour period

Different WaterNSW systems operate under different 24-hour periods as shown below. This is due to the time it can take to assess the water order data for dam releases. We understand this is complex, and we are always looking for ways to simplify the way we operate to make it easier for our customers.



# Third-party consent for temporary groundwater trades

- New third-party consent process to begin from 01 July
- WaterNSW will provide direction to guide the applicant in identifying third party bores
- FAQ process to support the applicant
- Where third party consent cannot be obtained, applications may be refused, or a reduced volume offered



## Impacted third party consent

For application to assign groundwater allocation - section 71T Water Management Act 2000.

### What is the purpose of this form?

Groundwater temporary trades or allocation assignments allow access to additional water allocation by trading available account water from one water access licence (WAL) to another. WaterNSW refers groundwater temporary trades to NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW), where an impact assessment is required. As such the applicant named in **PART A** has applied for a **groundwater temporary trade** of a particular allocation of water. An impact assessment has identified that if the application is granted, there may be **impacts on third party bores**. **PART B** is to be completed by an impacted third party (such as a neighbouring bore owner) to indicate their consent to the groundwater temporary trade.

### Part A: Groundwater allocation trade applicant details

Title	First name	Last name	
Phone number		Email	
Groundwater temporary trade application number SWC			
Lot/DP		Address	
Suburb/Town/City		State	Postcode

### Part B: To be completed by impacted third party

Title	First name	Last name	
Phone number		Email	
Organisation (if applicable)			
Lot/DP(s)			
Address			
Suburb/Town/City		State	Postcode

By signing this form, I am providing my consent to the groundwater temporary trade sought by the applicant named in PART A, noting that it may have an impact on my access to groundwater resources on my property (as per the Lot/DP referenced above). I understand that WaterNSW (ABN 21 147 934 787) will take my consent into account when determining the temporary trade application.

By signing this form, I am declaring that I am the property/bore owner, or I am authorised to consent on behalf of the property/bore owner.

Signature of impacted third party	Date
-----------------------------------	------

**Privacy Notice** - The information on this form is being collected for the purposes of determining an application for temporary trade under the Water Management Act 2000. By completing and submitting this form you consent to WaterNSW using the information for this purpose. WaterNSW may disclose this information to other agencies involved in the assessment process, such as NSW DCCEEW, but will not otherwise disclose your information unless permitted to do so by law. Your personal information will be used and stored in accordance with the Privacy and Personal Information Protection Act 2000. Further information about how WaterNSW manages personal information is available on our website.

# Face to Face application assistance trial

- Face to Face assistance now live at our Tamworth Office.
- Trial is for BLR Bores only at this point in time, with plans to expand to other application types and locations
- Bookings can be made online or via the Contact Centre



## Schedule a licensing meeting

Book now!

WaterNSW customers are encouraged to book a phone appointment with us to discuss your water licensing enquiries. Please note that this service is in relation to approval and licensing enquiries and does not include questions regarding water allocation assignments / temporary trade - 71T/71V applications. If you have any questions regarding trade, please contact our [Customer Service Centre](#).



## Approval Extensions



All **approvals** are issued for a limited time and are required to be extended. Most approvals are issued for 10 years, although some may be for 1, 2 or 3 years depending on purpose and/or conditions.

The expiry date can be located on the Statement of Approval. It is an offence under the WMA to use a work/s on an expired approval.

It is up to the holder/s to ensure their approval is valid (not expired). WaterNSW provides notice in writing when the approval is about to expire. **Please ensure your contact details are kept up to date.**

# GOM – End of Life

## Hawkesbury-Nepean

- Consultation at last CAG on options for meter replacement at the end of life of the meters
- Low representation at CAG but feedback was to remove government owned meters
- However, there was a suggestion for face-to-face consultation with a broader cross section of customers
- We are close to finalising ground-truthing of all Hawkesbury-Nepean meters
- Paper being prepared for Water Minister on options to progress, including more extensive engagement

# DQP Enquiries - Current Status

- 454 enquiries have been submitted to the DQP inbox since 1 April 2024
- 361 of these tickets have been resolved
- Of these, 73% tickets were resolved in less than 9 days
- 89 active tickets, including complex enquiries which have an extended resolution time
  - 27 related to correcting DQP configurations in the DAS
  - 12 relate to customer assistance requests from DQPs
  - 5 relate to issues with data received by the DAS
  - 13 are requests to from DQPs to delete forms within the DQP Portal
  - 2 are device configuration enquiries
  - 9 relate to errors encountered within the DQP Portal
  - 10 incorrect meter numbering issues
  - 8 DAS access issue, usually caused by a change in the DQP
  - 3 complex data related enquiries under case management e.g. FPH
  - Of these active tickets, 32 are awaiting responses from DQPs



WaterNSW is working with DQPs to resolve these issues. While in a number of cases this may cause a delay, the alternative would be an increased burden / cost for DQPs to rectify including additional site visits.

 **If DQPs require assistance, please call 1300 662 077 to speak to metering specialist.**

# Communications to DQPs

As requested at the last round of CAGs; WaterNSW now include customers into relevant communications with DQPs



# Telemetry Rebate update

The Government telemetry rebate was available for customers who installed telemetry on their LID. This telemetry rebate was available to all installs prior to 30 June 2024.



As of 30 June 2024 the Government telemetry rebate ceased.

All installs that were registered in the portal by midnight on **30 June** will be honoured.

# WaterInsights – Current Development Approaches and Feedback – workshop

**Tom Riley**

**Water Data Systems Manager**

- Background of WaterInsights – design intent
- Key Functions and relation to RTD – Real Time Data
- Recent updates
- What’s coming up – next Determination period
- Feedback Session

# WaterInsights

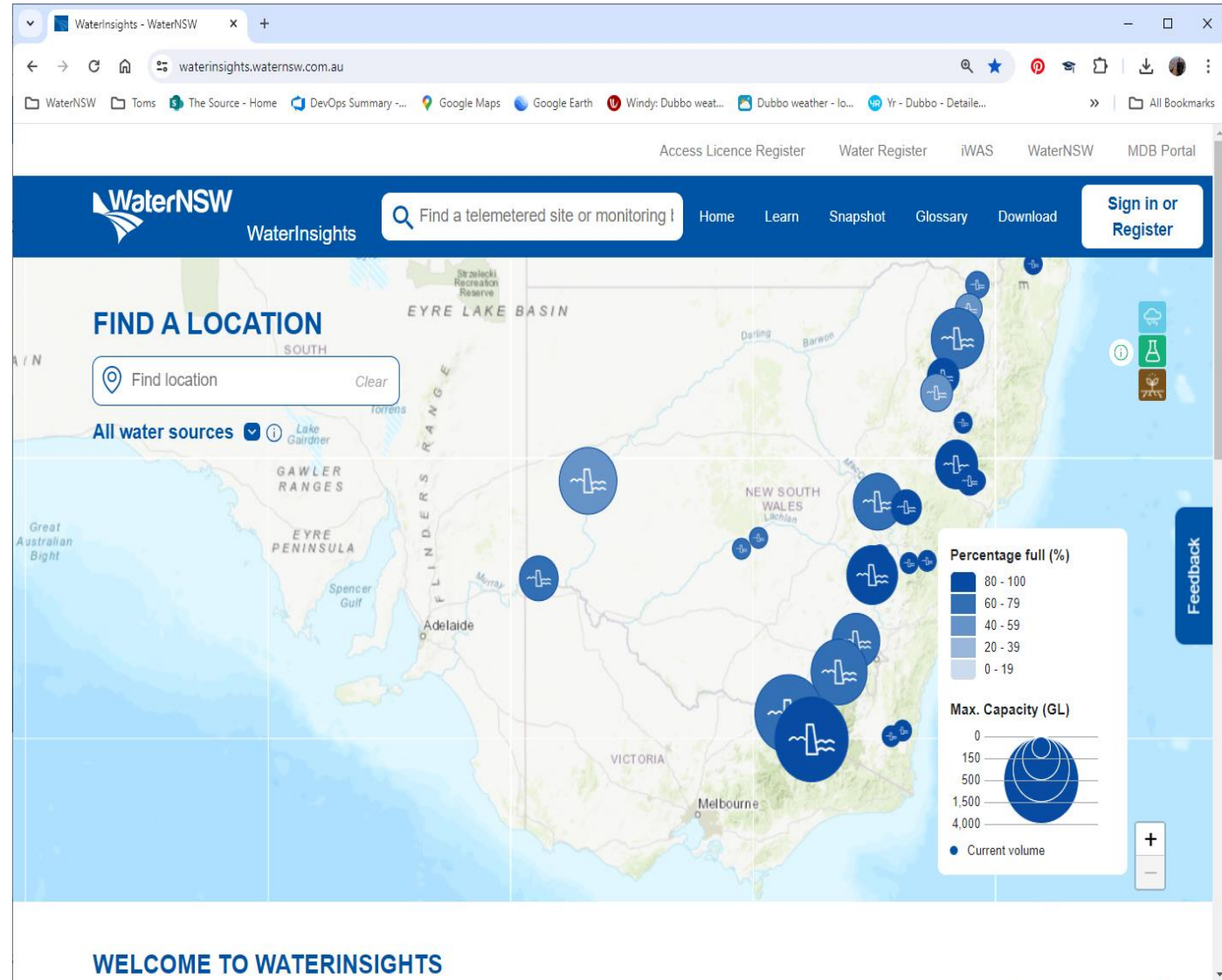
<https://waterinsights.waternsw.com.au/>



# WaterInsights Background

## WaterInsights

- ABC 'Pumped' 2017 triggered a series of reviews and reports into water management in NSW
- WRAP – Water Reform Action Plan
- WaterInsights was developed in response to the WRAP



# WaterInsights Design Intent

## Open Access to Information

- WaterInsights was developed as a platform to improve the access to information around the regulation framework in NSW
- It was designed to provide information in a meaningful way to water users and the public at large
- It was designed to present information contextualized locally
  - At the Water Source level within a Water Sharing Plan
  - Simple language
  - Accessible links to more information



# WaterInsights – Key Functions and Navigation

- **Overview of the website**

- Landing screen
  - Storage information
  - Current Updates (State)
  - Tutorial videos
- Key Menus
- Search functions
  - Location
  - Water Source
  - Monitoring location
- Data Access and Download
- Updates

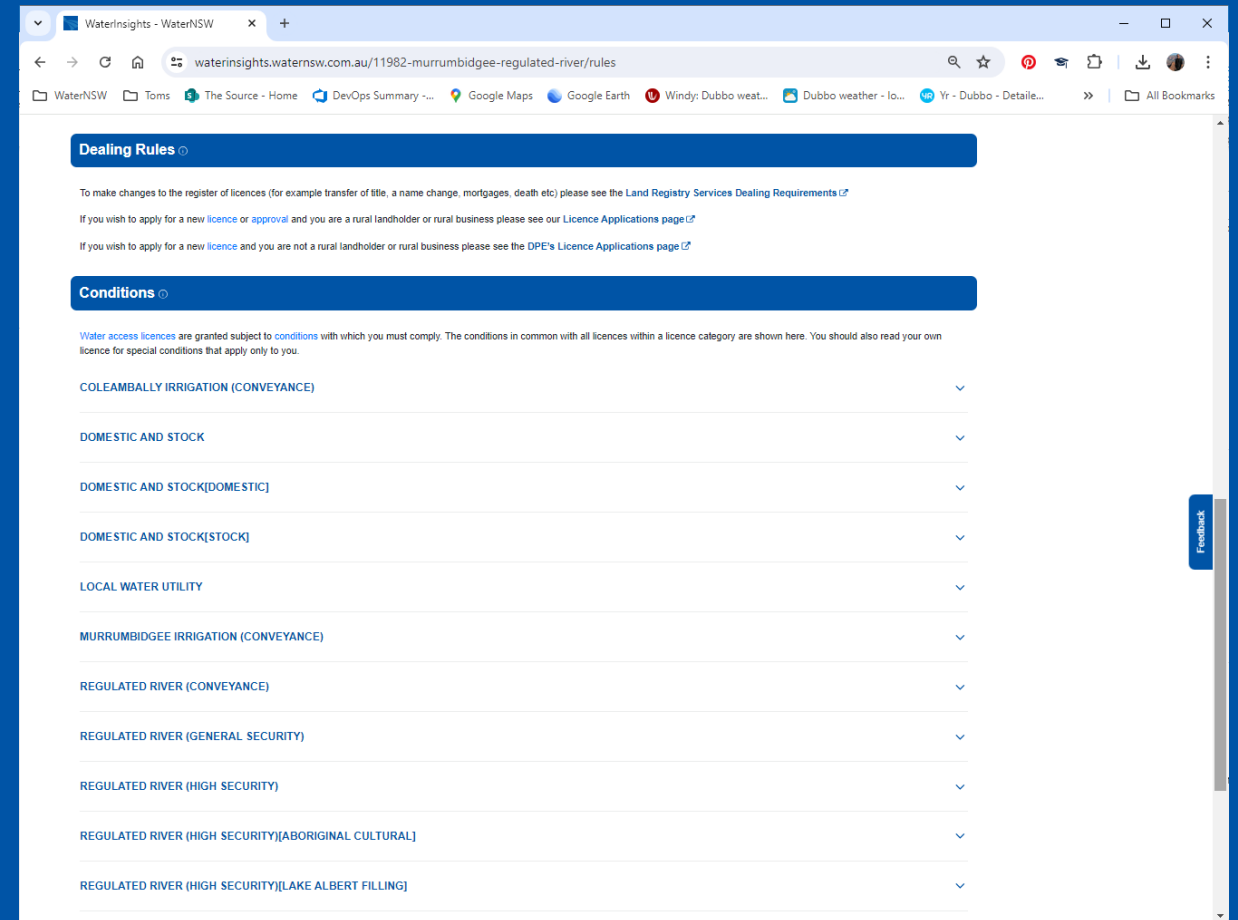
The screenshot displays the WaterInsights website interface. At the top, there is a navigation bar with the WaterNSW logo, a search bar, and links for Home, Learn, Snapshot, Glossary, Download, and Sign in or Register. Below the navigation bar is a large map of New South Wales with several blue circular markers indicating water sources. To the left of the map is a 'FIND A LOCATION' search box and a 'STATE OVERVIEW' section showing 76% stored, 11,454 GL available, and 80 GL traded. To the right of the map is a legend for 'Percentage full (%)' and 'Max. Capacity (GL)'. Below the map is a 'WELCOME TO WATERINSIGHTS' section with a brief description of the site's purpose. This is followed by a 'CURRENT NSW UPDATES' section with three news items about water allocations for 2023/24. At the bottom, there is a 'NEED HELP NAVIGATING THE SITE?' section with five video tutorial thumbnails: 'WATERINSIGHTS OVERVIEW', 'HOW TO REGISTER FOR AN ACCOUNT', 'SNAPSHOT AND WATER SOURCE PAGE OVERVIEW', 'HOW TO SET RIVER GAUGE ALERTS', and 'HOW TO SET WATER SOURCE ALERTS'.

# Water Sources

## Fundamental piece of WaterInsights design and discovery

Everything is designed to assist in discovery based on the Water Source requirements to localise information

- Allocations
- Water Usage
- Trading
- Rules
- Historical insights



The screenshot displays a web browser window with the URL [waterinsights.waternsw.com.au/11982-murrumbidgee-regulated-river/rules](http://waterinsights.waternsw.com.au/11982-murrumbidgee-regulated-river/rules). The page content is as follows:

### Dealing Rules

To make changes to the register of licences (for example transfer of title, a name change, mortgages, death etc) please see the [Land Registry Services Dealing Requirements](#)

If you wish to apply for a new licence or approval and you are a rural landholder or rural business please see our [Licence Applications page](#)

If you wish to apply for a new licence and you are not a rural landholder or rural business please see the [DPE's Licence Applications page](#)

### Conditions

Water access licences are granted subject to conditions with which you must comply. The conditions in common with all licences within a licence category are shown here. You should also read your own licence for special conditions that apply only to you.

- COLEAMBALLY IRRIGATION (CONVEYANCE)
- DOMESTIC AND STOCK
- DOMESTIC AND STOCK[DOMESTIC]
- DOMESTIC AND STOCK[STOCK]
- LOCAL WATER UTILITY
- MURRUMBIDGEE IRRIGATION (CONVEYANCE)
- REGULATED RIVER (CONVEYANCE)
- REGULATED RIVER (GENERAL SECURITY)
- REGULATED RIVER (HIGH SECURITY)
- REGULATED RIVER (HIGH SECURITY)[ABORIGINAL CULTURAL]
- REGULATED RIVER (HIGH SECURITY)[LAKE ALBERT FILLING]

# Key functions and Relation to RTD

**WaterInsights was designed to support water users, and has included some water information similar to the Real Time Data website.**

**The requirements are different and so they function differently:**

- RTD was designed for finding water information – water levels, flows, storage levels etc.**
- WaterInsights was design to provide contextualised information – so not quite the same**

**We are investigating how RTD functions could be supported through a number of channels and WaterInsights is one of them.**

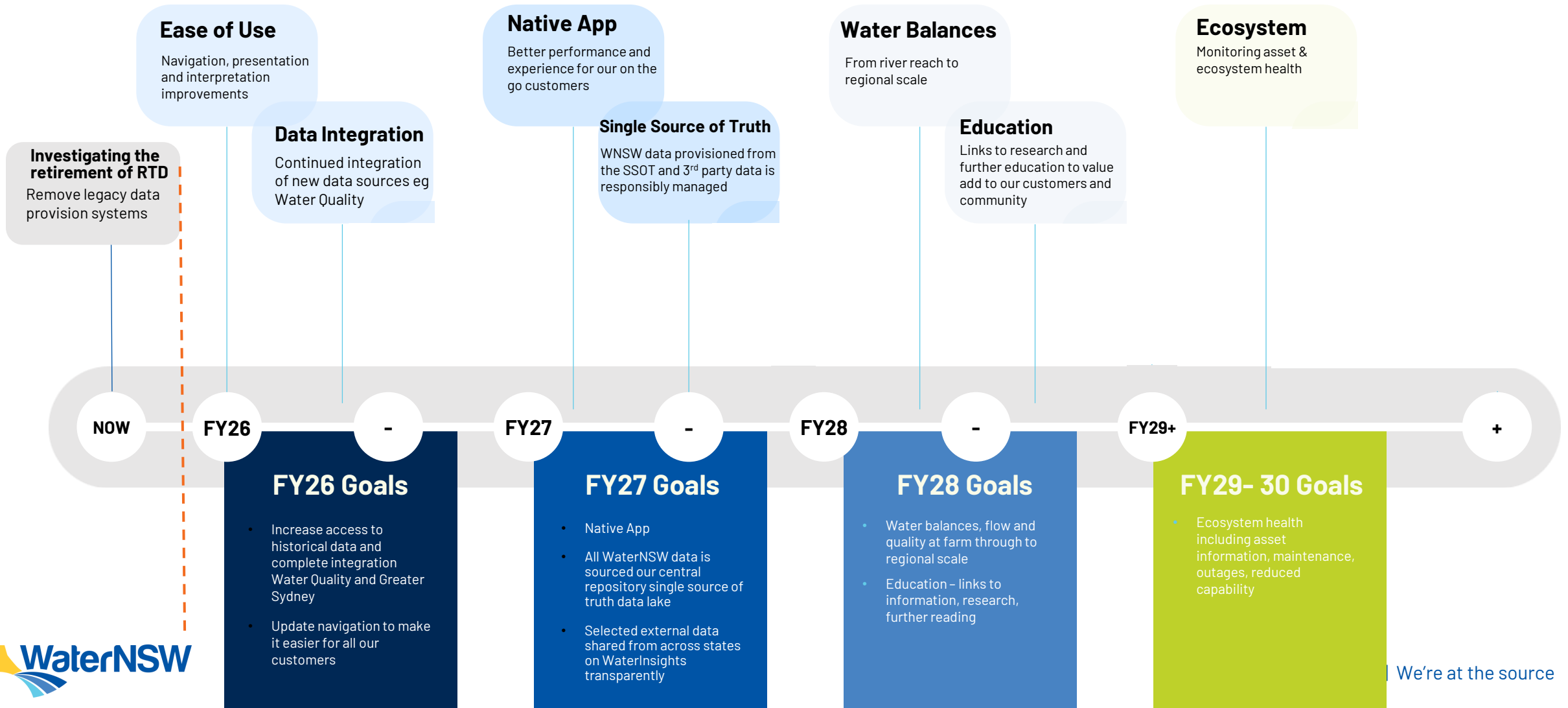
# Recent Updates to WaterInsights

- **Rainfall data (daily total & cumulative total) now available via WaterInsights**
- **Improved options to provide information at monitoring sites where we may be performing maintenance or repairs**
- **Improved information for the Hunter River Salinity Trading Scheme**
- **Quality code definitions now included with download data to ensure transparency & understanding for our users**
- **Algal results now in a statewide view**
- **Improved Data download options**
  - *More data*
  - *Improved graphing tools for review*
- **Review of decimal places in presentation layer**

# Future Planning

- **We are currently planning for what is needed in WaterInsights for the future as needs change**
- **This includes looking at the user experience and what your feedback is telling us**
  - Ease of use
  - What you expect to be able to find/do and how best to do that
- **Understanding the differences in RTD and how we provide the functions needed**
- **Capturing these needs for our WaterInsights Roadmap**
  - Little steps now with the resources we have
  - Lots of work during the 2026-2030 period if funding is made available

# WaterInsights Roadmap and Future Development



# Workshop Session and Q&A

# Future CAG Engagement

**Brendan Maher**

**Manager Stakeholder Engagement**

# WaterNSW Operating Licence 2024-2028 (effective 1 July 2024)

## Clause 26: Engagement with customers and the community

- (1) Water NSW **must regularly engage with customers and the community** to:
  - (a) understand customer preferences and willingness to pay for service levels,
  - (b) **understand valley specific and regional issues**,
  - (c) understand how its systems and processes can support more effective, direct relationships with its customers and the community,
  - (d) obtain insights on such other issues related to Water NSW's functions under this licence that impact on customers and the community, and
  - (e) in the lead up to the end of term review referred to in clause 60, hear feedback and perspectives from customers and the community.
- (2) Water NSW must use all reasonable efforts to ensure its engagement with customers and the community under this clause 26 includes engagement with small, medium and large water users; users of both regulated and unregulated rivers (within the meaning of the Water Management Act 2000); stock and domestic water users; industrial and commercial water users; groundwater users; environmental water users; Aboriginal community representatives and cultural water users; WIC Act licensees; public water utilities; NSW Government Departments and agencies; and the broader community.
- (3) Water NSW must provide persons with whom it engages under this clause 26 with adequate information (excluding confidential information) to enable them to engage meaningfully with the relevant issues.
- (4) Water NSW must, by 1 July 2025, make publicly available **online a policy for undertaking the engagement** required by this clause 26 (engagement policy).
- (5) Water NSW must, **from 1 July 2025**, implement and comply with the engagement policy.
- (6) Until Water NSW has published the engagement policy, it must maintain and continue to engage with its existing customer advisory group.
- (7) In this clause 26, valley means Fish River, and the coastal valleys and MDB valleys identified in IPART's Final Determination: Prices for Bulk Water Service from October 2021

## Our opportunity

We are working on a significant shift in our approach to customer and community engagement, to deliver on our key Strategic Priority to be **respected by the customers and communities we serve**. To do this we must be more visible and build deeper, more meaningful and trusted relationships.

## What we've heard

**Based on the 2023 Voice of Customer survey and ongoing discussions and feedback with our customers and stakeholders:**

- We need to address identified pain points to ensure stakeholders and **customers' expectations are exceeded**
- We need to continue to **invest in our people** with additional, dedicated relationship and engagement roles that live and work in our communities. These roles will be the link between our customers and communities and the business
- We need to focus on **further education** across the regions on water licenses and the metering policy
- We need to provide a **more consistent and formalised engagement** with communities and stakeholder groups
- Regionally located customers and stakeholders were keen to see **more representation in local communities**

## Our objectives

- Build and maintain **strong relationships** based on trust and respect to serve our customers and communities
- Provide **transparent and meaningful** information through communication and engagement opportunities
- **Support key business functions** (Water Planning and Delivery, Operations, Customer Services etc) to align our communications and engagement
- Amplify WaterNSW's **voice in the regions**
- Provide **timely and transparent advice** and feedback to address customer and other stakeholder concerns as they arise
- **Support our local people** and other agencies to engage with customers and other stakeholders on water management and infrastructure issues
- Build a **broad and reliable stakeholder database** (stakeholder mapping) for easy, fast and efficient proactive and reactive communications

# Who and how are we engaging?

## Stakeholder Engagement Team

### Project Engagement

We develop and execute appropriate and meaningful stakeholder communication and engagement strategies for priority projects across the business.

### Relationship Engagement

We develop, manage and maintain strong and trusted relationships with key stakeholders, customers, community and industry through a range of structured and opportunistic engagement and communication activities.

### Customer Engagement (incl Pricing)

We drive our customer engagement, providing meaningful, specific and timely engagements, including CAGs and pricing consultations and during flood and drought events.

## Engagement Plans based on your Feedback

- Improve engagement at CAGs – inform, consult, engage – more opportunities for workshops and discussion
- Local dam tours for customers and community
- River runs in the lead up to peak water use periods to understand challenges, constraints and local demands
- Field Days to educate the wider community and provide customer engagement opportunities
- Sponsorships to support communities where we operate
- Online Water Planning and Delivery update sessions in times of need
- Regular communications on operational updates, forecasting, drought planning
- WaterNSW AGM style event to provide an overview of our strategic direction
- Target local councils to ensure local connections
- Community drop-in sessions with our Customer Services teams
- Online webinars
- Water User Associations and industry association engagement (eg Cotton Australia, NSW Irrigators' Council, Australian Rice Growers Association)

# Future CAG Engagement – Greater Sydney

## What we've heard across the state

- WaterNSW items in the morning, followed by DCCEEW and others in the afternoon as required
- Valley-specific information
- In person meetings preferred, however a combination of in person/online is suitable

### Current:

- 3 face to face meetings in Sydney (March/July/October)
- 2 CAG Chairs' meetings online

### Proposed:

- 2 face to face meetings (Warragamba Dam & Sydney) – March/ April and September/October
- Option of one online meeting as required (either customer or WaterNSW initiated)
- 1 CAG Chairs' face to face in Sydney; 1 online
- WaterNSW community drop in sessions
- Tailored online information
- Dam visits and valley tours

### How we will run the CAGs:

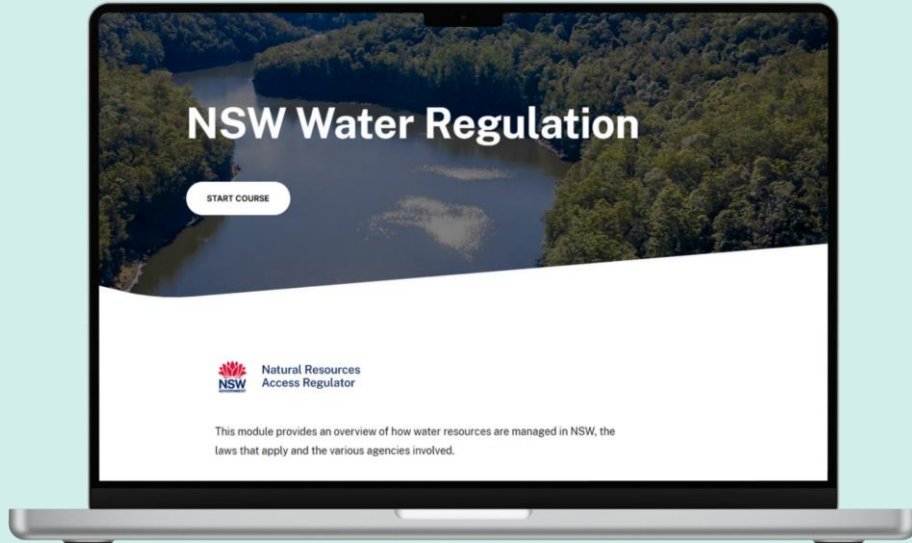
- DCCEEW, NRAR + other meetings separated from WaterNSW agenda items
- Workshops between WNSW staff and customers
- Valley-specific information where possible
- We are clear on purpose of each agenda item - INFORM, EDUCATE, CONSULT, WORKSHOP

**Any further feedback?**



# New water compliance e-learning course

---



NRAR worked with TAFE to create a free online course for anyone who wants to learn about how water is managed and regulated in NSW.

The course is self-directed. You choose what topics you want to learn about and work at your own pace.

Scan the QR code or [click here](#) to find out more!



# Upcoming Engagement

2 July 2024	Coastal-Hunter CAG	Sydney
3 July 2024	Greater Sydney CAG	Sydney
9 July 2024	Gwydir CAG	Moree
10 July 2024	Border Rivers CAG	Goondiwindi
11 July 2024	Namoi-Peel CAG	Gunnedah
12-13 July 2024	<b>Mudgee Small Farm Field Days</b>	Mudgee
16 July 2024	Lachlan CAG	Condobolin
17 July 2024	Macquarie-Cudgegong CAG	Dubbo
18 July 2024	Barwon-Darling CAG	Bourke
23-24 July 2024	<b>NSW Farmers Annual Conference</b>	Rosehill Racecourse
31 July 2024	Murray-Lower Darling CAG	Deniliquin
1 August 2024	Murrumbidgee CAG	Griffith
20-22 August 2024	<b>AgQuip Field Days</b>	Gunnedah
17-19 September 2024	<b>Henty Machinery Field Days</b>	Henty

# 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
- [Department of Climate Change, Energy, the Environment and Water](#) – responsible for setting water policy in NSW
- [Natural Resources Access Regulator \(NRAR\)](#) – responsible for the enforcement of water laws in NSW
- [Water Infrastructure NSW](#) – responsible for leading the development and delivery of key government water infrastructure projects and programs across the state (including dam projects, SDLAM, Better Baaka, Better Bidgee, Reconnecting River Country, northern basin projects)

# Contact Details



Call us on  
**1300 662 077**



Visit us at  
**waterNSW.com.au**

Follow us on socials



**waterNSW**



**waterNSW**



**WaterNSW**



**WaterNSW**