

Government-owned meters in Hawkesbury-Nepean catchment

Fact sheet

From 1 December 2026, new metering requirements under the non-urban metering regulation will apply to most coastal water users, including sites with Government-owned meters.

WaterNSW consulted with customers in 2024 and 2025 about the future ownership of the Government-owned meters in the Hawkesbury Nepean catchment.

Thank you to everyone who participated. Your feedback has directly shaped the approach outlined below.

What we heard from customers

During consultation, customers raised several key concerns:

- Customers expected WaterNSW to fix assets installed and owned by the NSW Government.
- Some customers were unaware that keeping meters under WaterNSW ownership could involve an ongoing annual meter service charge. To date, customers in this catchment have not received an annual charge.
- Customers with smaller entitlements or pump sizes often did not use their meters and did not want the meters.
- Customers raised concerns about the cost and complexity of compliance, particularly the requirement to install a Local Intelligence Device (LID) and obtain validation by a Duly Qualified Person (DQP), which is compounded by limited DQP availability.

Customers generally indicated they were more comfortable taking ownership once meters were fully operational and compliant.

What WaterNSW will do

WaterNSW will deliver a work program to ensure Government-owned meters are reliable, fully functional, and compliant with current non-urban metering regulations.

We will work with customers to:

- remediate flood-damaged meters, and
- upgrade meters (where required) to comply with non-urban metering regulations.

Once the meters are compliant and operating as required, ownership will be transferred to customers.

Funding and delivery of the work

All work will be funded through WaterNSW and delivered by specialist contractors engaged by WaterNSW.



Next steps

Government-owned meter customers are not required to arrange works or make changes to the meter at this time.

In the coming weeks, [WaterNSW will contact customers in writing](#) outlining the specific requirements for their Government-Owned Meter site and the next steps they need to take.

Remediation and compliance works will be rolled out in stages across the catchment. [Priority will be given to customers with a compliance deadline of 1 December 2026](#). Sites with later compliance deadlines will be addressed in 2027.

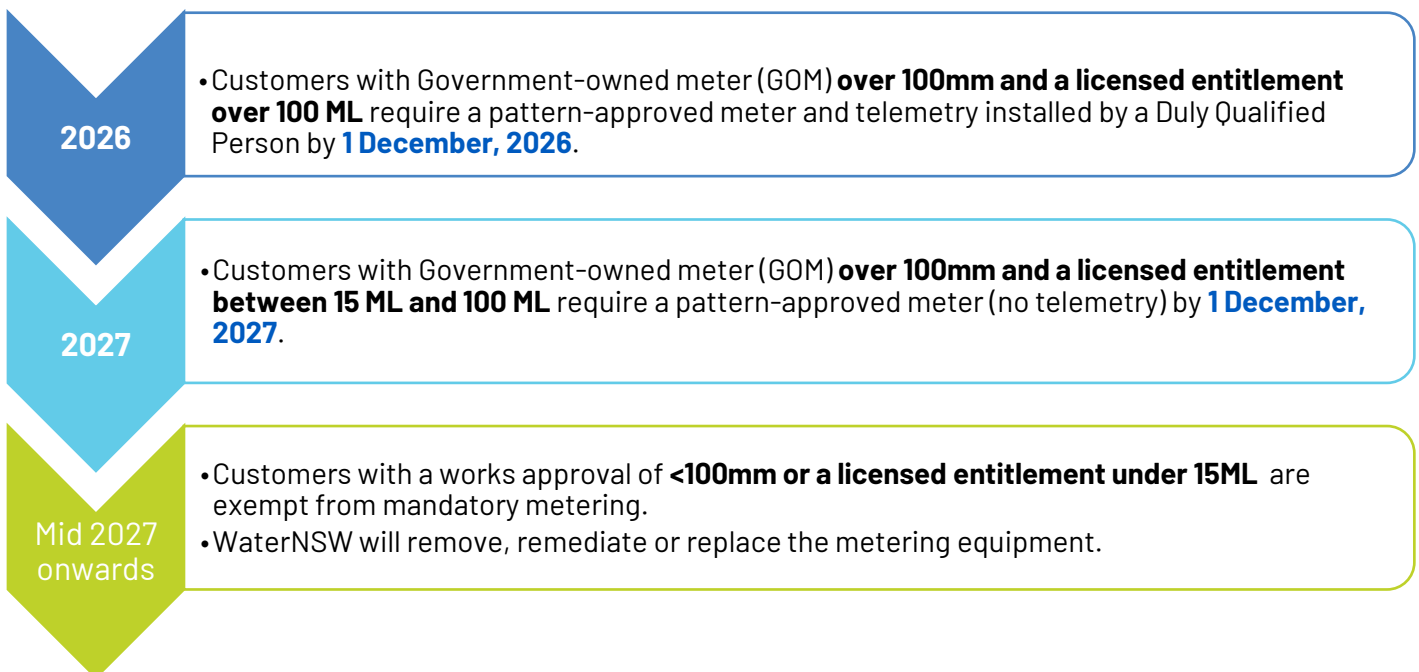
At this stage, we anticipate on site ground works at priority sites to commence in **July 2026**.

WaterNSW will work with customers to coordinate site inspections, planned works, and the ownership transfer process.

The benefits to customers

- No upfront remediation costs, with works covered by WaterNSW using existing funding
- Fully compliant and operational meters before ownership is transferred
- Greater control over future maintenance and costs once customers own their meter
- No ongoing WaterNSW service meter charge after ownership transfer
- An opt out option will be provided for customers who prefer to undertake their own compliance work, at which point WaterNSW will remove all assets and associated equipment.

Work program timeline



Contact us

For questions regarding your Government-owned meter, please contact us on **1300 662 077** or email portal.metermaintenance@waternsw.com.au