



Greater Sydney Customer Advisory Group

5 December 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
- Minutes of previous meeting – 3 July 2024
- Actions arising from minutes – 3 July 2024

Non-urban metering update

David Andersen, Manager Metering Implementation

Presentation to the Sydney CAG

5 December 2024



Agenda



Purpose of the Review



What we heard



Review recommendations



Implementation priorities



Key changes to metering
rules (recommended)



Key take away messages



Key questions (8)



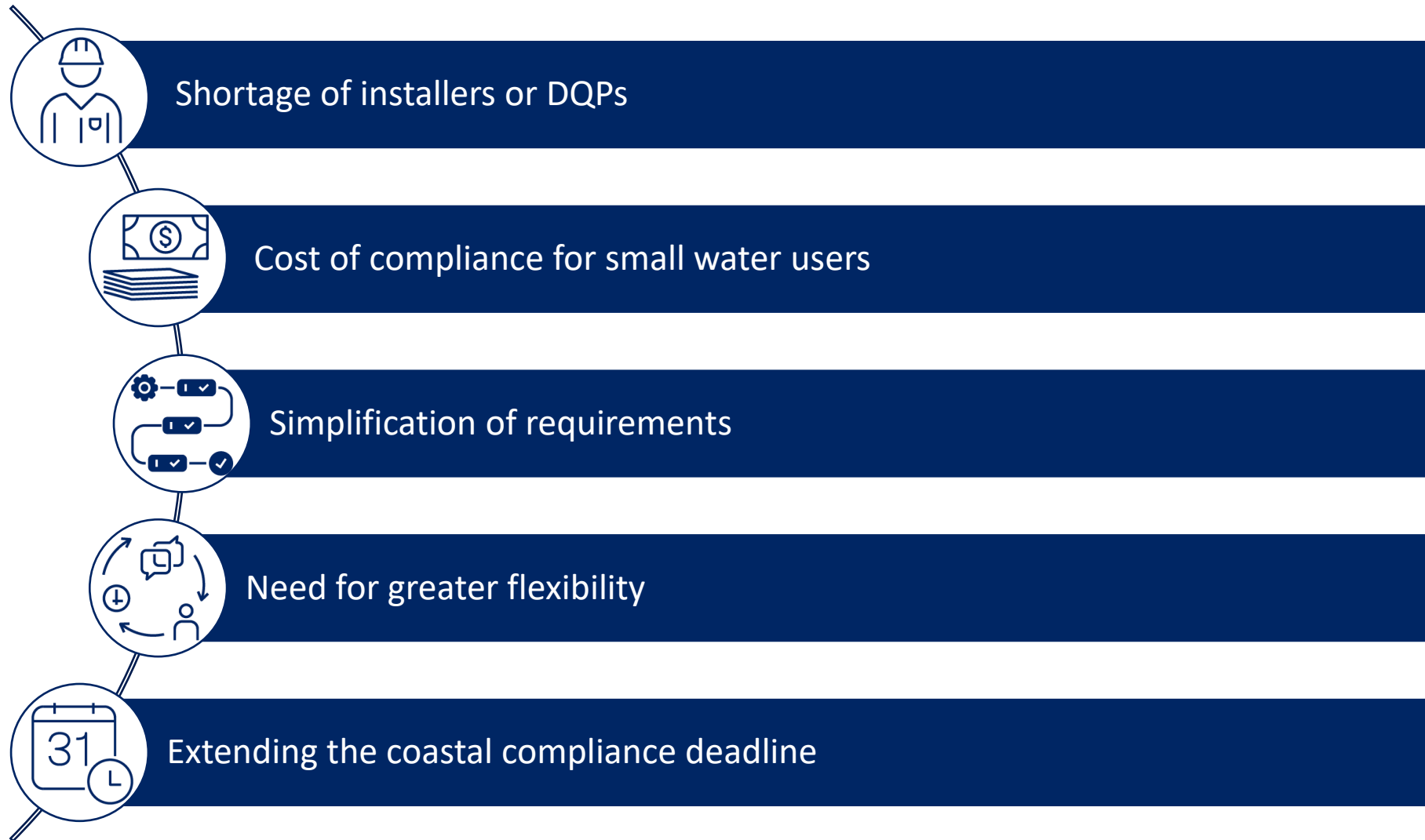
Open discussion

Purpose of the review

To accelerate implementation of the reforms by identifying practical changes to the rules that would:



What we heard



Review recommendations

Reprioritise efforts based on risk



Concentrate resources towards larger water users where they will have the greatest impact

- Remove metering requirements for 'unintended' and inactive works
- Simplify requirements for smaller volume and low risk works
- Extend coastal compliance dates

Increase meter installation and validation rate



Providing better support and training for the DQP workforce

- Support and expand the DQP workforce
- Resolve technical issues with LIDs and telemetry
- Review revalidation requirements

Support integrity in water resource management



Enabling more effective use of compliance and enforcement tools

- Ensure source of truth for volume of take
- Enable more effective use of enforcement tools

Implementation priorities – first 12 months

TRACK PROGRESS | REPORT QUARTERLY | BE READY FOR FURTHER INTERVENTIONS

Adjust the rules

What

- Remove unintended works
- Expand the DQP market
- Adjust requirements for low-risk users
- Introduce a low volume exemption
- Extend initial revalidation timeframe
- Extend coastal compliance deadline

How/when

- Regulation and statutory instruments, meter specification/ policy amendments
January - June 2025

Support DQPs

What

- Provide on call end-to-end support for DQPs
- Improve guidance materials
- Expand CMI pathways

How/when

- DQP concierge service *From September 2024*
- Step-by-step guides *December 2024*
- New NSW centric CMI course *June 2025*

Support water users

What

- Consult water users on proposed rule changes
- Remove unintended works
- Engage coastal water users

How/when

- Public exhibition and consultation on regulation amendments
September 2024
- Help water users update their works approvals
September 2024 - June 2025
- Engage coastal water users via roadshows
Mid 2025

Improve systems

What

- Improve DQP Portal
- Improve WLS and WMS
- Review data logging, telemetry requirements & associated data systems
- Time bound report of water taken against a WAL

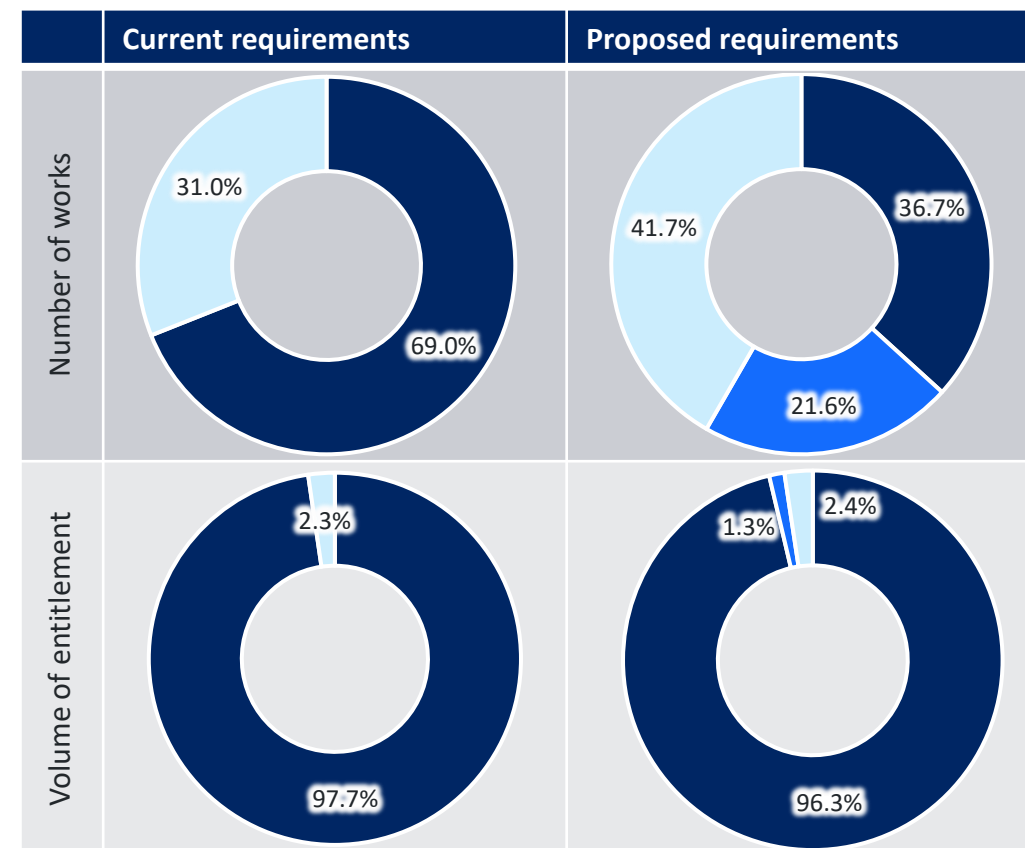
How/when

- System updates
Ongoing
- Undertake a technical telemetry review
October 2024 - June 2025
- Attestation trial
June 2025

Key changes to metering rules (recommended)

The recommendations introduce a new meter category with reduced operational requirements


Requirements	Works	When
AS4747 compliant meter <ul style="list-style-type: none"> DQP + LID 	<ul style="list-style-type: none"> All SW pumps ≥ 500 mm All works nominated by total entitlement ≥ 100 ML, unless otherwise exempt 	<ul style="list-style-type: none"> Now Inland – now Coastal – Dec 2026
New Pattern-approved meter <ul style="list-style-type: none"> PA meter DQP and LID optional Recording and reporting 	<ul style="list-style-type: none"> All works nominated by total entitlements of > 15 ML and < 100 ML, unless otherwise exempt 	<ul style="list-style-type: none"> By 1 December 2027 or by renewal of work approval, whichever is later
No meter mandated <ul style="list-style-type: none"> No meter Recording and reporting 	<ul style="list-style-type: none"> Pumps and bores below the size-based thresholds Works nominated by total entitlement ≤ 15 ML (unless a surface water pump ≥ 500 mm) Application to at-risk water sources to be considered further 	



Key take away messages



Implementing these recommendations aims to ensure 95% of licensed water take in NSW is measured, recorded and reported by December 2026



Accurate, reliable and tamper evident metering is core to rebuilding trust and integrity in water management in NSW




The recommendations will make it faster, simpler and cheaper for many water users to comply



Recommendations will ensure those who do not comply can be held to account



The most important actions will be prioritised over the next 12 months to accelerate metering compliance



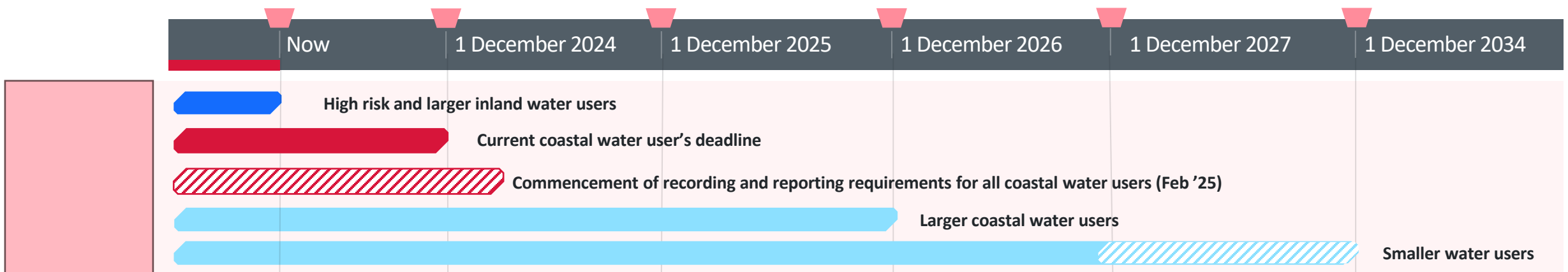
These priorities will be reviewed and updated yearly to ensure the implementation initiatives are effective with results published quarterly



No changes proposed for water users with ≥ 500 mm pumps and inland water users with cumulative entitlements ≥ 100 ML (**unless otherwise exempt**) – **if not compliant, ACT NOW**

When will the coastal deadline extension and removal of pre-existing conditions requiring early compliance be brought into effect?

February 2025: Proposed commencement of the new regulation, which will include the new compliance date for coastal water users and the updated recording and reporting requirements.



What is the approach to education for water users in coastal NSW?



- We will undertake a targeted education and engagement campaign for water users in coastal NSW
- Work in collaboration with WaterNSW and NRAR to help reach a broad audience
- Engaging the support of water user groups, industry bodies and peaks to help amplify our message and engage more water users
- We are open to feedback about how best to engage with water users

What are the timeframes for future consultation arrangements for the reform implementation?

Amend the regulation to:

- Remove unintended works
- Expand the DQP market
- Adjust requirements for low-risk users
- Introduce a low volume exemption
- Extend initial revalidation timeframe
- Extend coastal compliance deadline

Expected timeline



Open discussion



Subscribe to stay in touch with non-urban metering updates

To receive metering-specific updates:

- visit: watergroup.dpie.nsw.gov.au/non-urban-metering-subscribe
- or scan the QR code.

We will send updates as the recommendations are implemented.



Customer Services CAG update October/November 2024



Updates &
Feedback



Innovation



Insights



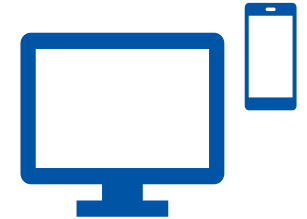
Work in
progress /
Performance



Telephone



Face to
Face



Online /
Digital

Customer Services CAG update October/November 2024

Customer Experience & Billing

- Water Ordering Overview
- Third Party Consent – Update

Customer Operations

- IWAS videos
- SMS Reminders for Customer Self Reporting

Digital

- Water Market Systems (WMS)

Service Improvement / Process Assurance

- Customer Outreach Days
- IVR Improvements

IPART update

- Consent Transactions
- Metering
- FPH

Water Ordering

Ensuring Water Order Compliance

Different WaterNSW systems operate on distinct 24-hour cycles due to the time required to assess water order data for dam releases. The **24-hour cycle for ordering** water starts at **8 am each day**, while the cycle for **dam releases** water begins at **9 am**.

Daily extractions impact water delivery, not water order compliance. However, to ensure compliance daily extractions in aggregate must not exceed the total order volume within the order period.

E.g. 100ML ordered over 10 days. System defaults to 10 x 10 ML daily deliveries. If actual extractions are higher or lower, but do not exceed the total water order volume, this has no bearing on compliance but can have an impact on water delivery. E.g. end of system losses or shortfalls.

Third Party Consent for Groundwater Temporary Trades

Update

Third-party consent for temporary groundwater trades

New third-party consent process to began on 01 July

WaterNSW has updated their documentation based on customer feedback

There have been a small number of applications which have resulted in many impacted third-party bores, suggesting the new process may be impracticable

We are currently investigating an objections style process, which will be managed by WaterNSW staff, to make it easier for applicants whilst still managing our obligations under the *Water Management Act* and *Access License Dealing Principles Order*

The intent is that there will be a fee for facilitation service (to cover our costs), alternatively the current consent process will remain in place for applicants who wish to complete the process themselves

Impacted Third Party Consent Form

Impacted third party consent
For application to assign groundwater allocation - section 777 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 offers groundwater temporary trades to NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCCEEW), where an impact assessment is required. As such the applicant named in (2)(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 the party bores. (2)(c) is to be completed by an impacted third party 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 (WAL)		
Lot/OP	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/OP (if)		
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/OP referenced above). I understand that WaterNSW (ABN 21 747 924 787) 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 DCCCEEW, 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

Customer Experience & Improvements

Quick Update: Improvements to the IVR System

We've listened to customer feedback and improved the experience for customers using our 1300 number by streamlining the Interactive Voice Response (IVR) system.

We've recently shortened the time for customers to navigate through the initial telephone system menu and allowing customers to select their desired queue much sooner.

This improvement saves almost 30 secs per call, reducing wait times and improving overall customer experience.

iWAS resources

Our 24/7 online Water Accounting System (iWAS) allows you to easily access and manage your water account anywhere, anytime

iWAS is available to all registered WaterNSW regulated river, unregulated river and groundwater customers.

Benefits

- Check available water and account balances
- Easily record and report
- Order or amend water orders
- Enter meter reads
- Manage multiple accounts
- Download account statements



Visit [waternsw.com.au/iwas](https://www.waternsw.com.au/iwas)

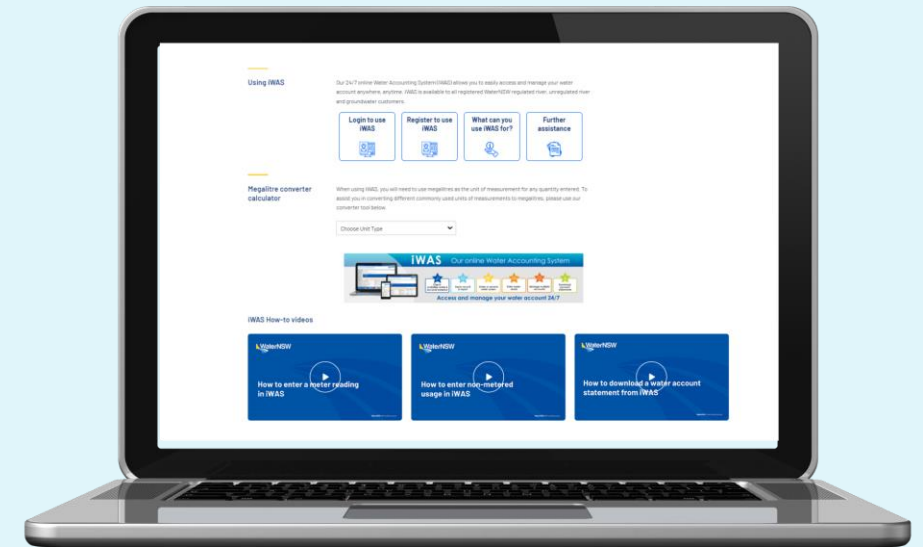
What's new?



- Use the Megalitre converter calculator tool to assist you in converting different units of measurements



- Watch the How-to videos



Recording and reporting SMS service

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



To subscribe, visit

comms.waternsw.com.au/RR-subscribe

or scan the QR code



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

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

Customer Outreach Days

WaterNSW is trialling 'day visits' to towns where we don't have a physical presence, providing increased face-to-face access to our specialist staff.

Assistance will be available assist for:

- ✓ Licences and approvals
- ✓ Non-Urban metering
- ✓ Lodging BLR bore applications in the Customer Portal
- ✓ Local challenges, for example farm dams or floodplain harvesting

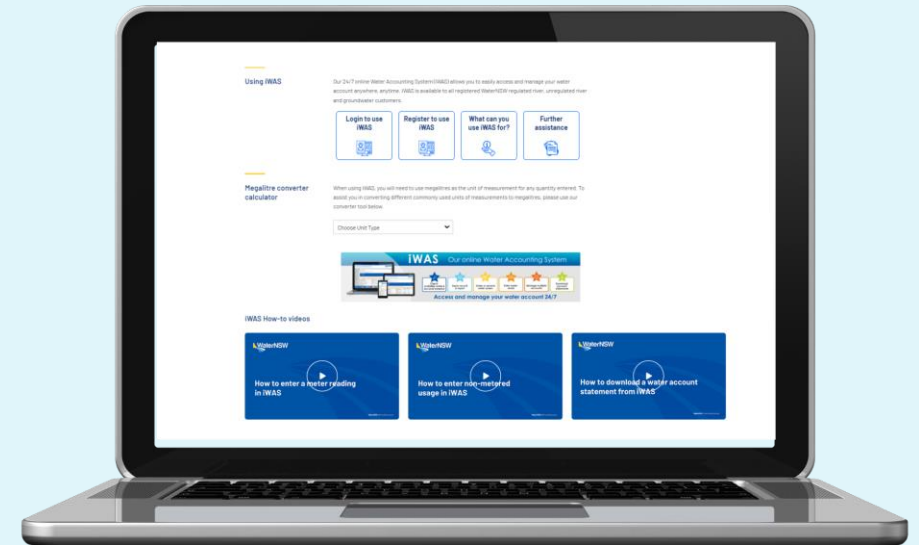
Since our time together will be limited, we encourage those interested in attending to book an appointment to ensure you can meet with the appropriate staff member for your queries.

Further communications will be sent soon with details on dates, times, locations and how to book an appointment.

When and where?

November 2024 - Goondiwindi

November 2024 - Bega



Water Market System (WMS) / Customer Portal

October 2024 Program Update

Water Market System (WMS) / Customer Portal

Upcoming 12 months for WaterNSW and DCCEEW customers

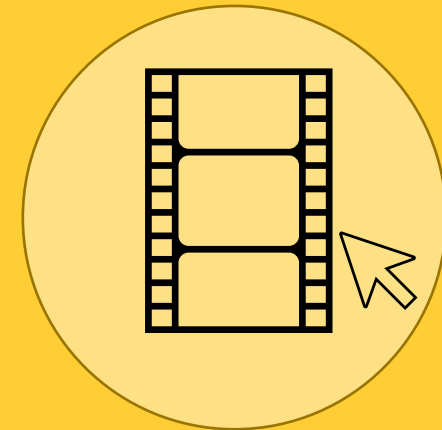
New Views for existing (registered) Individual customers:

- ✓ Existing customers can view all current Approvals & Licences – after registering in the Portal and being verified (**late 2024**)
- ✓ Enhancements to registration & management of business details in the Portal (**mid 2025**)

New Approvals (transaction types) becoming available:

- ✓ Apply for Water Supply Works, Water Use or Combined Approvals in the Portal and track application progress (**mid 2025**)
- ✓ Amend an Approval Confirm status of work and Remove a Work)

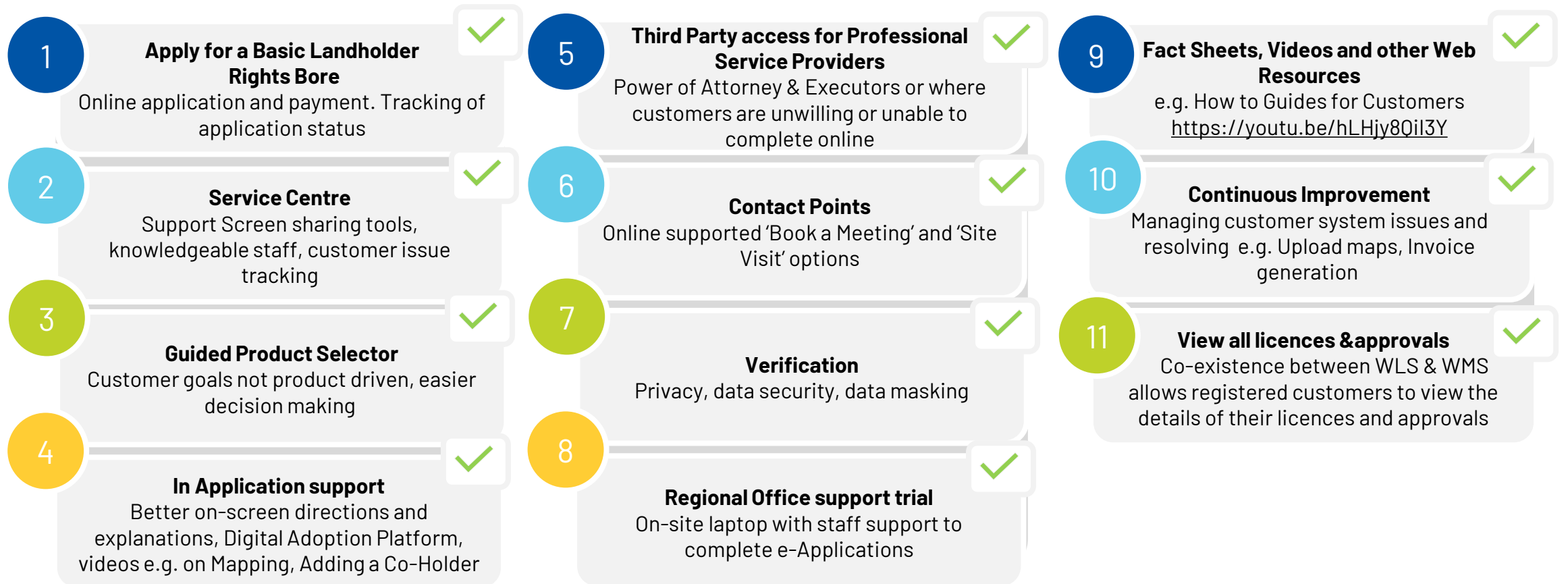
Video showing mapping capabilities when completing an application (these features are now available)





Customer Portal - new feature demonstration

Digital Functionality that is available or about to go-live for our customers



Water Market System (WMS) / Customer Portal

Changes to Customer Portal - My Approvals & Licences

Information available to individual customers after co-existence (end of 2024)

The screenshot displays the WaterNSW Customer Portal interface. At the top left is the WaterNSW logo. At the top right, there is a 'Profile' dropdown menu with 'Home | Logout' links. Below the header is a navigation bar with 'Start New Application' and 'Settings'. The main content area is divided into three sections: 'For Action', 'My Applications', and 'My Licences and Approvals'. The 'For Action' section is currently empty, showing a 'No items' message. The 'My Applications' section is also empty, showing a 'No items' message. The 'My Licences and Approvals' section is highlighted with a red circle and contains a table with one row of data.

ID	Type	Status	Holders
10CA119994	Approval	Current	10MxCvteA SQV8kCYa bJFH00VV, FELIX GOLD, GEORGINA TEST

2025-30 IPART Update

Submission Update

- WaterNSW lodged its Rural & Greater Sydney Bulk water submissions 30 September.
- WaterNSW, DCCEEW & NRAR also lodged the WAMC submission 30 September.

- IPART has now released all water sector pricing submissions
- We encourage all our customers and stakeholders to remain engaged in the process and participate through your review and submissions

- Due to timing constraints, a few WAMC items were unable to be discussed as part of our broader consultation process.
 - Metering
 - Flood Plain Harvesting
 - Consent Transactions
- As part of our ongoing commitment to engagement, we facilitated 6 specific sessions (12th Nov) on these 3 functions once IPART made submissions public (~01 Nov) and prior to the IPART public hearings.

Regional Operations update

Brian Mayhew

General Manager Regional Operations Sydney

Operating environment

Focus on O&M

Generally benign operating environment

- No flood operations
- No significant water quality events

Allowed focus on routine operations and maintenance

- Catchup on corrective maintenance
- Operations support for projects

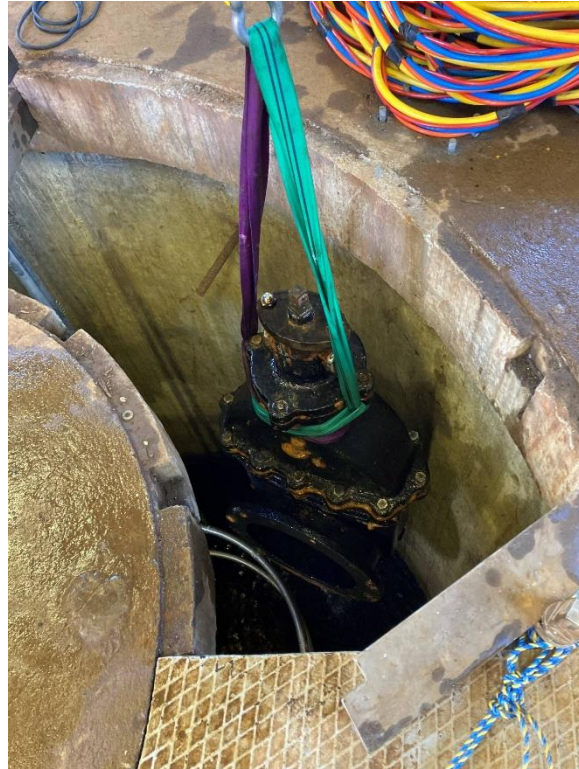
Warragamba pipeline valve replacement

Dual pipe outage completed



Oberon Dam Intake tower valve replacement

Corroded valves in multi-level offtake all replaced with new valves



Other project milestones

Prospect Raw Water Pumping Station - SCADA replacement

- practical completion awarded

Prospect Raw Water Pumping Station - resilience

- contract awarded

Upper Nepean dams- instrumentation replacement

- practical completion awarded

Kangaroo Pipeline - bearings, roadworks and drainage improvements

- practical completion awarded

Tallowa Fish lift - reliability improvements

- contractor mobilised

Business improvement

Reducing our operating costs

Water monitoring program in northern part of Greater Sydney

- expect to reduce operating costs by \$0.5M per year

Bushfire risk mitigation and response in Sydney drinking water catchments

- expect to reduce operating costs by \$0.2M per year

Working on finding further savings in high voltage electrical maintenance, grounds maintenance and vegetation management costs

Reducing our capital costs

New regional project delivery team

Revised Project Delivery Framework

Simplified process for comparatively smaller, lower complexity projects

- expect to reduce delivery costs for small capital works

PFAS monitoring and reporting

Background

Perfluoroalkyl and polyfluoroalkyl substances (PFAS) are a group of man-made chemicals

They are used in many everyday products because they are effective at resisting heat, stains, grease and water

PFAS chemicals don't break down fully in the environment and can travel long distances in water

PFAS and drinking water

Australian Drinking Water Guidelines specifies limits for PFAS in water supplied as drinking water

- For PFOS and PFHxS, the limit is a combined total of less than 0.07 micrograms per litre ($\mu\text{g/L}$)
- For PFOA, the limit is less than 0.56 $\mu\text{g/L}$

National Health and Medical Research Centre (NHMRC) released proposed guidelines which outline new and lower recommended trigger values for PFAS in our drinking water.

October sampling results

Fish River

Location	PFOA ($\mu\text{g/L}$)	PFHxS + PFOS ($\mu\text{g/L}$)
	(ADWG limit 0.560)	(ADWG limit 0.070)
Raw water from Oberon Dam supplied to Duckmaloi Treatment Plant	<0.0005	<0.0003
Treated water at Duckmaloi Water Treatment Plant	<0.0005	<0.0003
Raw water in Fish River pipeline at Leura	<0.0005	<0.0003

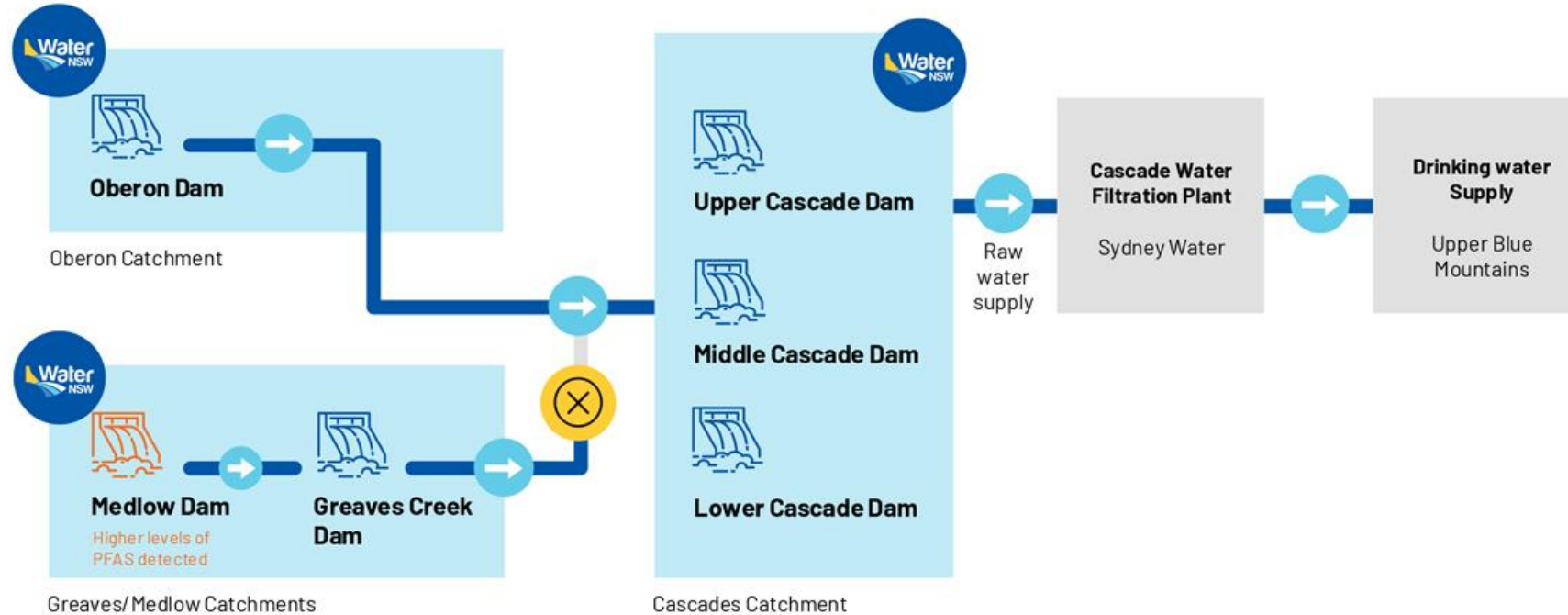
October sampling results

Blue Mountains

Location	PFOA ($\mu\text{g/L}$)	PFHxS + PFOS ($\mu\text{g/L}$)
	(ADWG limit 0.560)	(ADWG limit 0.070)
Greaves Creek Dam	0.0010	0.0676
Medlow Dam	0.0018	0.1140
Upper Cascade Dam	<0.0005	0.0171
Middle Cascade Dam	<0.0005	0.0089
Lower Cascade Dam	<0.0005	0.0054
Inlet to Cascade WFP	<0.0005	0.0173
Raw water in Fish River pipeline at Leura	<0.0005	<0.0003

Operating response

Blue Mountains



1.

Oberon Dam and the Greaves Catchment feed water to the Cascades Catchment. Higher levels of PFAS have been detected in Medlow Dam.

2.

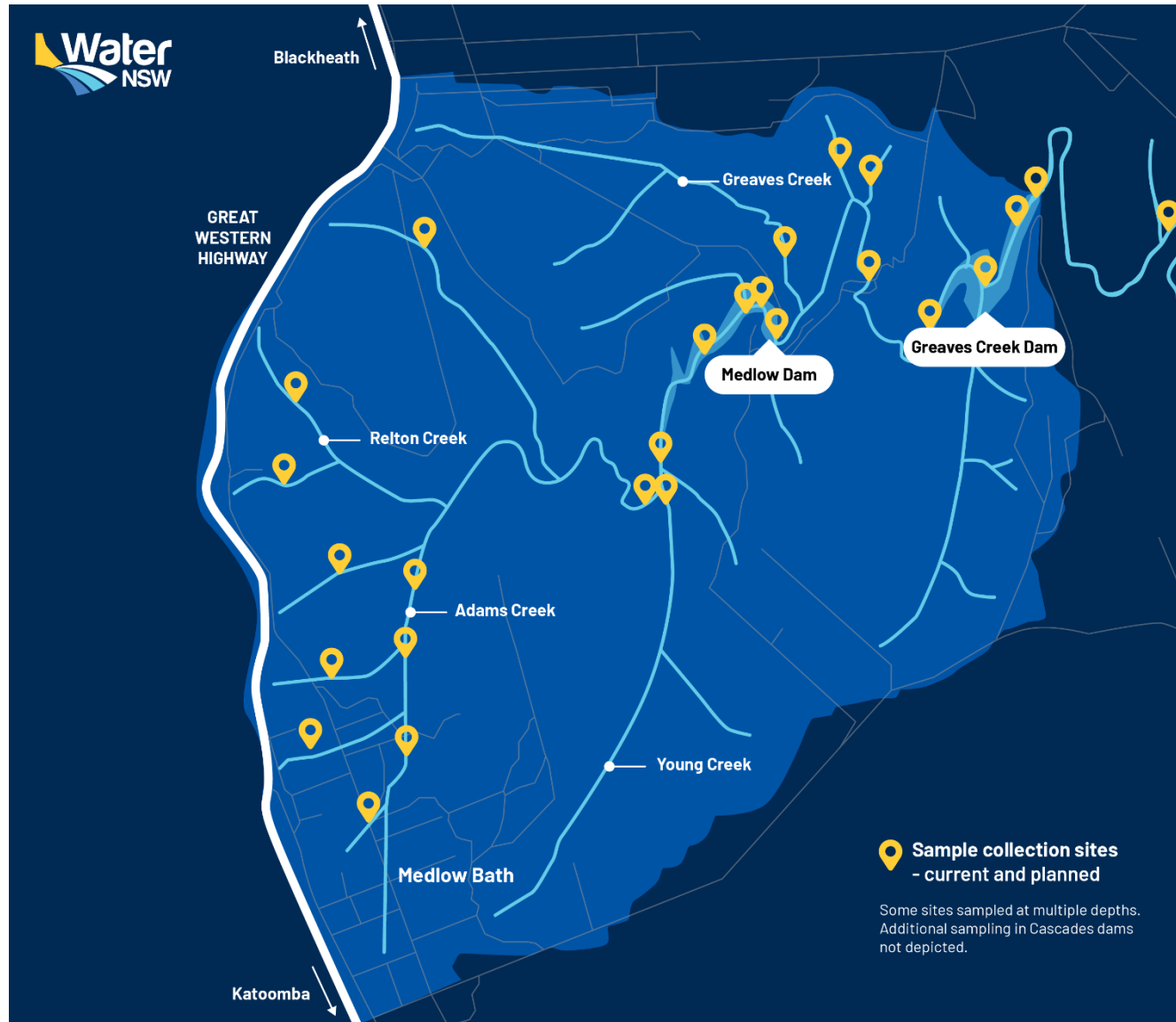
WaterNSW has **closed the pipeline** between the Greaves/Medlow and Cascade Catchments.

3.

WaterNSW supplies water to Sydney Water's Cascade water filtration plant to treat and supply drinking water to the Upper Blue Mountains.

Source investigation

Blue Mountains



October sampling results

Warragamba and Prospect

Location	PFOA ($\mu\text{g/L}$) (ADWG limit 0.560)	PFHxS + PFOS ($\mu\text{g/L}$) (ADWG limit 0.070)
Warragamba - source water inlet to Warragamba water filtration plant	<0.0005	0.0016
Orchard Hills - source water inlet to Orchard Hills water filtration plant	<0.0005	0.0009
Prospect - source water inlet to Prospect water filtration plant	<0.0005	0.0008

October sampling results

Upper Nepean, Illawarra and Woronora

Location	PFOA ($\mu\text{g/L}$) (ADWG limit 0.560)	PFHxS + PFOS ($\mu\text{g/L}$) (ADWG limit 0.070)
Illawarra - source water inlet to Kembla Grange water filtration plant	<0.0005	<0.0003
Appin - source water inlet to Macarthur water filtration plant	<0.0005	<0.0003
Bargo - source water inlet to Nepean water filtration plant	<0.0005	<0.0003
Heathcote - source water inlet to Woronora water filtration plant	<0.0005	<0.0003

October sampling results

Sothern Highlands and Shoalhaven

Location	PFOA ($\mu\text{g/L}$)	PFHxS + PFOS ($\mu\text{g/L}$)
	(ADWG limit 0.560)	(ADWG limit 0.070)
Glenquarry - source water inlet to Wingecarribee water filtration plant	<0.0005	<0.0003
Kangaroo Valley - source water inlet to Kangaroo Valley water filtration plant	<0.0005	<0.0003

Further response

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

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



Regional Operations update

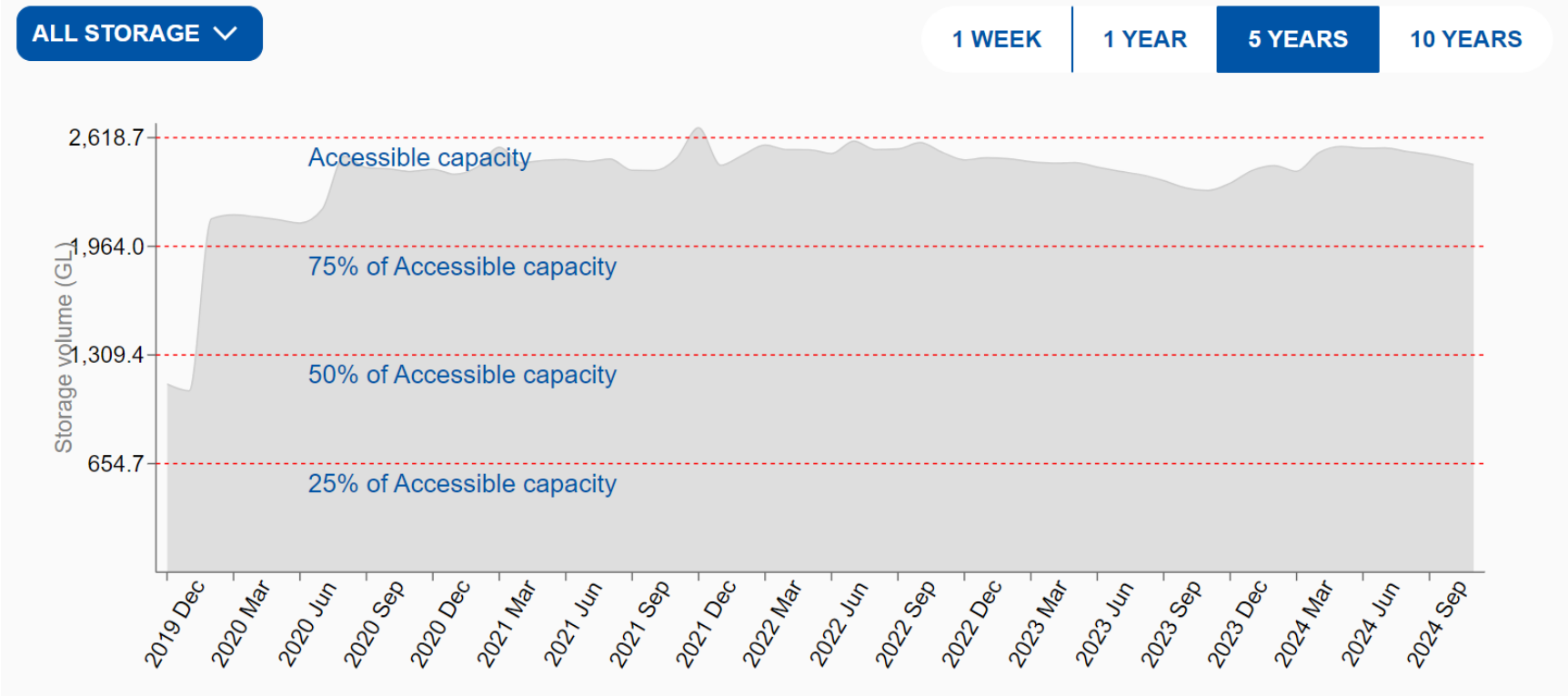
Ramen Charan

Manager Water Planning and Delivery Sydney

Water Planning & Delivery update

Total System Storage

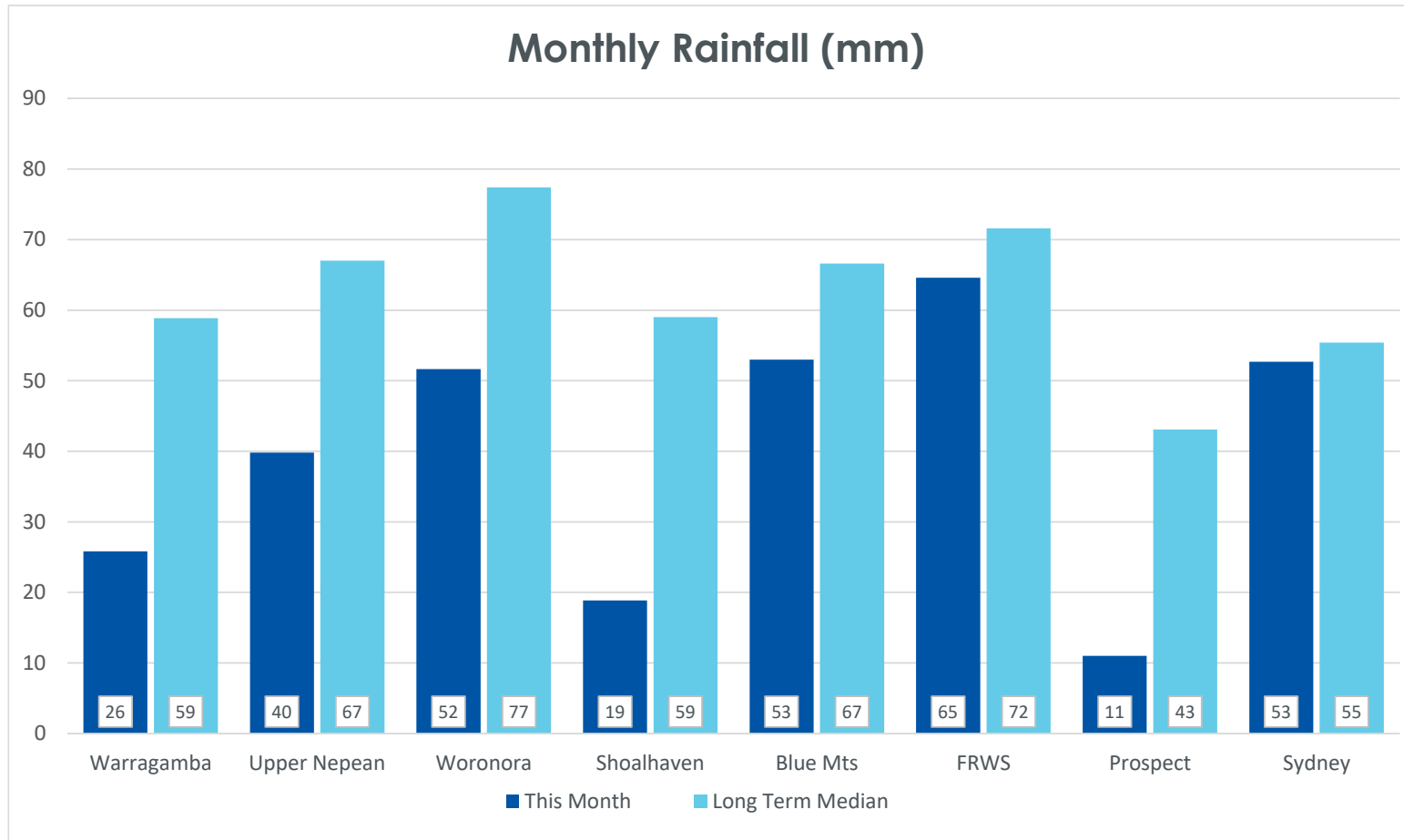
- On Thu 31 October 2024, water held in Greater Sydney dams was **95%** of total storage volume (The storage was at 93.8% with Warragamba at 95% on 26/11).



-Oberon storage volume was at 100% with minor spill continuing on 31/10/2024.

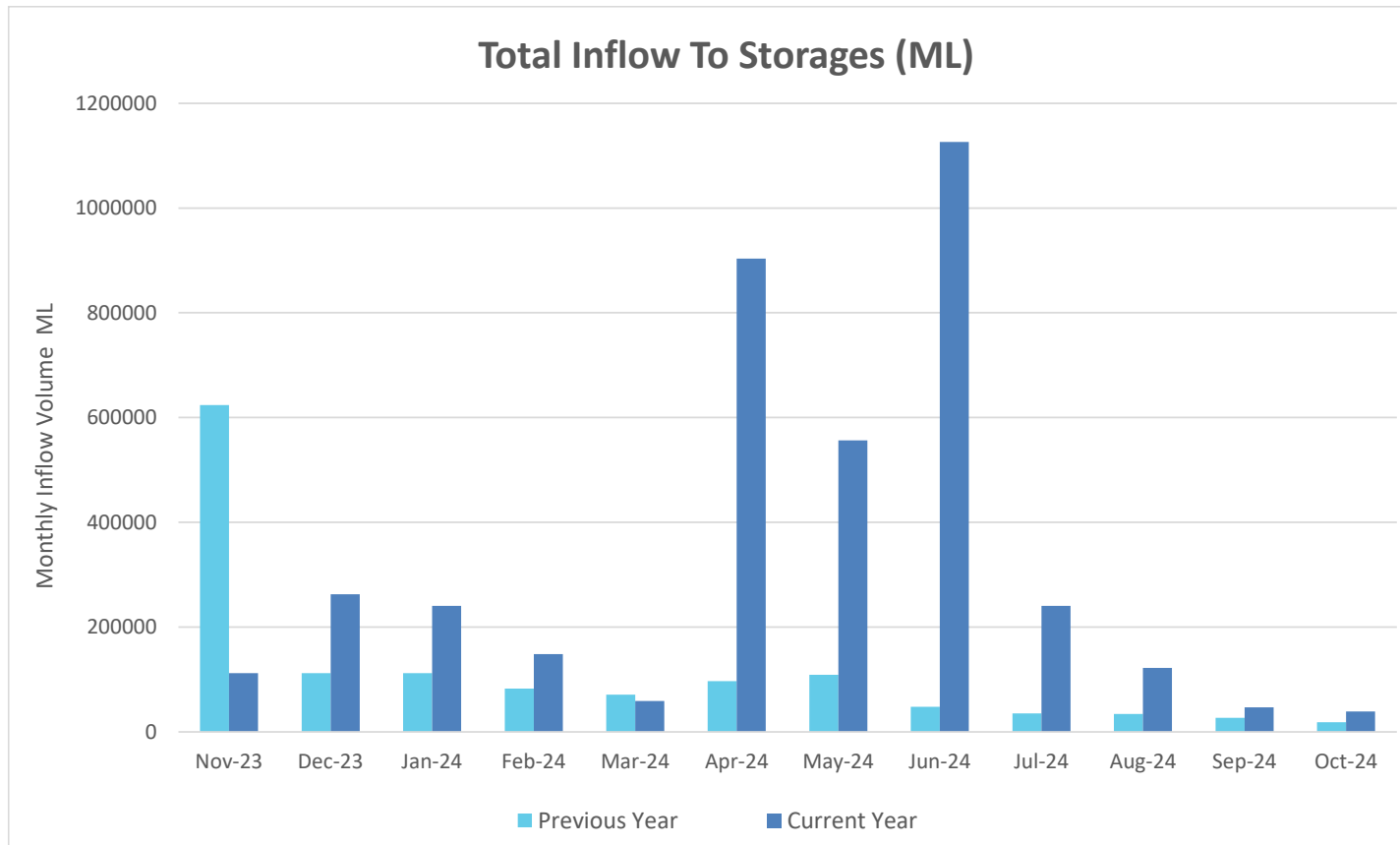
Monthly Rainfall Totals

- Rainfall across Greater Sydney catchments in October 2024 was below the long-term median.



Inflows

Inflows in October 2024 were 39 GL.
Inflows in October 2023 were 18 GL.



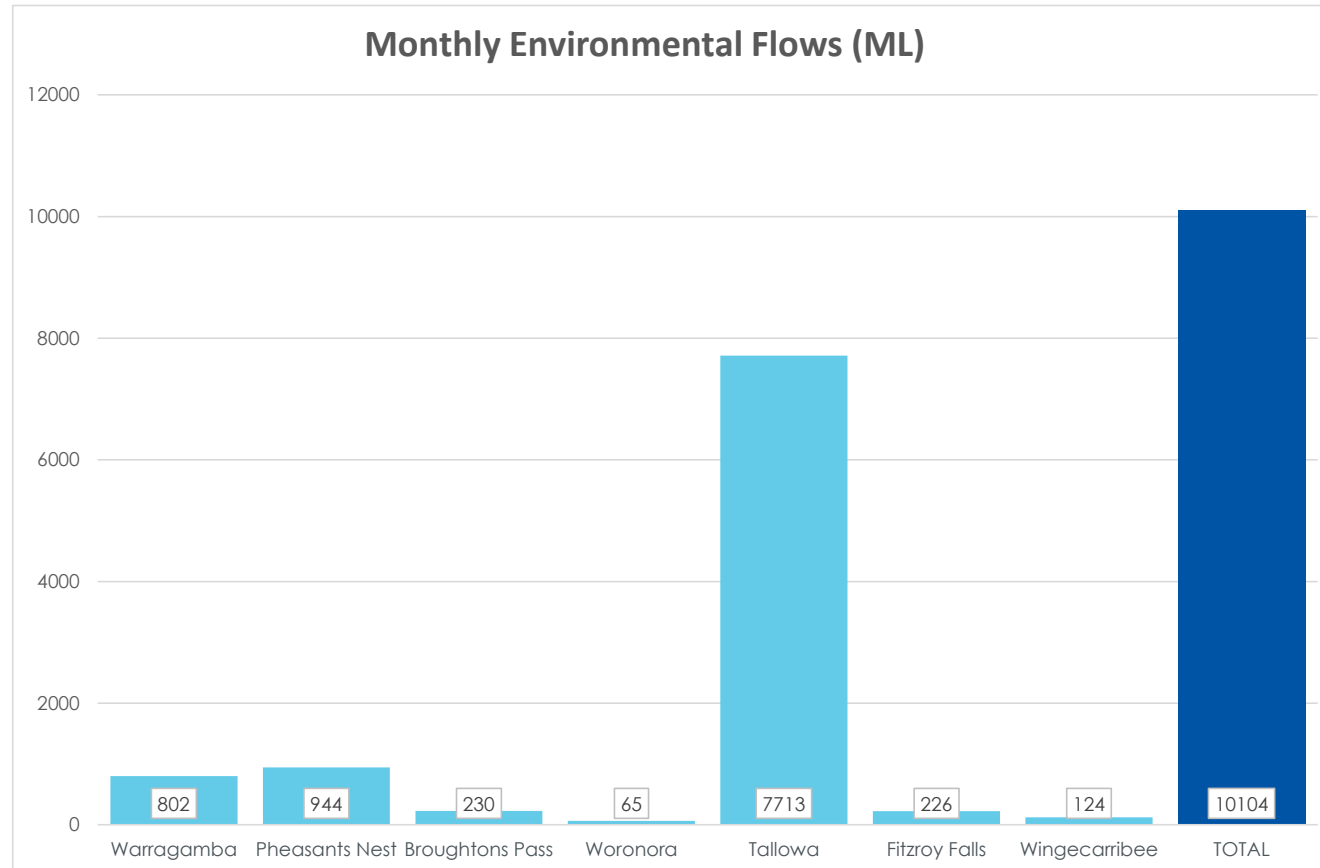
Inflows

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
2024 to 31 Oct	1,770,523	426,247	43,313	1,241,617	3,481,700

- Trigger to recommence Shoalhaven transfers = 75% total system storage
- Earliest expected date for storage decline to 75% is mid 2025.

Environmental releases

- October 2024 environmental releases for Greater Sydney = 10 GL



*Complying with Water Sharing Plan/ Works approval 2011

Water Sharing Plan 2023



Issued in July 2023



Revised 80th percentile based on extra 10 years data



Allows for scaling for reducing storage levels

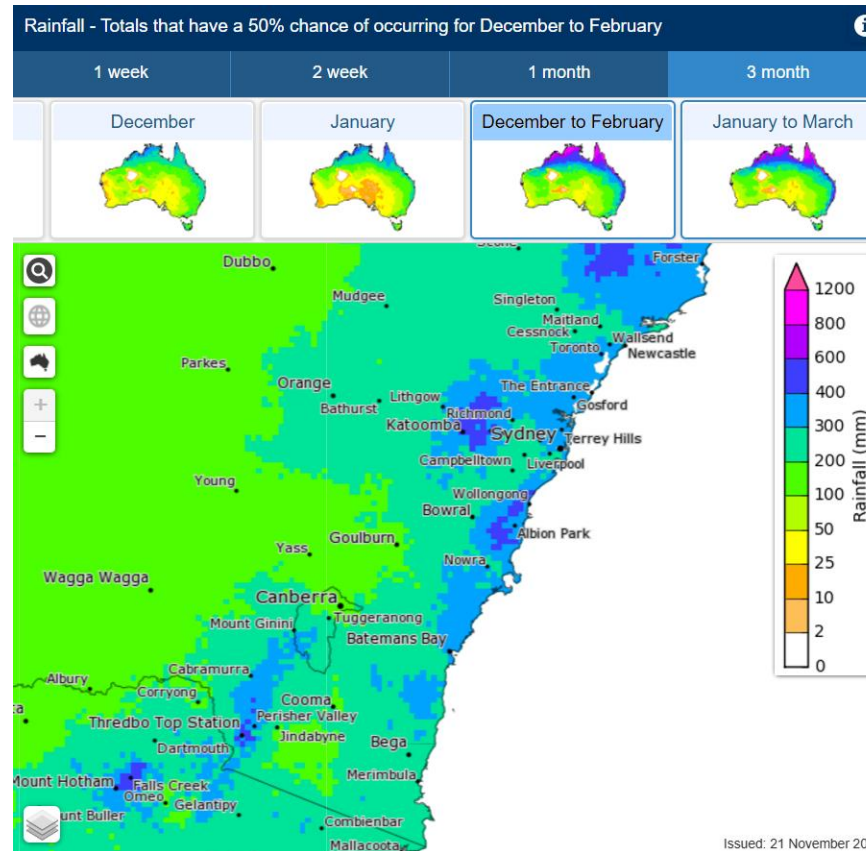


New eflows implemented from 1/July 2024

Forecast Rainfall

Bureau of Meteorology forecast:

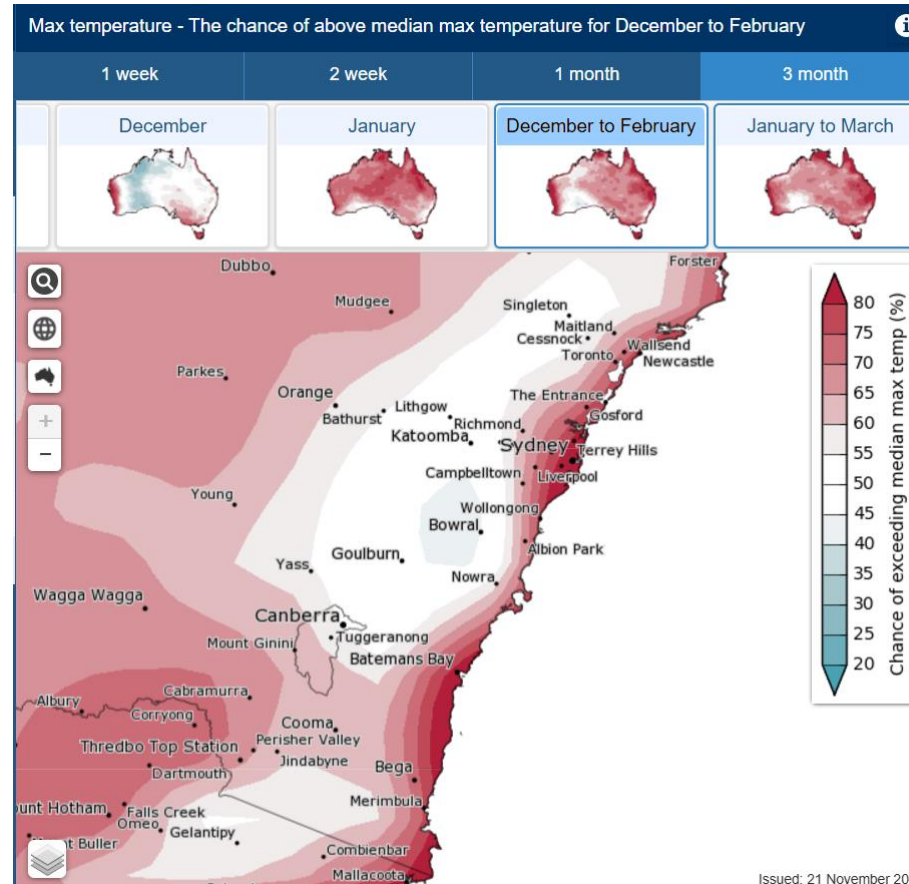
- Sydney's catchment areas are likely to receive above median rainfall during December to February.



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.



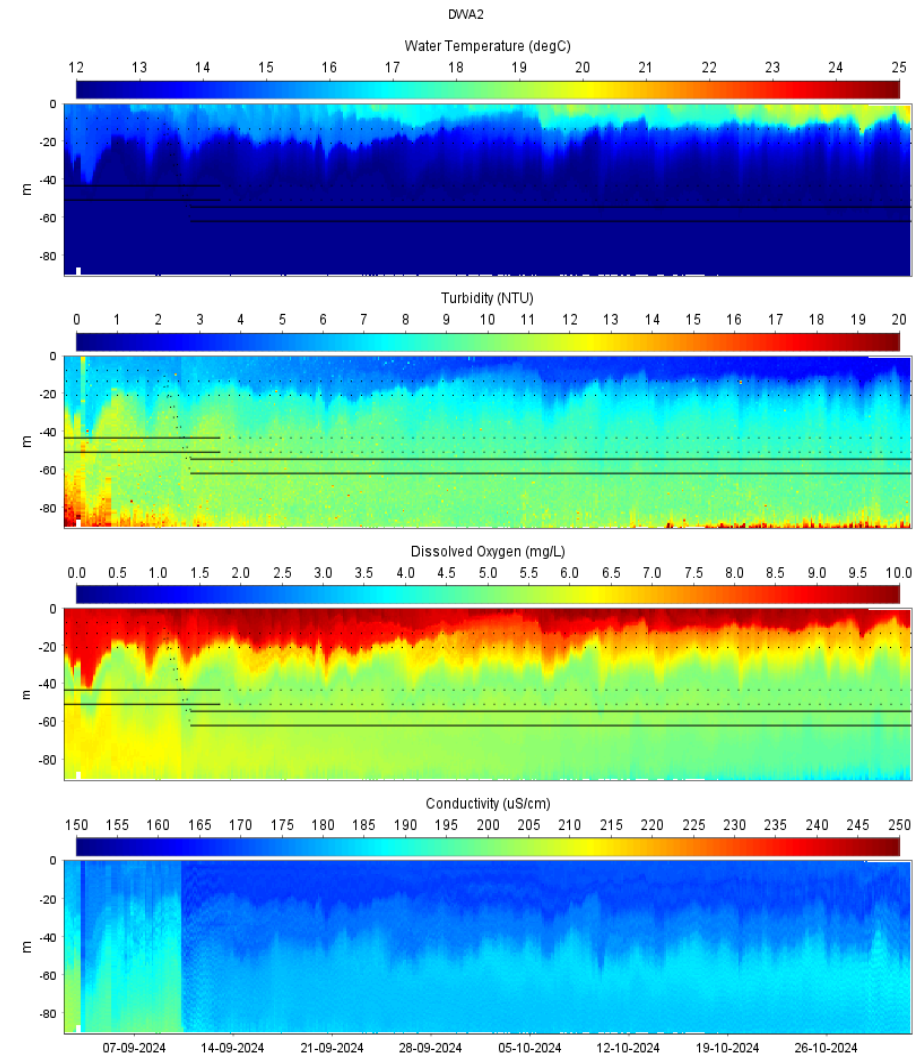
Water Quality

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.

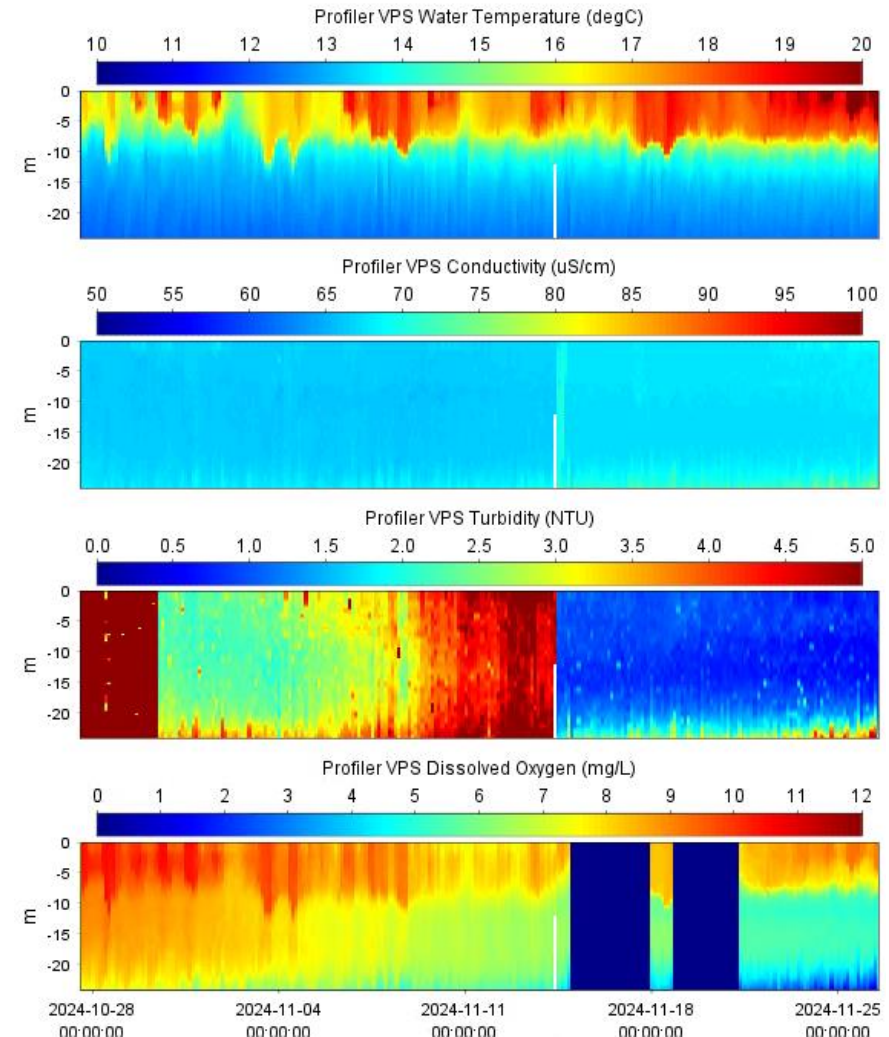
Water quality

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



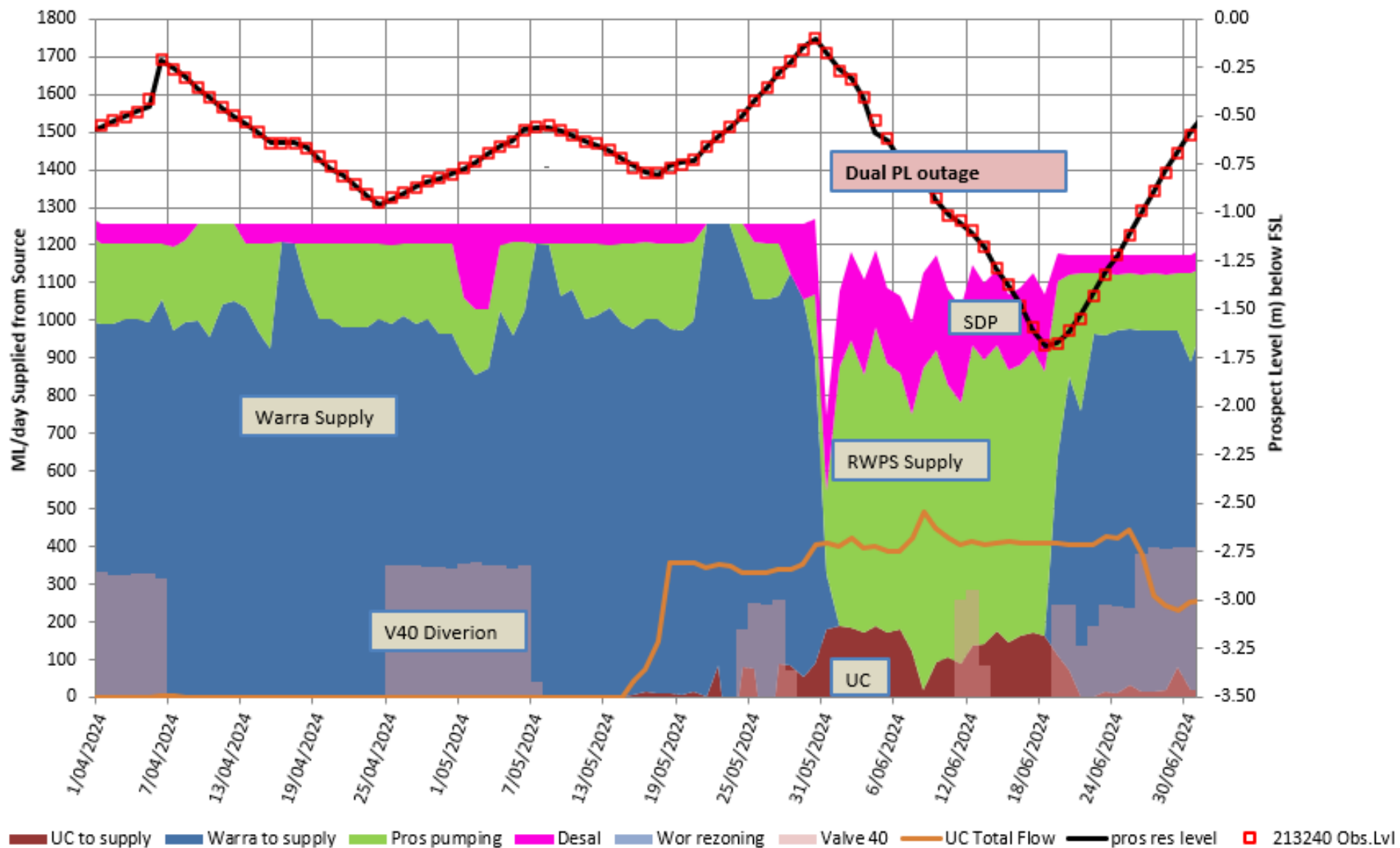
Water quality

Location	Risk
Oberon Dam	<p>Lake Oberon is now stratified with no further mixing events expected through summer. DO dropping through the profile resulting in increased Mn. Currently not challenging supply.</p> <p>Geosmin present in surface waters – drawing from 8-12 m to avoid Geosmin in supply.</p>



Asset Maintenance and Projects

Prospect System Demand Management (Apr - Jun 24)

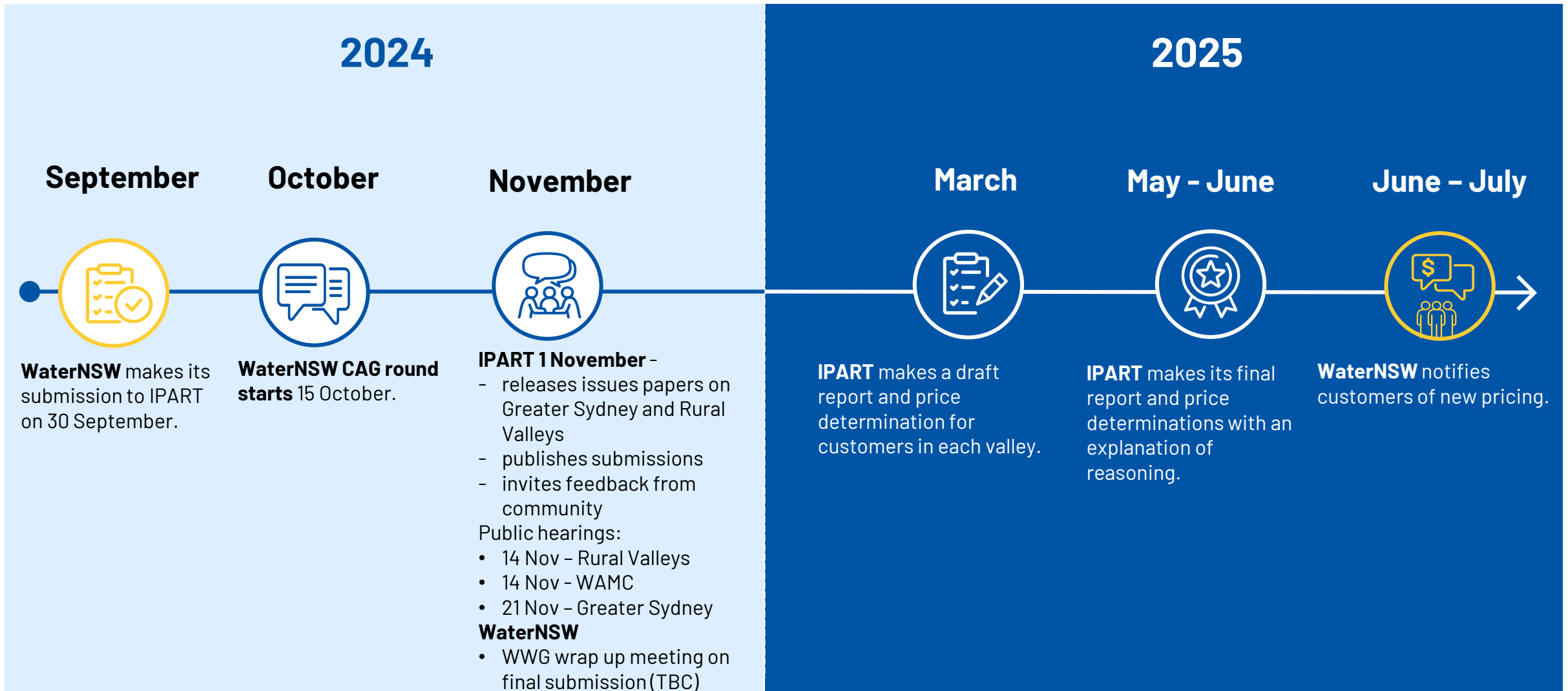


Update on 2025 Pricing Proposal

Brendan Maher
Manager Stakeholder Engagement

Kate Drinkwater
NSW DCCEEW

IPART pricing submission timeline – next steps



↑
IPART invites feedback from customers and wider community
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Future CAG Engagement

Brendan Maher

Manager Stakeholder Engagement



A refreshed approach to CAGs in 2025

Based on CAG member feedback:

- Two face-to-face meetings per year in March/April & August/September with the option of a third online meeting as required (initiated by CAG members or WaterNSW)
- One face-to-face CAG Chairs' meeting in Sydney (February) and one online meeting (August)
- Additional engagement may include community drop-in centres, field days, tailored online information sessions, local dam visits for customers and community, river runs in the lead up to peak water use periods, online Water Planning & Delivery updates in times of need,
- Potential for attendance at Water User Association meetings (on request) – with notice
- External agency contribution to CAGs separated from WaterNSW agenda items
- ? – optional third CAG meeting - online, giving customers and WaterNSW agility and flexibility to meet customer needs as required (eg weather or operational needs)

External Agency Contribution to CAGs

NSW DCCEEW:

- WaterNSW is working on developing a new CAG format with NSW DCCEEW's Water Group, considering the feedback that has been provided by the CAGs
- The new format will take better coordination and efficiency of engagement into account and will be launched in 2025

NRAR:

- On an as-needed basis or when requested

Draft 2025 engagement opportunities

CAG	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Barwon-Darling				CAG					CAG			
Border Rivers			CAG					AgQuip	CAG			
Coastal-Hunter			CAG		Tocal & Primex Field Days				CAG			
Greater Sydney			CAG						CAG			
Gwydir			CAG					AgQuip	CAG			

Draft 2025 engagement opportunities

CAG	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Lachlan				CAG			Mudgee Small Farm Field Days		CAG			
Macquarie-Cudgegong				CAG			Mudgee Small Farm Field Days		CAG	Australian National Field Days		
Murray-Lower Darling			CAG Wentworth					CAG Deniliquin				
Murrumbidgee			CAG					CAG	Henty Field Days	Murrumbateman Field Days		
Namoi			CAG Gunnedah					AgQuip	CAG Narrabri			
Peel			CAG Gunnedah					AgQuip	CAG Tamworth			

Next term of office for CAGs

Brendan Maher

Manager Stakeholder Engagement

CAG Term of Office – 2025

- The current term of office ends 30 June 2025, with the new term to commence 1 July 2025
- WaterNSW will call for nominations ~April 2025
- Letters to existing members and nominating organisations will be sent in February 2025 inviting nominations
- WaterNSW will advertise in major publications (eg The Land & The Farmer Magazine), major regional newspapers and social media, as well as writing to peak industry groups & representative organisations
- Nominations will be sought from water user groups & representative organisations – current members are encouraged to reapply through their nominating organisation
- WaterNSW is open to inviting other members of your representative group and other eligible organisations to attend the next CAG meeting
- A new policy for engagement with customers and community is being developed (effective 1 July 2025) and we will share a draft version with CAG Chairs in February and with members at the next CAG meeting
- **Are there any gaps?**

Renewable energy programs update

Presented by Justin Cairns, Program Director

Renewable Energy Storage Program



**Reduce
energy
emissions**



**Align with State
& Federal
priorities**



**Grow and
diversify regional
economies; job
and training
opportunities**



**Deliver energy
security via local
supply**



**Take cost
pressure off
WaterNSW and
energy
customers**

Renewable Energy Storage Program – our role

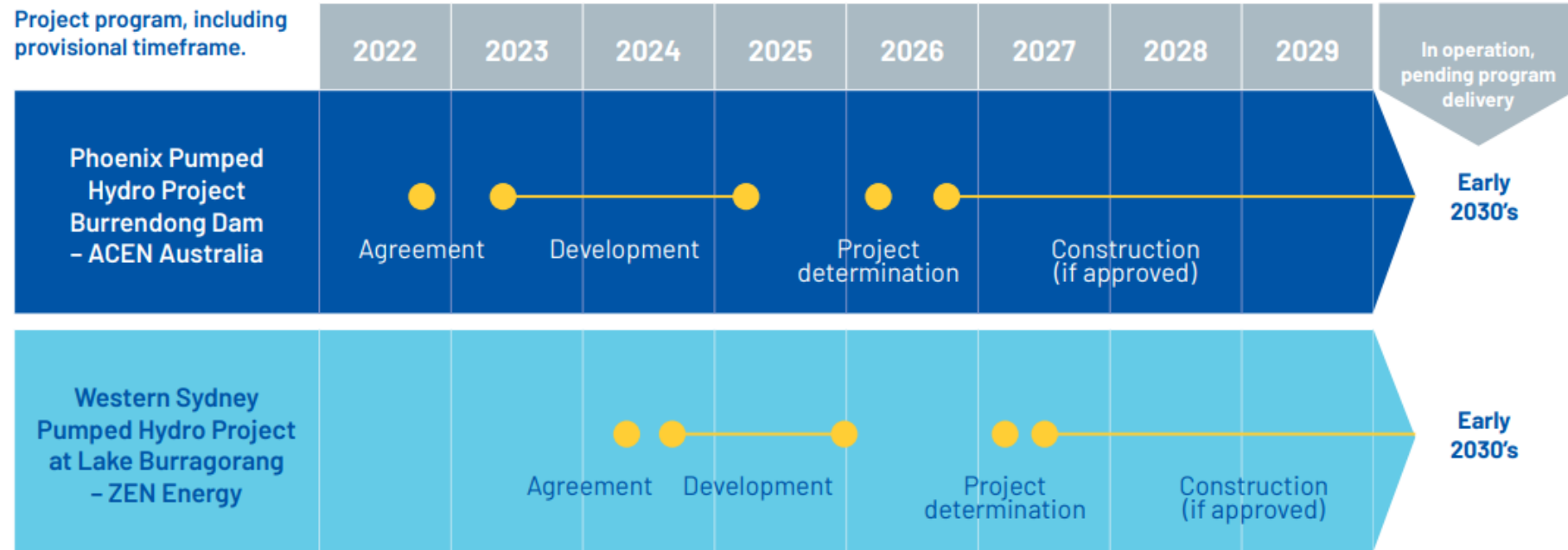
WaterNSW

- Sought private investment to unlock suitable land and assets.
- Following a competitive tender process which assessed proposals against key criteria, WaterNSW granted selected Developers the right to investigate agreed sections of WaterNSW land.

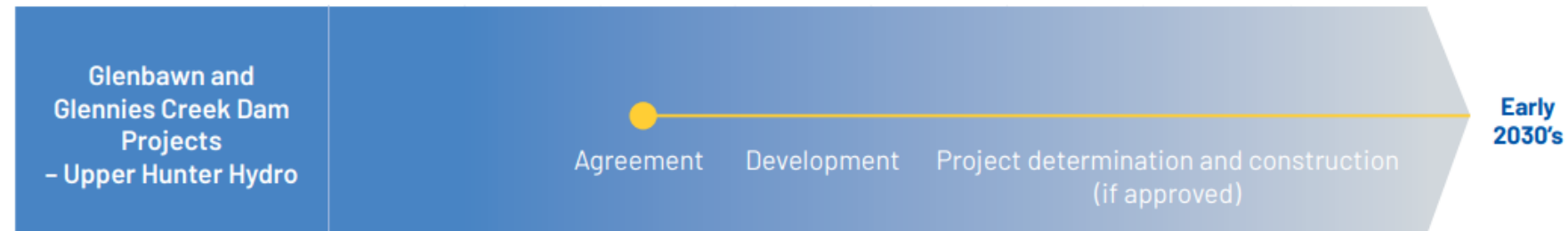
Proponent (ACEN, UHH, ZEN)

- The Developer is responsible for all development and construction activities and costs associated with the projects, including property engagement and environmental (EIS) approvals.

Program update



Project program. Provisional timeframe under development.



Project locations

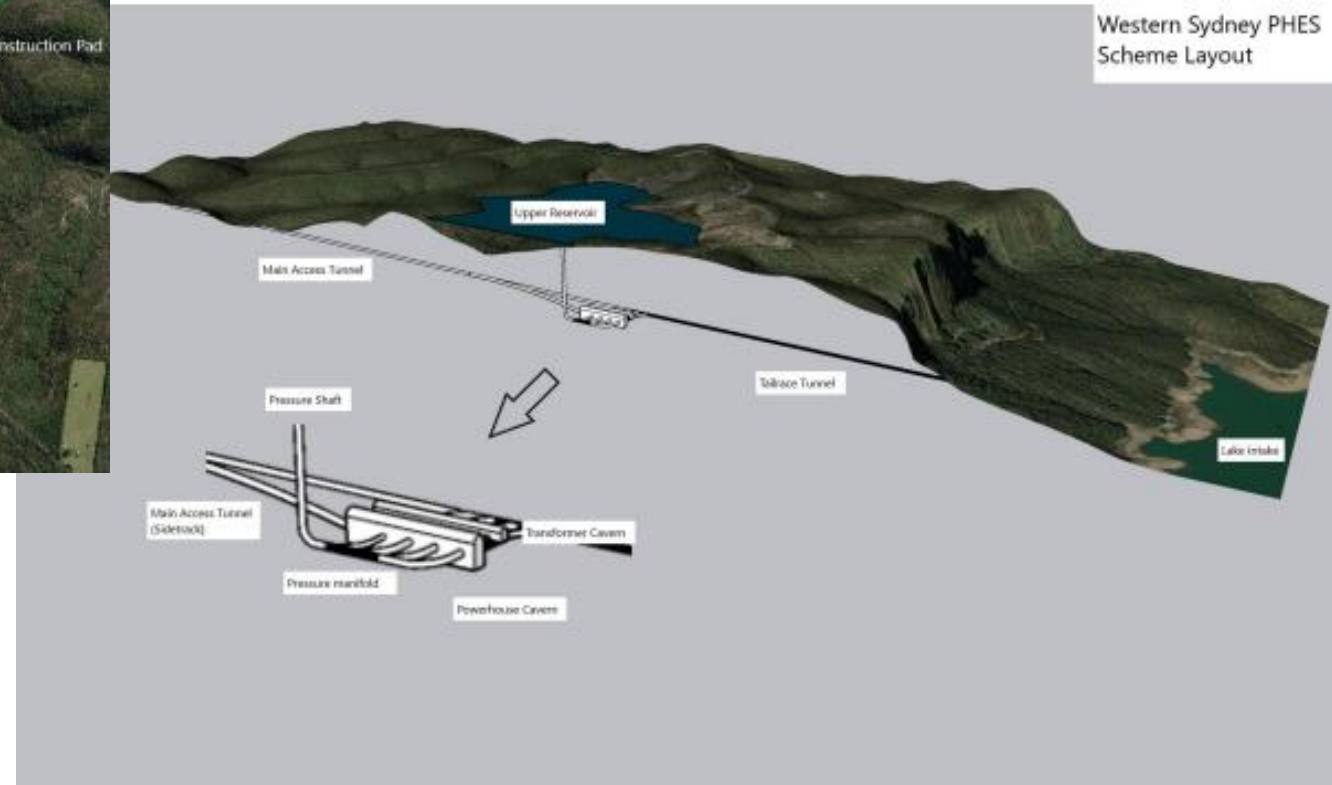
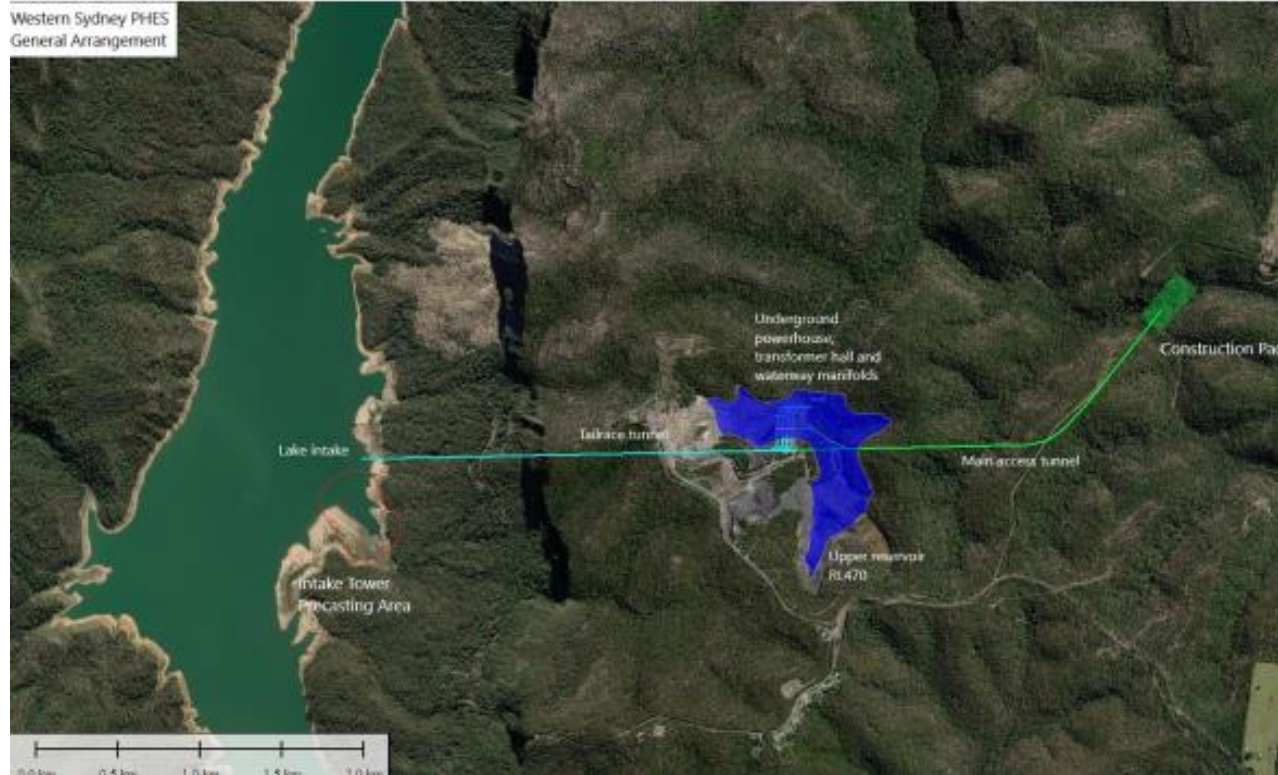


Western Sydney PHES – ZEN Energy

- 1,000MW x 8-hour storage pumped hydro scheme. Estimated capital investment of \$2.7 – 3.0 billion.
- Western Sydney.
- Proposes to use Lake Burragorang as lower reservoir and repurpose a colliery as the upper reservoir.
- Target Construction 2027.
- Target Operations 2031.

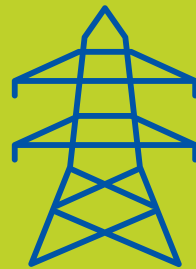
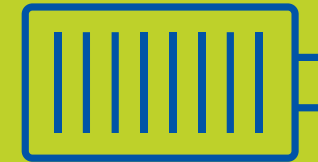


Western Sydney PHES – ZEN Energy



Future plans

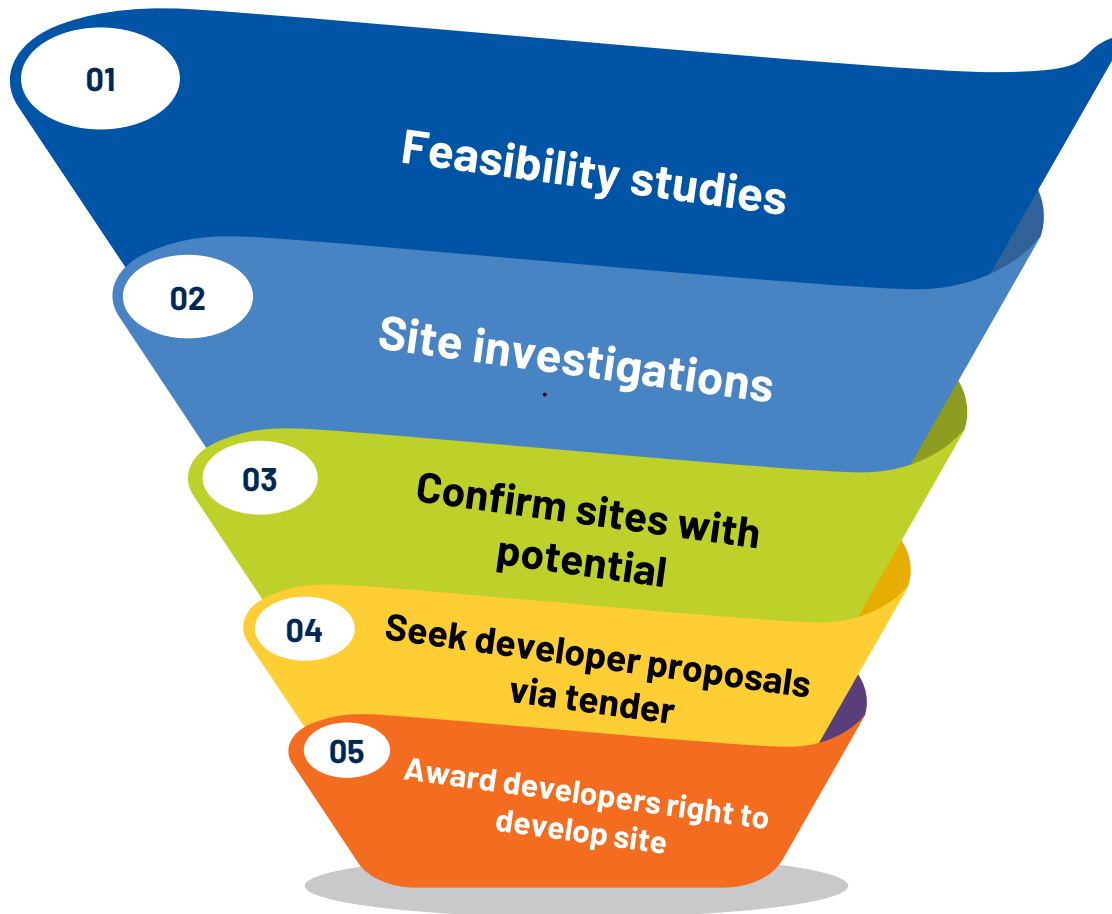
2GW



WaterNSW is **aspiring** to bring **2GW*** of additional shovel-ready **pumped hydro energy storage projects** to market by unlocking more of its land and assets. As a first step, WaterNSW will soon start Government-led pumped hydro feasibility studies to identify suitable locations. If the projects progress, they could supply electricity to **up to two million homes**.

**dependent on the outcome of feasibility studies and site investigations.*

Future plans



Potential program design, subject to change

Building on the success of the Renewable Energy and Storage Program, WaterNSW is looking to identify more opportunities to bring to market for long duration pumped hydro energy storage projects.

WaterNSW expects to have more information on this next program in mid-2025.

WaterNSW is also hosting community drop-in sessions and a Feedback Survey to better understand local communities' views before we embark on this next phase.

Thank you

Justin Cairns, Renewable Energy Program Director
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For more information on the projects

www.waterNSW.com.au

www.acenrenewables.com.au

www.upperhunterhydro.com.au

www.zenenergy.com.au

General Business

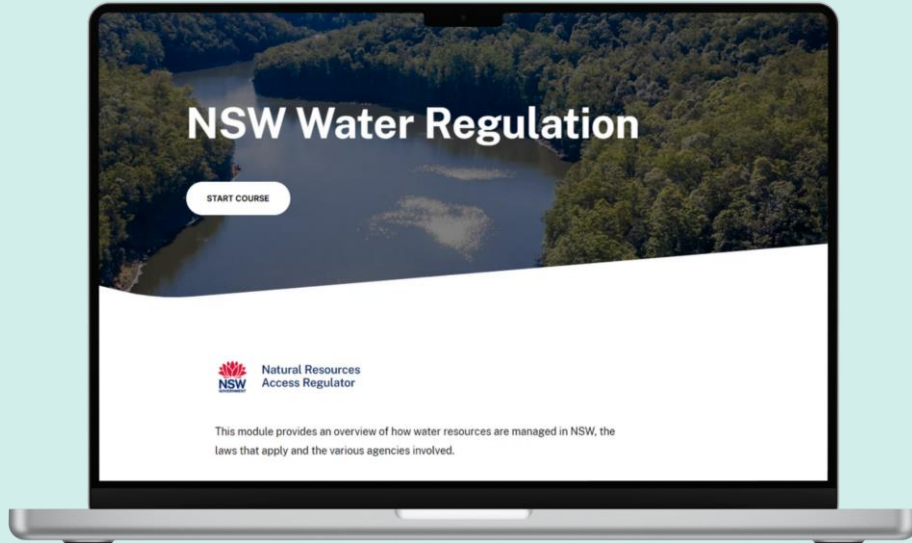
Upcoming Engagement

15 October 2024	Lachlan CAG	Condobolin
16 October 2024	Macquarie-Cudgegong CAG	Dubbo
17 October 2024	Barwon-Darling CAG	Bourke
19-20 October 2024	Murrumbateman Field Days	Yass
22 October 2024	Gwydir CAG	Moree
23 October 2024	Border Rivers CAG	Goondiwindi
24 October 2024	Namoi-Peel CAG	Gunnedah
24-26 October 2024	Australian National Field Days	Orange
30 October 2024	Murray-Lower Darling CAG	Deniliquin
31 October 2024	Murrumbidgee CAG	Griffith
4 December 2024	Coastal-Hunter CAG	Hunter Valley
5 December 2024	Greater Sydney CAG	Warragamba Dam

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
- **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

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!



Contact Details



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