

Coastal-Hunter Customer Advisory Group

22 April 2026

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 – 17 September 2025
- Actions arising from minutes – 17 September 2025

WaterNSW Update

Rob O'Neill

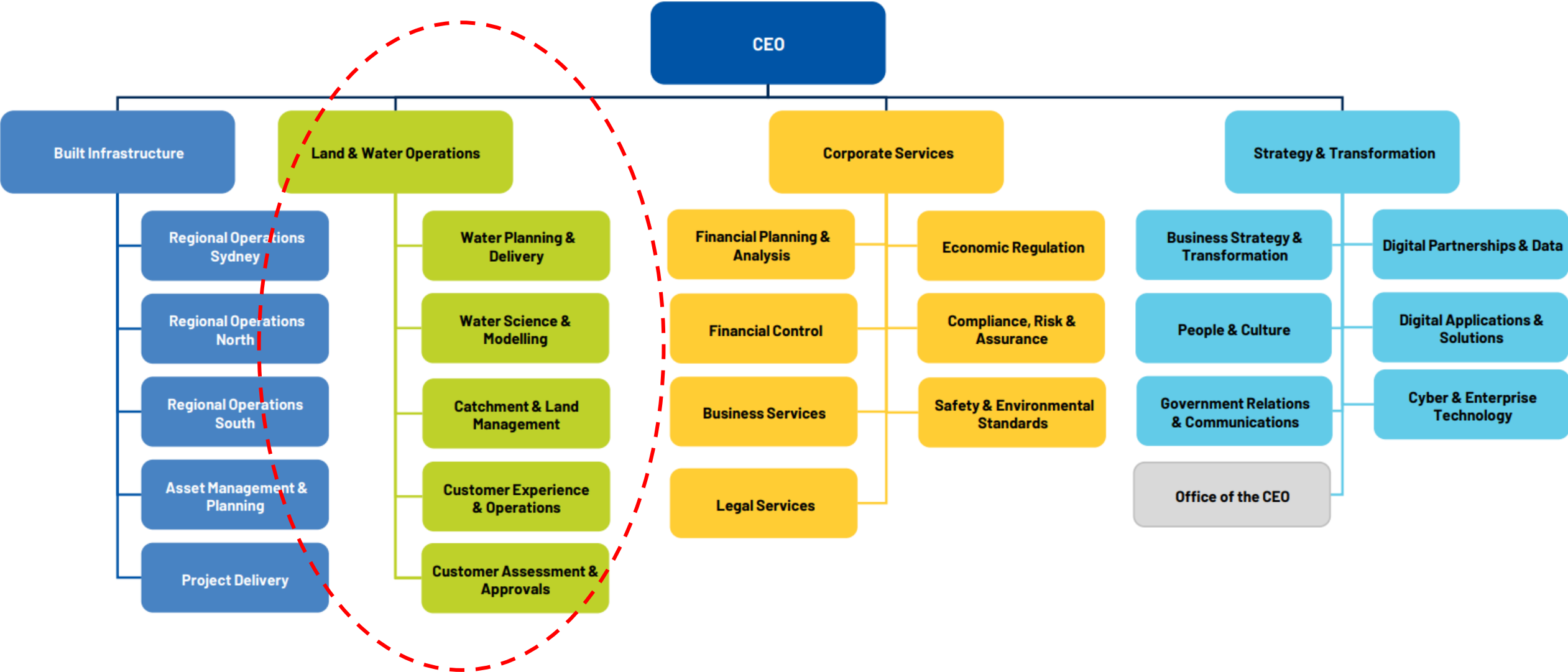
Executive General Manager, Land & Water Operations

Employee Impacts

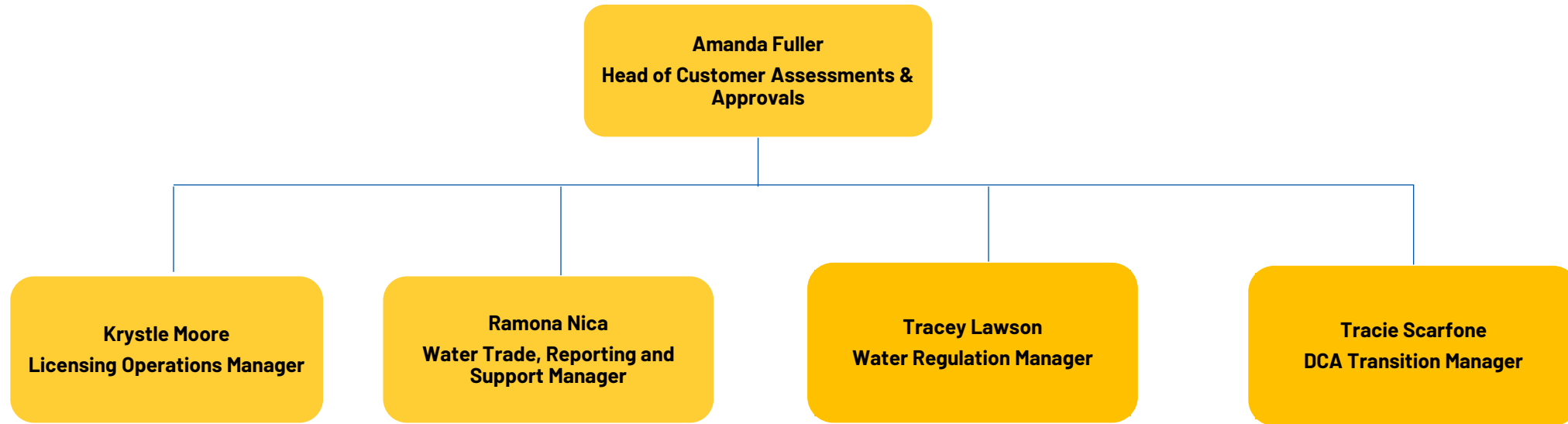
- ~280 FTE positions have been rationalised
- ~200 Voluntary Redundancies approved
- Employee reductions have seen greater impacts in:
 - **metropolitan locations**, with more than 50% of exits from our Parramatta office
 - **Senior leaders and middle management**, with over 30% reduction in layers of management, and a decrease from 7 to 4 portfolios
 - **Back-office/corporate functions** (over 30%) reduction, with less impact on traditional front-line functions
- Our labour reduction program is now complete.

Land & Water Operations Org Design

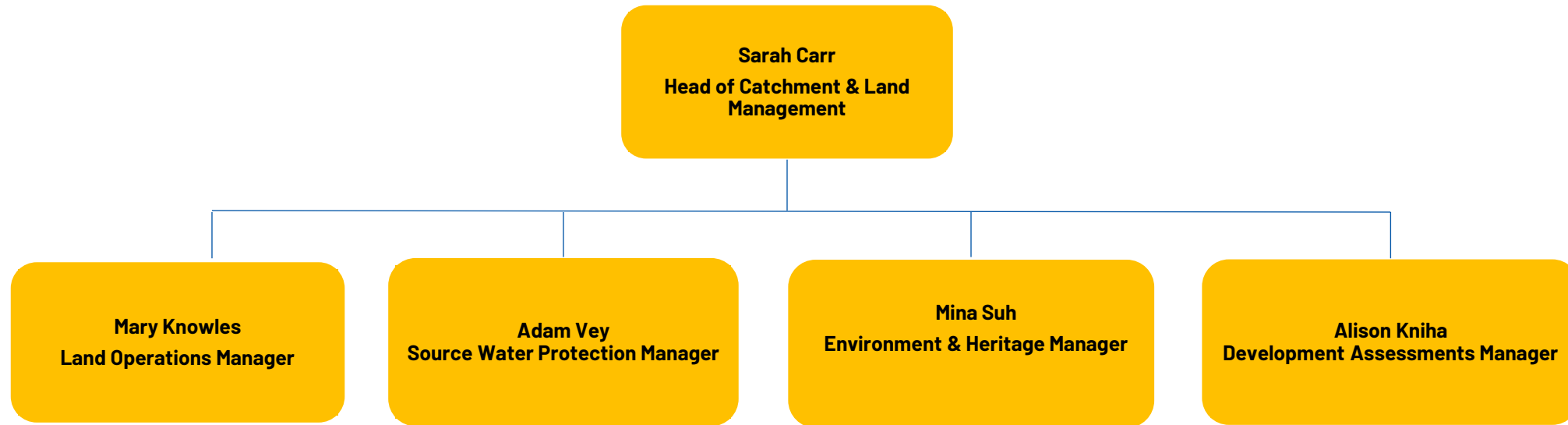
Operating Model



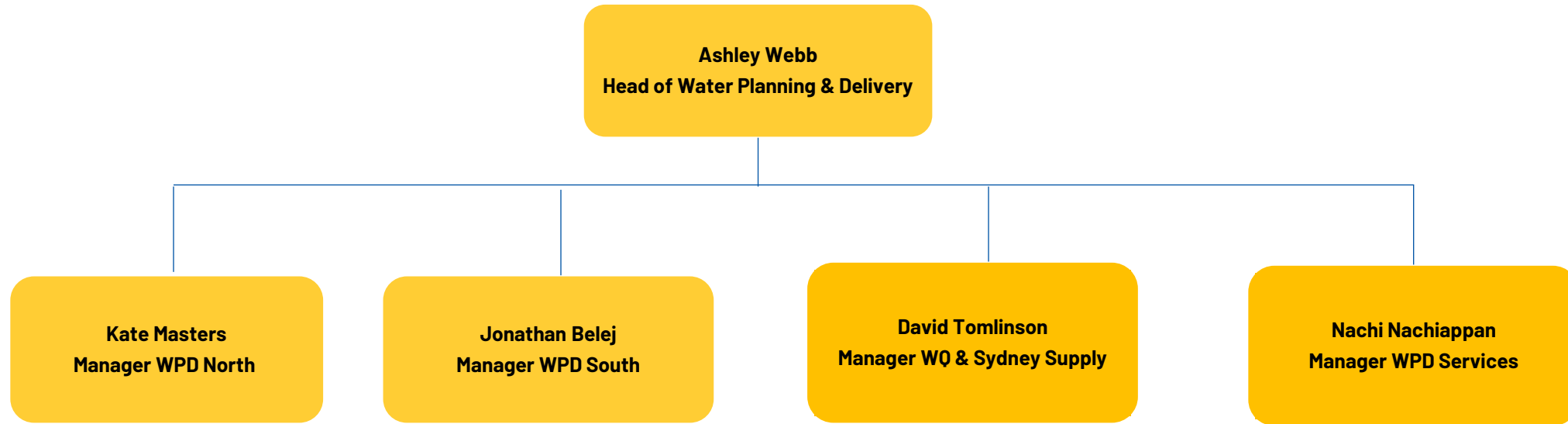
Land & Water Operations – Customer Assessments & Approvals



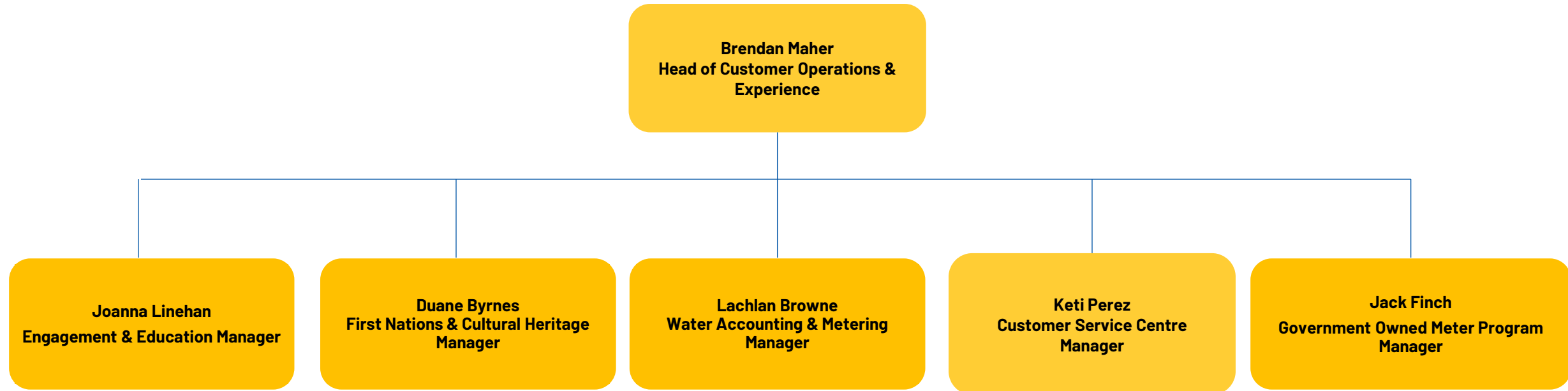
Land & Water Operations – Catchment & Land Management



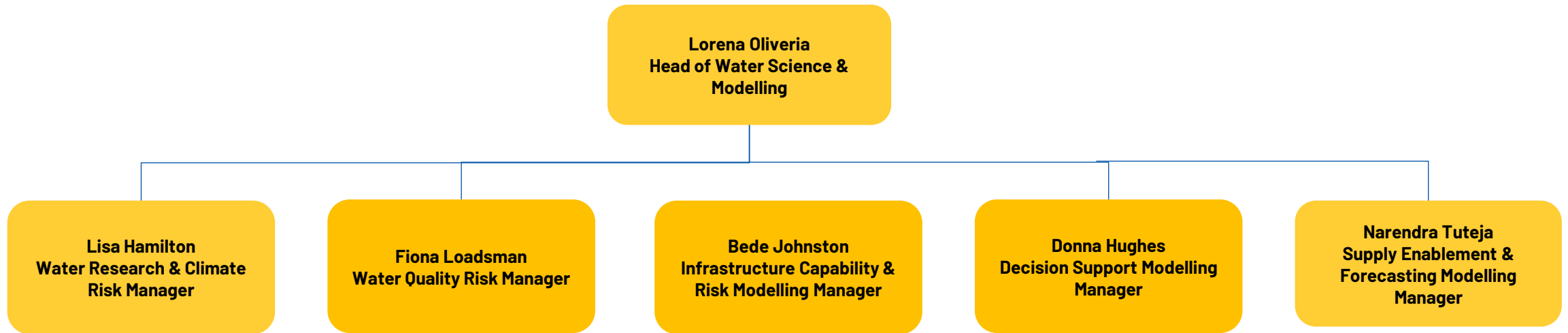
Land & Water Operations – Water Planning & Delivery



Land & Water Operations – Customer Operations & Experience



Land & Water Operations – Water Science & Modelling Team



Our focus moving forward

- End-to-end collaboration and process improvements
 - licensing, water planning, ordering, operations, customer accounting, metering and contact/engagement
- Improving holistic and consistent engagement with customers on WaterNSW issues
 - on specific issues, eg trading, approvals – with “Engagement Leads”
 - One question ➡ one engagement point ➡ one answer ➡ correct answer
- Maintaining service levels as best we can
- Embedding teams and building morale: general optimism within continuing staff
- Me: re-establishing relationships, building new ones, getting across the issues
- Be patient with us because we have staff in new roles or with changed mandates

Top of mind for our team for the Coastal-Hunter CAG

- IPART draft rural valleys pricing decision
- Metering compliance (WaterNSW / NSW DCCEEW)
- Hunter and Paterson WSP remake (NSW DCCEEW)

Anything missing?

Water Accounting & Metering

Lachlan Browne

Water Accounting and Metering Manager



Managing your water account in iWAS

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.



- **Important to review your account transactions and balances**
 - o Ensure usage and account balances are correct
 - o If any queries, contact WaterNSW Customer Helpdesk on 1300 662 077 or email customer.helpdesk@waterNSW.com.au
- **Login or register for iWAS:** [Online Water Accounting System \(iWAS\) - WaterNSW](#)

iWAS – Account Balances

Customer

Access Licence

Work Approval

Extraction Site

Order

Meter Reading

Allocation Assignment

Water Account

Customer Links

Active User(s)

Help

Contact Us

Logout

Customer Number

Go

My Licences



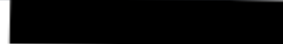
Welcome to iWAS, WaterNSW's internet Water Accounting System.

Your last login was on 27-Feb-2026 14:56.

WaterNSW News

- For information on AWD Announcements and state-wide opening water allocations, please See [2025-26 DCCEEW Water Account Statements](#)

To view details of an access licence or work approval, please select from the list in the table below.

Water Source	Access Licence	Licence Category	Available Water	Potential Carryover 	Work Approval(s)
MURRUMBIDGEE REGULATED RIVER WATER SOURCE		REGULATED RIVER (GENERAL SECURITY)	14.9 ML	7.2 ML	
MURRUMBIDGEE REGULATED RIVER WATER SOURCE		DOMESTIC AND STOCK	0.0 ML	0.0 ML	
MURRUMBIDGEE REGULATED RIVER WATER SOURCE		SUPPLEMENTARY WATER	30.8 ML	0.0 ML	
MURRUMBIDGEE REGULATED RIVER WATER SOURCE		REGULATED RIVER (HIGH SECURITY)	6.7 ML	0.0 ML	

The information concerning and contained in the New South Wales water access licences (WALs) is not checked by WaterNSW. If you believe that the information you are viewing is incorrect in any way please contact WaterNSW's Customer Helpdesk on 1300 662 077. Registered information concerning and contained in any WAL may be found by searching the Water Access Licence Register at New South Wales Land Registry Services.



Note: The readings shown in green below are telemetered data received from your meter. These readings are provided for monitoring reference purposes only and are not yet processed as formal meter readings with usage debited from your access licence(s). The read formalised when:

- * They are auto-processed on scheduled dates (Regulated: 1st & 15th; Groundwater/Unregulated: 1st); or
- * A WaterNSW staff member saves them in the Water Accounting System; or
- * You manually save them in iWAS.

Reading Date	Flow Meter	Meter Reading	Calibration Factor	Calculated Usage	Calculation Method	Read by
03-Mar-2026 03:26		23090.438	1	0.0 ML	TELEMETER	Automated
02-Mar-2026 23:00		23090.438	1	0.0 ML	TELEMETER	Automated
01-Mar-2026 23:00		23090.438	1	0.0 ML	TELEMETER	Automated
01-Mar-2026		23090.438	1	376.0 ML	TELEMETER	WNSW-Auto
15-Feb-2026		22714.41	1	509.8 ML	TELEMETER	WNSW-Auto
01-Feb-2026		22204.644	1	819.5 ML	TELEMETER	WNSW-Auto
15-Jan-2026		21385.128	1	693.2 ML	TELEMETER	WNSW-Auto
01-Jan-2026		20691.886	1	807.0 ML	TELEMETER	WNSW-Auto
15-Dec-2025		19884.912	1	572.5 ML	TELEMETER	WNSW-Auto
01-Dec-2025		19312.436	1	619.7 ML	TELEMETER	WNSW-Auto
15-Nov-2025		18692.692	1	492.4 ML	TELEMETER	WNSW-Auto
01-Nov-2025		18200.316	1	551.8 ML	TELEMETER	WNSW-Auto
15-Oct-2025		17648.524	1	328.8 ML	TELEMETER	WNSW-Auto

Entering a meter read via iWAS

Order

Meter Reading

Non-Metered Usage

Allocation Assignment

Water Account

Customer Links

Active User(s)

Help

Contact Us

Logout

Flow Meter No.

All

View Meter Reading

Enter Meter Reading

Enable/Disable View TeleMeter Readings

15-Feb-2026

Mar 2026

Mon 02

202.0 ML

Note that orders are reconciled up to the day before the specified Meter Read Date. To reconcile all orders, enter a meter reading the day after the last order pumping date.

Flow Meter No. & Description	Previous Reading	Calibration Factor	This Reading	Calculated Usage
	29325.936	1	29480.462 ☐ Unchanged	154.5 ML

Usage/Orders Variance: -24%

Usage in Period: 154.5 ML

Confirm

Cancel

DAS

- How to find the DAS in iWAS

Water Accounting for NSW Water Management Act

WaterNSW

Active User(s) - 1 27-Feb-26 14:56

Customer Search

Search Criteria

Family or Company Name First/Given Name

Street Name Suburb/Town Name Postcode

Access Licence Work Approval ESID

Water Source Type ☒ Regulated River ☐ Groundwater ☐ Unregulated River ☐ Mixed Water Type

Water Source

River Section

Customer Number

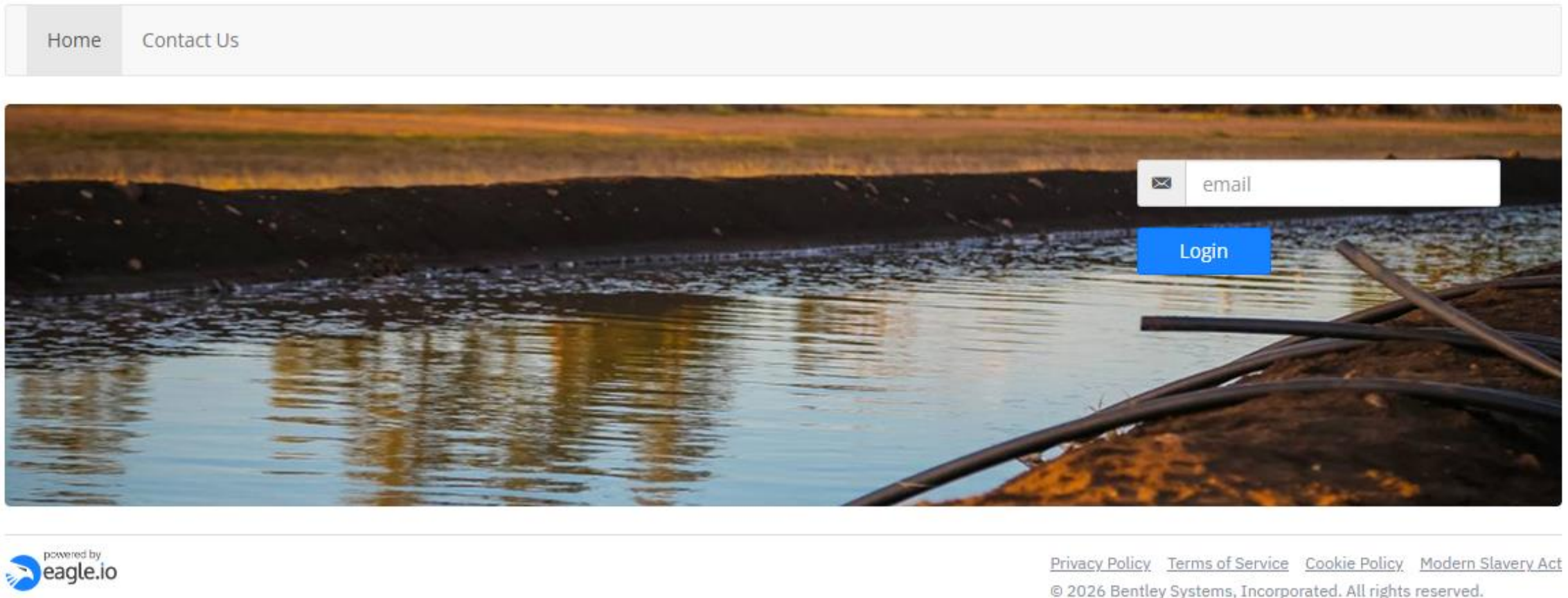
[DAS](#)

[WaterNSW Home](#) | [Privacy & Security](#) | [Copyright](#) | [Terms and Conditions](#) | [Contact us](#)

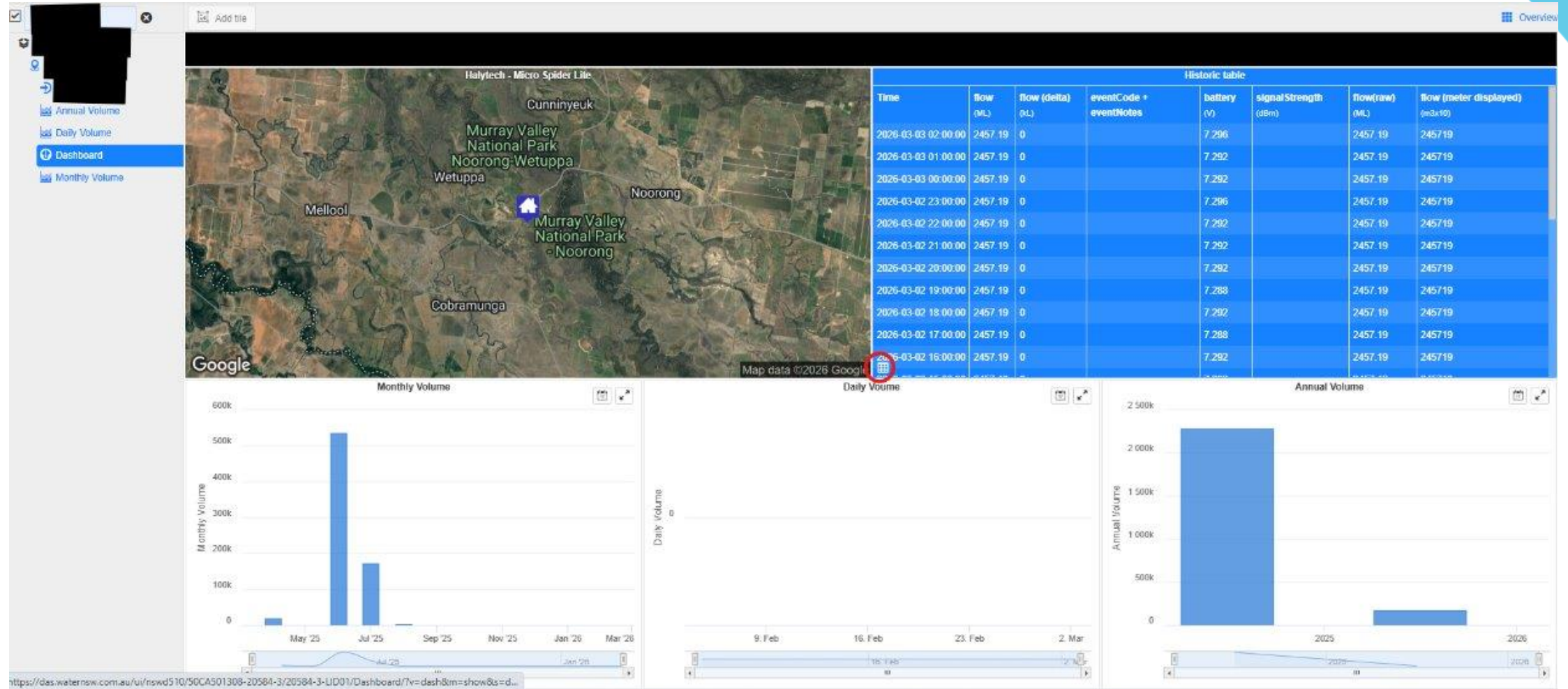
IWAS Version: 6.1 build 3106
WASJ Version: 4.4c build 3103

How to login/register

- When your Telemetry Site was set up in the DAS you should have been sent an email from the DAS inviting you to set up an account for DAS – If you can't find this please contact customer.helpdesk@waternsw.com.au to have it re-sent.
- <https://das.waternsw.com.au/>



How to use the DAS



DAS reporting function

Historic data

Table Chart Export

Format

Delimited Text

Selection

data 17 All data

Y

Today

24 Hours

7 Days

1 Month

3 Months

1 Year

All data

Custom

Apply

Cancel

ADVANCED

7 / 7 Parameters selected

We're here to help

We want to **make it easy** for you to **understand how the metering rules apply to you.**

You can contact us on 1300 662 077 or via email customer.helpdesk@waternsw.com.au or book a One-on-One meeting with our metering specialist via our website.

 **waternsw.com.au/metering**

Metering explained fact sheets

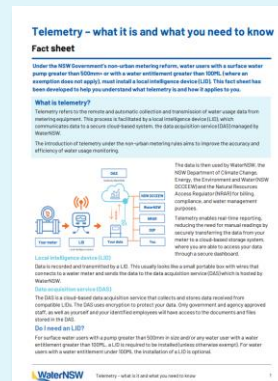
We've developed a **series of fact sheets** to answer your questions and break down the information you need to know.



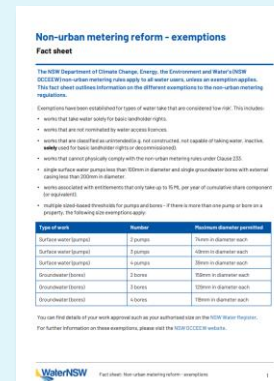
[Non-urban metering reform – what it means](#)



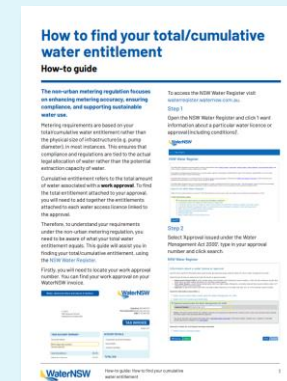
[Faulty metering equipment – s91i process](#)



[Telemetry – what it is and what you need to know](#)



[Non-urban metering reform exemptions](#)



[How-to find your total water entitlement](#)

Hawkesbury-Nepean Government-Owned Meters

- WaterNSW has conducted extensive customer consultation across the catchment, including with user groups and industry groups, as well as with individual customers.
- WaterNSW has now pulled together all feedback from these sessions, discussions, and meetings to identify common themes and priorities.
- That feedback is being used to shape the future approach through translating what customers told us into practical pathways, aligned with regulatory requirements and government direction.
- Based on what we heard from customers, WaterNSW will put forward these pathways to government for consideration and will continue to keep customers informed as decisions and delivery progress.
- If you are currently using a government-owned meter, we'll be in touch before your rollout date. However, if you have any questions regarding your government-owned meter, please contact us on 1300 662 077 or email portal.metermaintenance@waterNSW.com.au



Customer Assessments & Approvals

Amanda Fuller

Head of Customer Assessments and Approvals

Agenda

- Roles in the Water Sector
- Customer Assessments & Approvals Update
- Temporary Trades

Roles in the water sector

We're **at the source** of the state's water.

WaterNSW is one of the main government agencies tasked with managing water in NSW. We follow the government rules and regulatory frameworks, implementing the rules to deliver water when and where it's needed.

The Department makes the rules, we implement the rules and the Natural Resources Access Regulator (NRAR) enforces the rules.

While we deliver the state's water for use by communities, farmers, the environment and industry, it's ultimately our customers, like local councils and Sydney Water, that treat and supply the water to households.

In this sense, we follow the rules, we don't make the rules. We're at the dams and waterways, we're not at the taps.

Department



Makes the rules

Governed by the *NSW Water Management Act 2000*.

Responsibilities:

- Planning and policy development
- Establishing regulatory frameworks for regional and metropolitan water in NSW
- Setting of mandatory licensing conditions resulting from water sharing plans & floodplain management plans

WaterNSW



Implements the rules

Established under the *WaterNSW Act 2014*.

Responsibilities:

- Supply of the state's water from the source
- Licensing and approvals for most customers
- Dealings and trade
- Water resource information
- Water monitoring services on behalf of other agencies, such as DCCEEW and the Bureau of Meteorology
- Operation of state's river systems

NRAR



Enforces the rules

Established under the *NSW Natural Resources Access Regulator Act 2017*.

Responsibilities:

- Compliance and enforcement of regulatory framework for water
- Management rules

Customer Service Standards – Actual vs Target

	CSS KPI	Status Dec	Status Jan	Status Feb	Avg days Feb
All Water Access Licences (WALs)	80% in 40 days	83%	100%	100%	2
Dealings Assign share 71Q	90% in 20 days	94%	100%	100%	6
Dealings – all others	90% in 40 days	88%	100%	100%	
Temporary Trades	Various – 90% in 5 days	100%	99%	*100%	
Basic Landholder Rights (BLR) Bores	90% in 10 days	check	100%	100%	3
Approvals (exclude BLR bores)	80% in 60 days	81%	84%	73%	46
Approval extensions	90% in 20 days	90%	99%	100%	
Integrated Development applications	90% in 21 days	97%	100%	92%	

WaterNSW acknowledges the concerns raised that customer service could be impacted by business transformation and provide continued assurance that we are monitoring all aspects of customer service, including Customer Service Standards (CSS) for applications.

Temporary Trades

Reminder Temporary Trade Performance Standard

	CSS KPI	Status Dec	Status Jan	Status Feb
Temporary Trades	Various - 90% in 5 days	100%	99%	100%

- Reminder the performance standard for temporary trades is 90% in 5 business days
- More complex trades may take longer than 5 days
- There is an expectation that temporary trades will be turned around in 1 or 2 days
- As volumes have recently increased WaterNSW will be working towards meeting the agreed standard of 90% of temporary trades determined in 5 business days

Proposal: Change the final submit date for end of year temp trades

- WaterNSW is working with DCCEE on a proposal to change the final submission date to lodge end of year temporary trades
- We are proposing to change last date temporary trades will be accepted from 30 June to 16 June
- This change allows WaterNSW sufficient time to assess and determine all 25/26 trades before 30 June
- Ensuring customers water accounts reflect all 25/26 water year trades by 30 June 2026
- WaterNSW has an extensive communications plan to inform customers in advance of this change

Other items

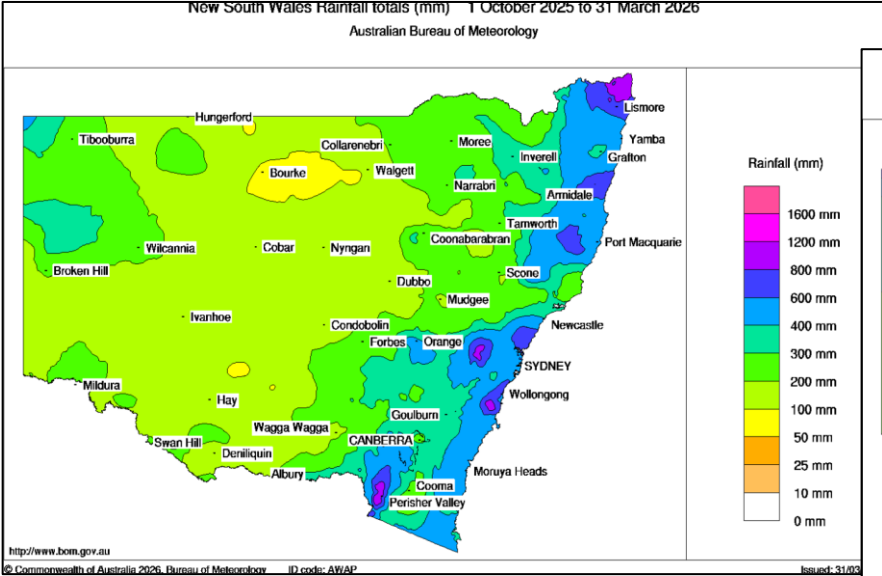
- **Customer Portal** – the CAG Chairs raised issues with the **usability of the Customer Portal**, and we acknowledge that some parts, including business registration could be improved. As WMS is an ongoing program of work, we'd be happy to take on any suggestions on how we can improve the platform for our users.
- **Permanent water sales** – issues with **processing times** and being **billed long after licence is sold**. Assuming this is when a holder/s surrender the licence. At the time of surrender we provide an estimate of outstanding charges, however we will surrender the licence even if the estimated charges are not paid. As WaterNSW bills in arrears there will be times when a bill will be received after the licence is surrendered.

Water Planning & Delivery

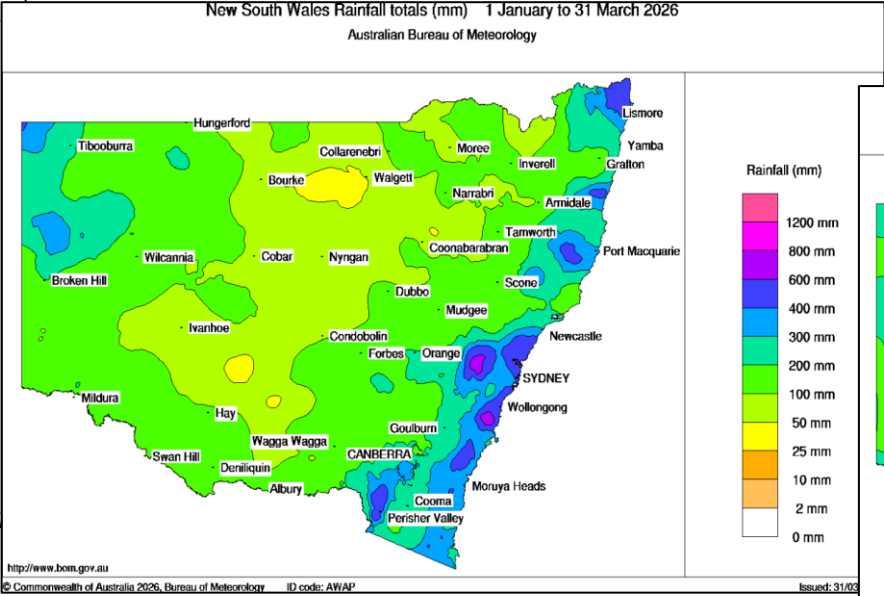
Mahmood Khan

Water Planning & Delivery Specialist

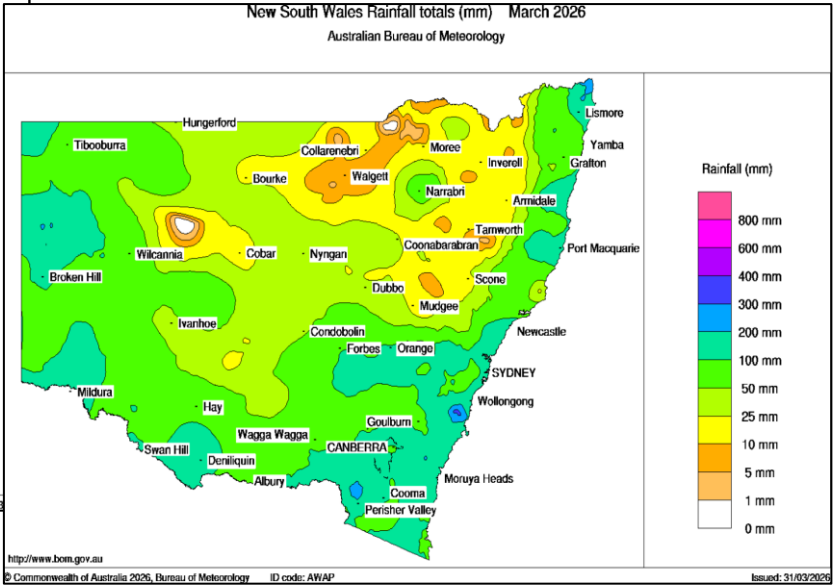
Recent Rainfall



6 months, Oct 25- March 26

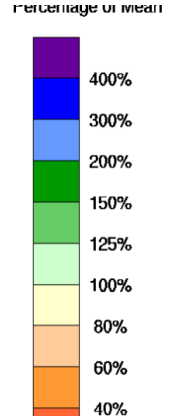
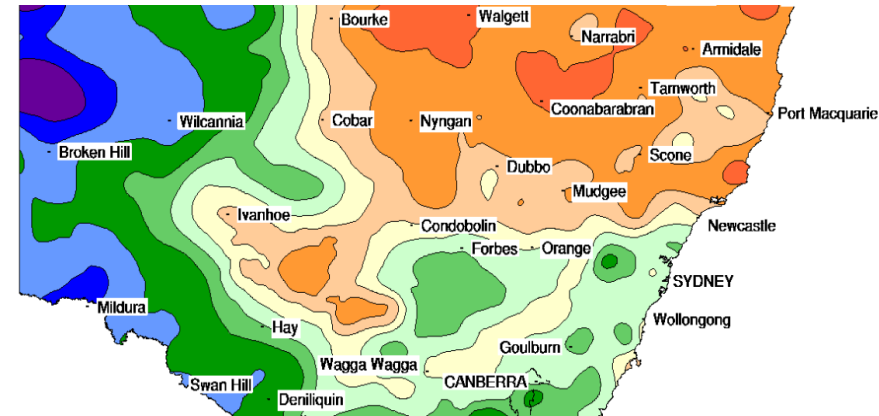
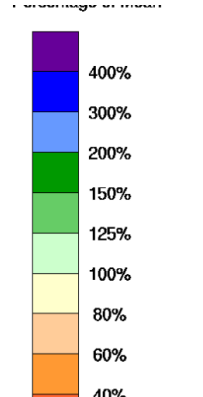
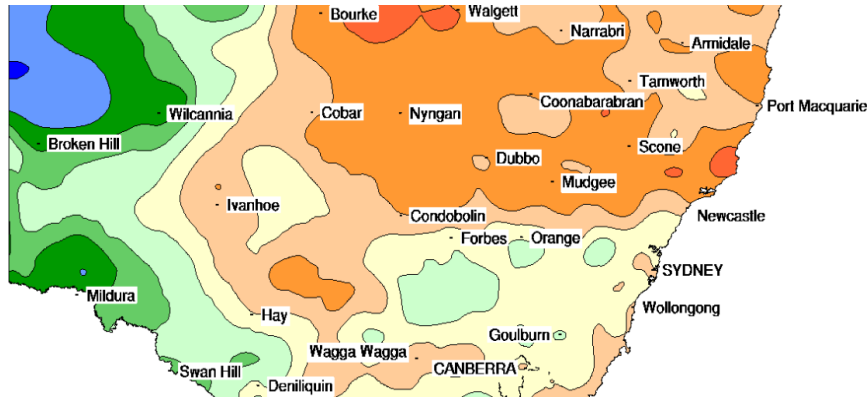


3months, Jan - March 26



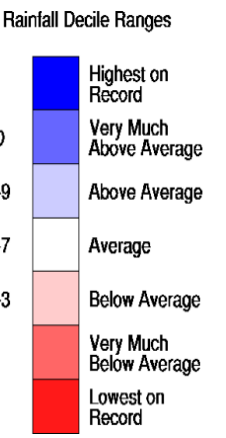
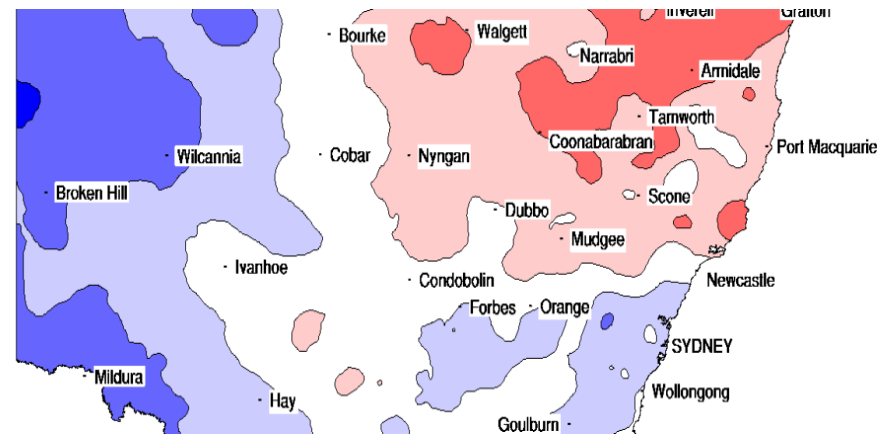
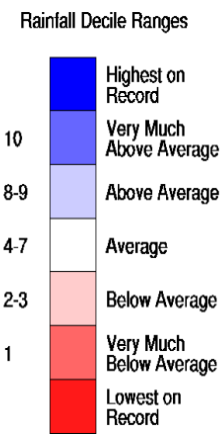
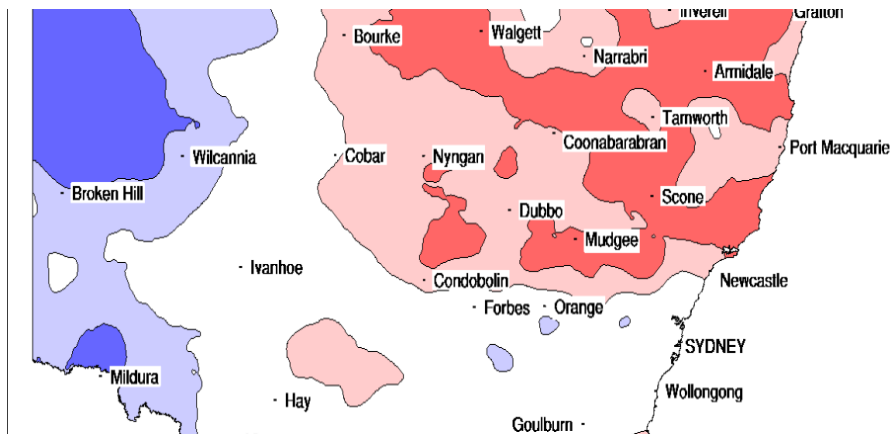
March 26

Rainfall in relation to average



Rainfall Percent 6months

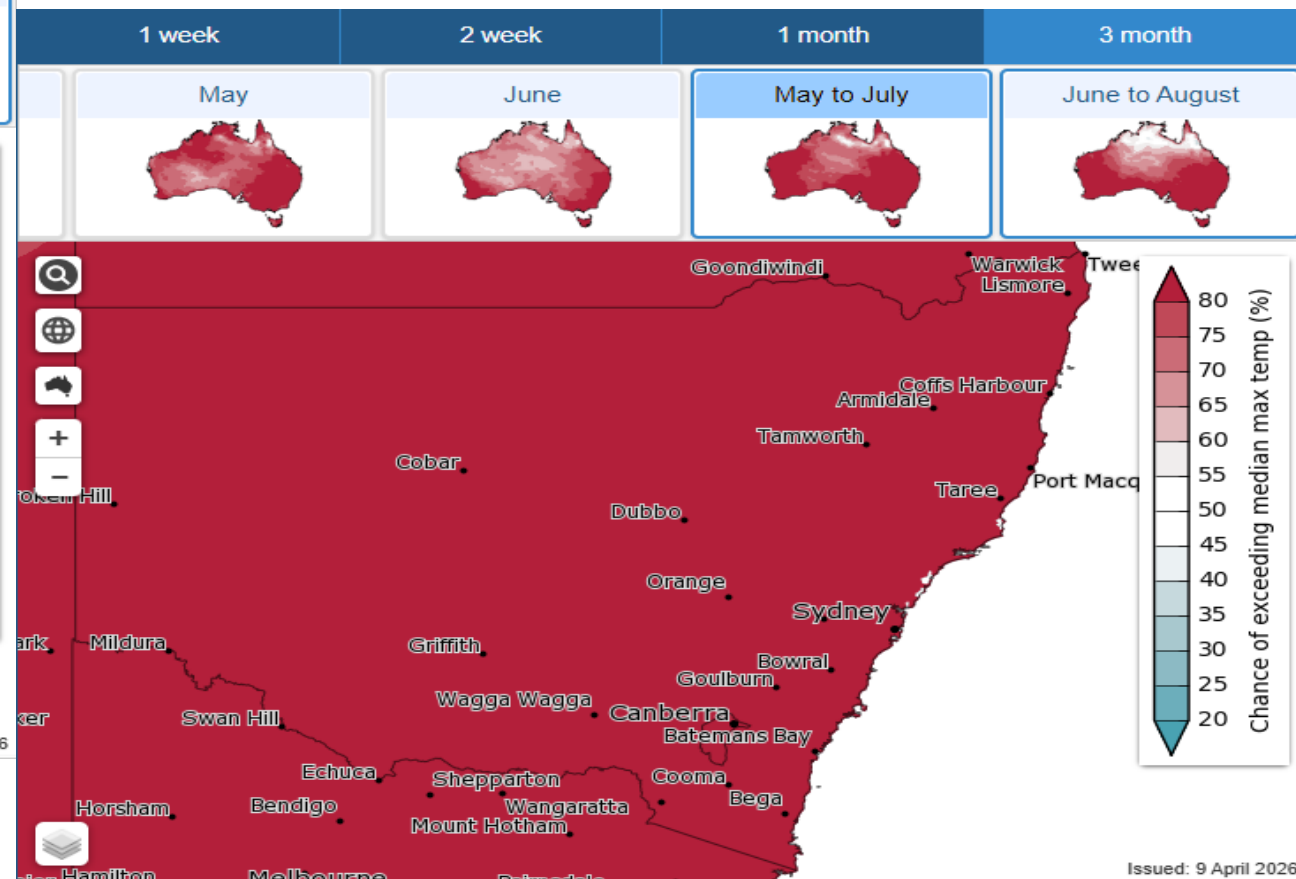
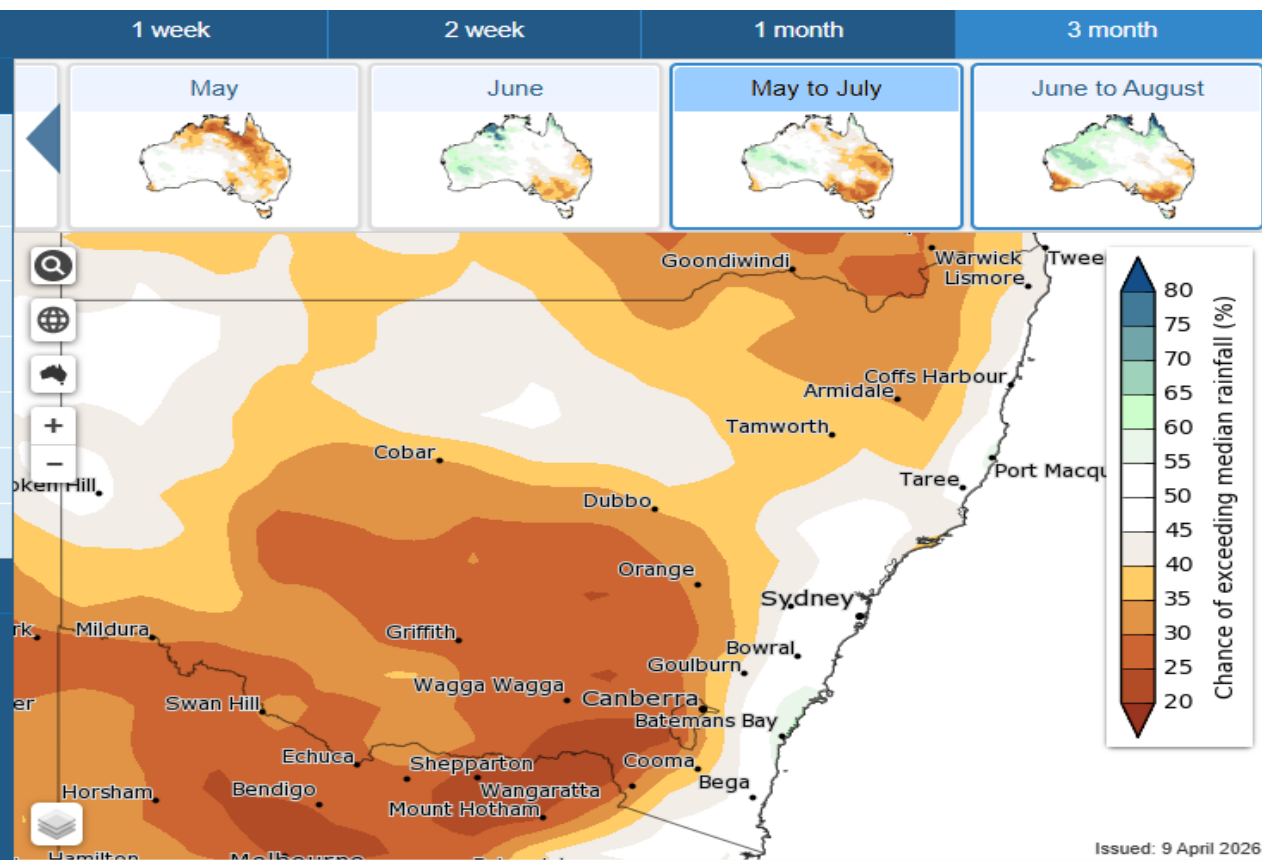
Rainfall Percent 3months



Rainfall Deciles 6months

Rainfall Deciles 3months

Rainfall Outlook



Current Storage Status

Glenbawn: 14 April 2026

- Storage Volume: 713 GL
- Storage Percent: 95.3%
- Inflows: 1 July 25 to 31 March 26: 193,821 ML

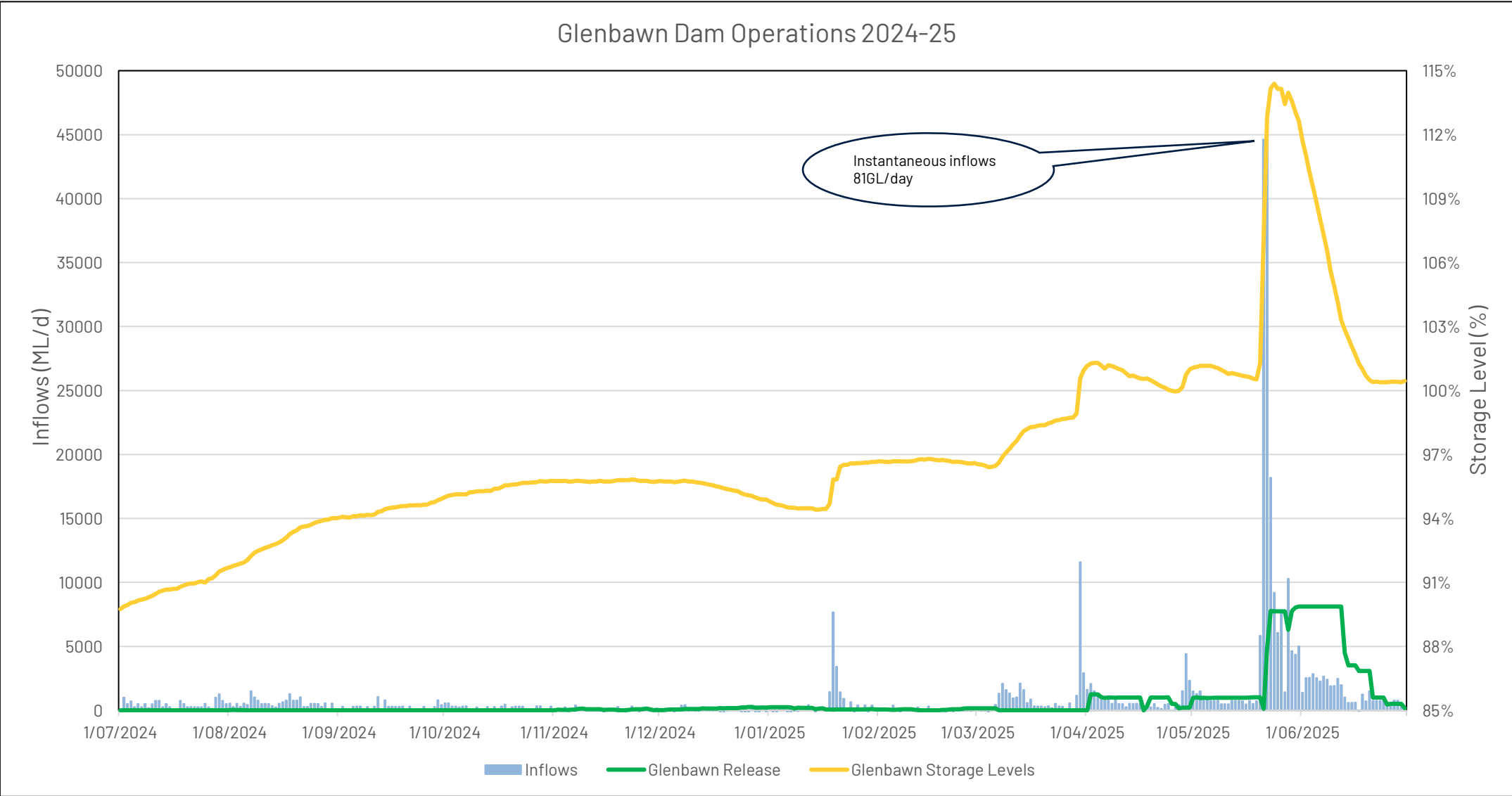
Glennies Creek: 14 April 2026

- Storage Volume: 264 GL
- Storage Percent: 93.7%
- Inflows: 1 July 25 to 31 March 26: 37,056 ML

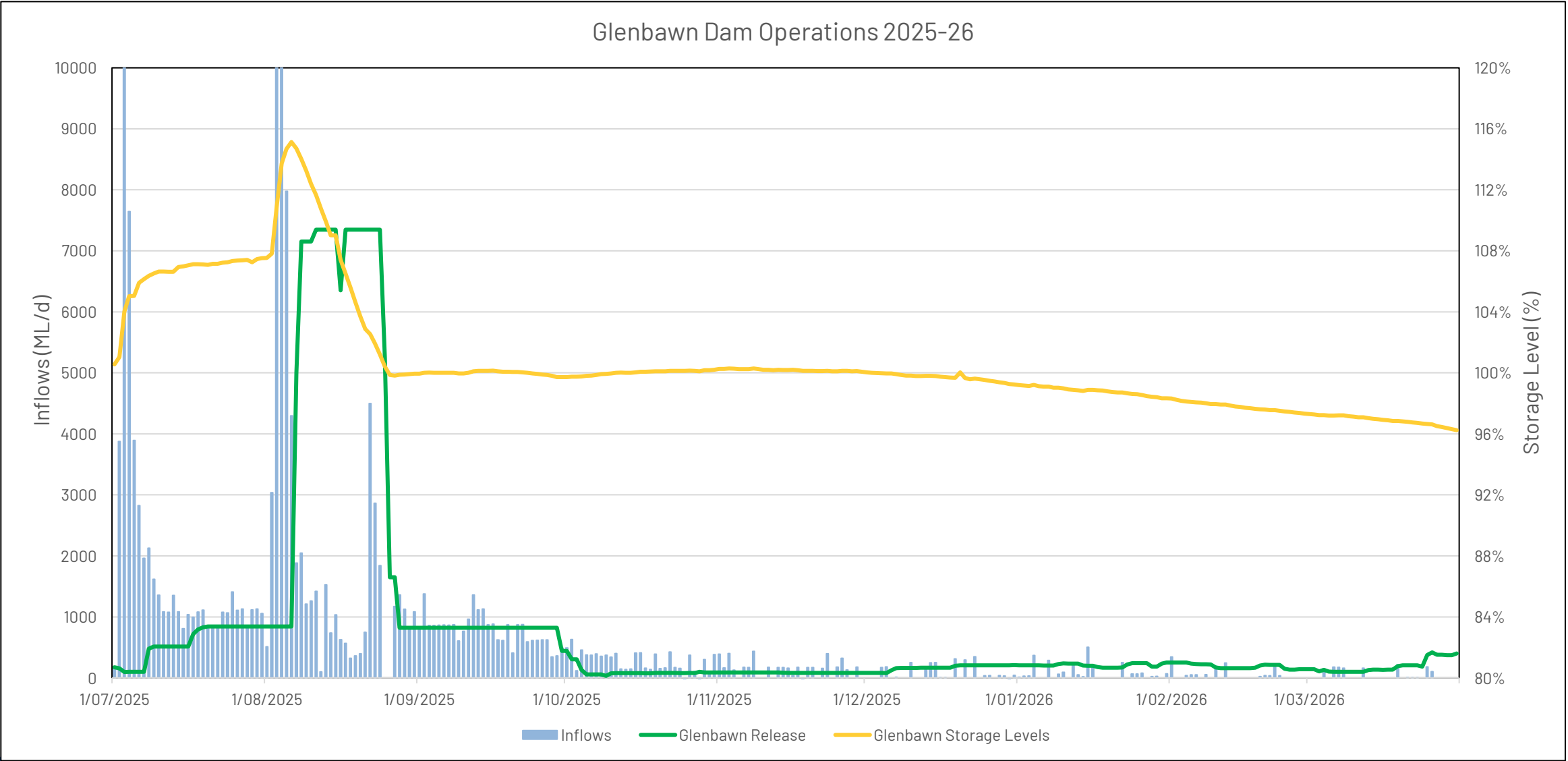
Lostock: 14 April 2026

- Storage Volume: 19 GL
- Storage Percent: 96.3%
- Inflows: 1 July 25 to 31 March 26 : 90,842 ML

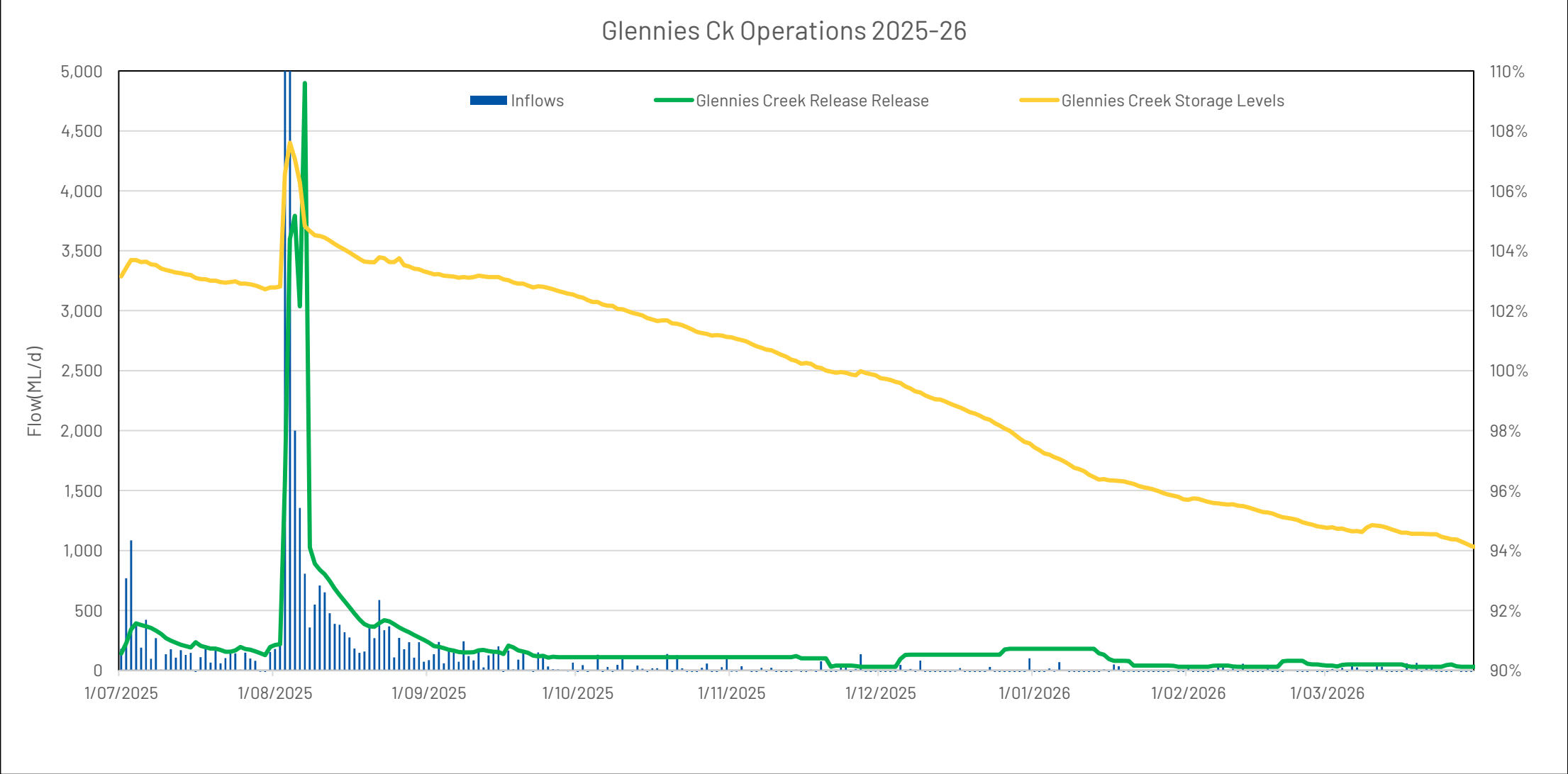
Glenbawn Operations 2024-25



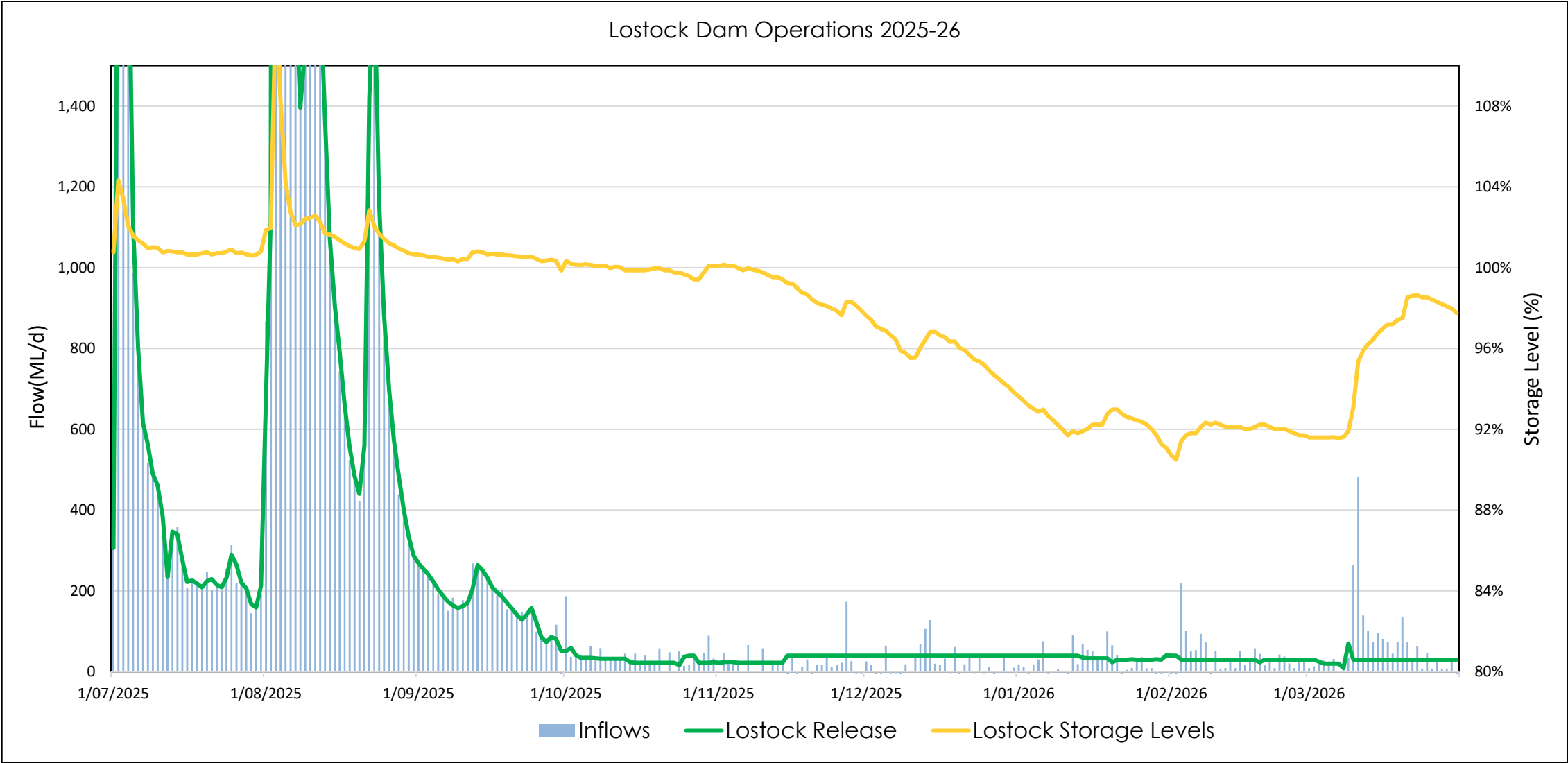
Glenbawn Operations 2025-26



Glennies Creek Operations 2025-26



Lostock Operations 2025-26



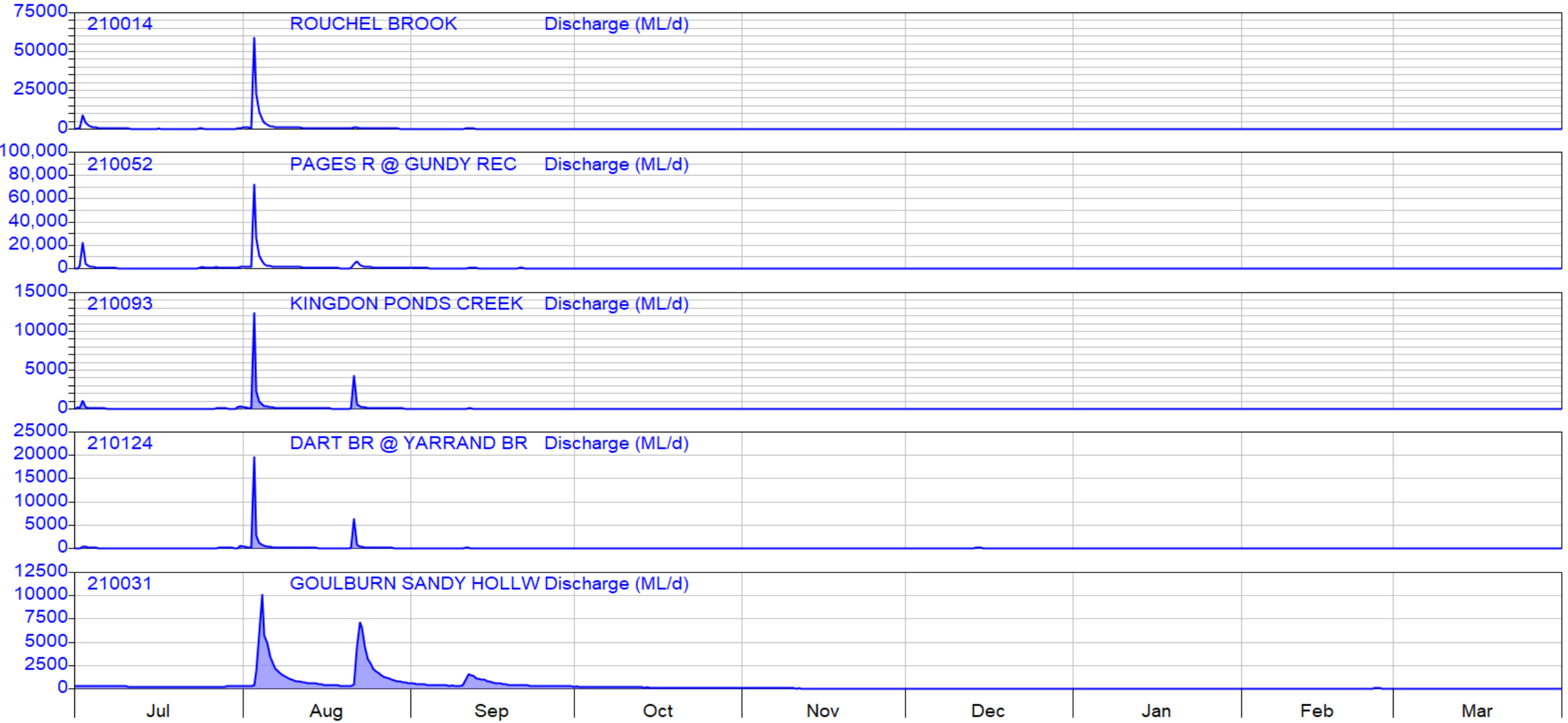
Hunter d/s flows 2025-26

WaterNSW

HYPLOT V135 Output 10/04/2026

Period 9 Month 01/07/2025 to 01/04/2026

2025-26



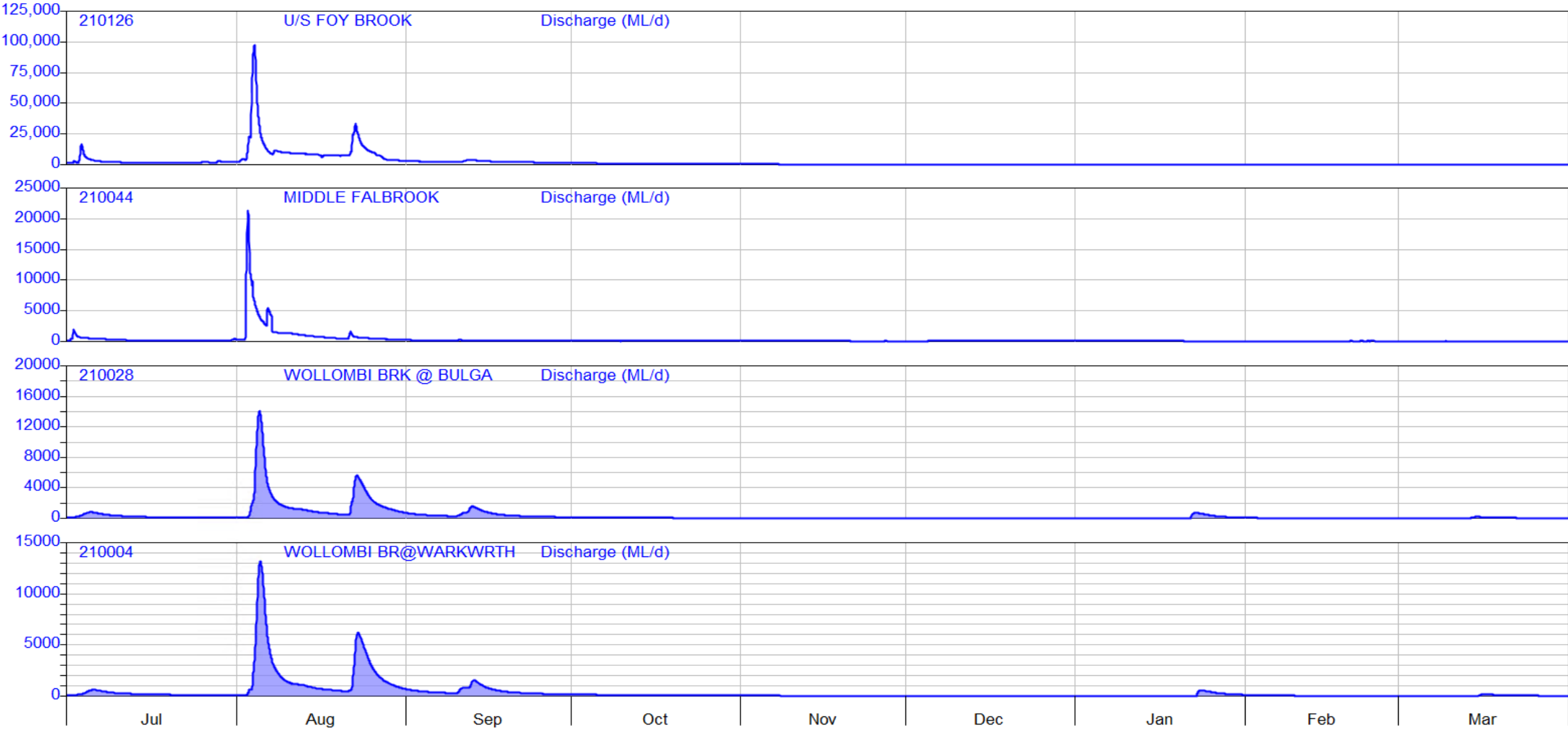
Hunter d/s flows 2025-26

WaterNSW

HYPLOT V135 Output 10/04/2026

Period 9 Month 01/07/2025 to 01/04/2026

2025-26



Water Allocation Summary 2025-26

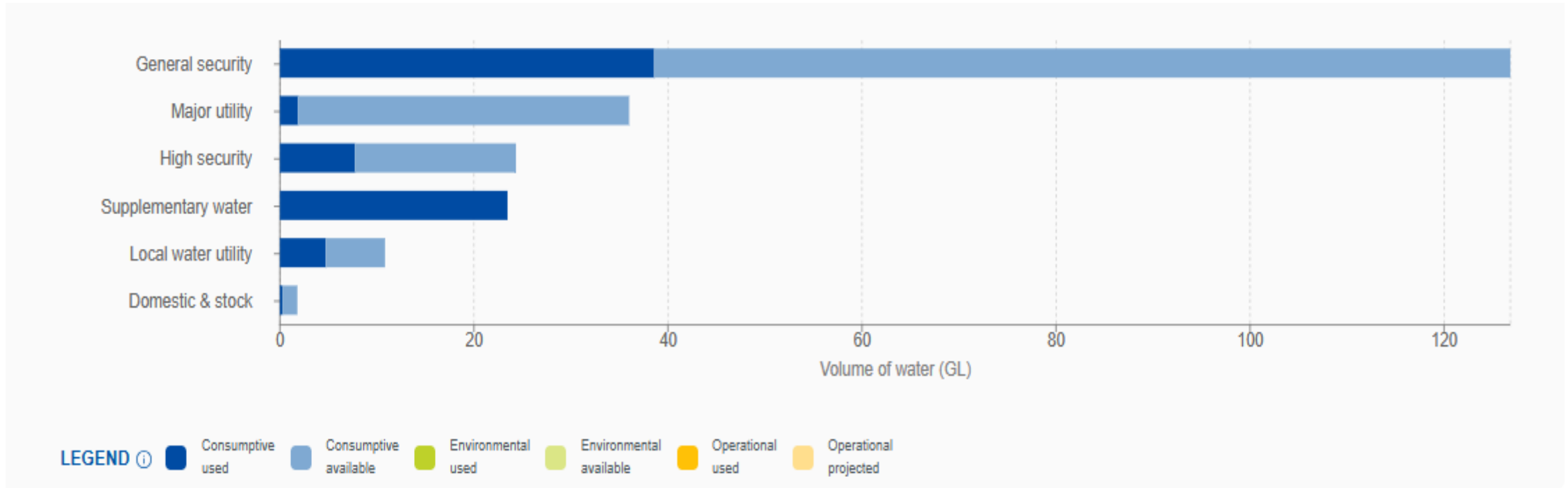
Hunter

- 100% AWD to S&D, LWU, MWU, HS
- 100% to GS
- 200% AWD – Supplementary
- 20 GL to EWA
- Spill reduction has been applied to carryover balances of GS and MWU.

Paterson

- 100% AWD to S&D, LWU, HS
- 100% to GS
- 100% AWD – Supplementary

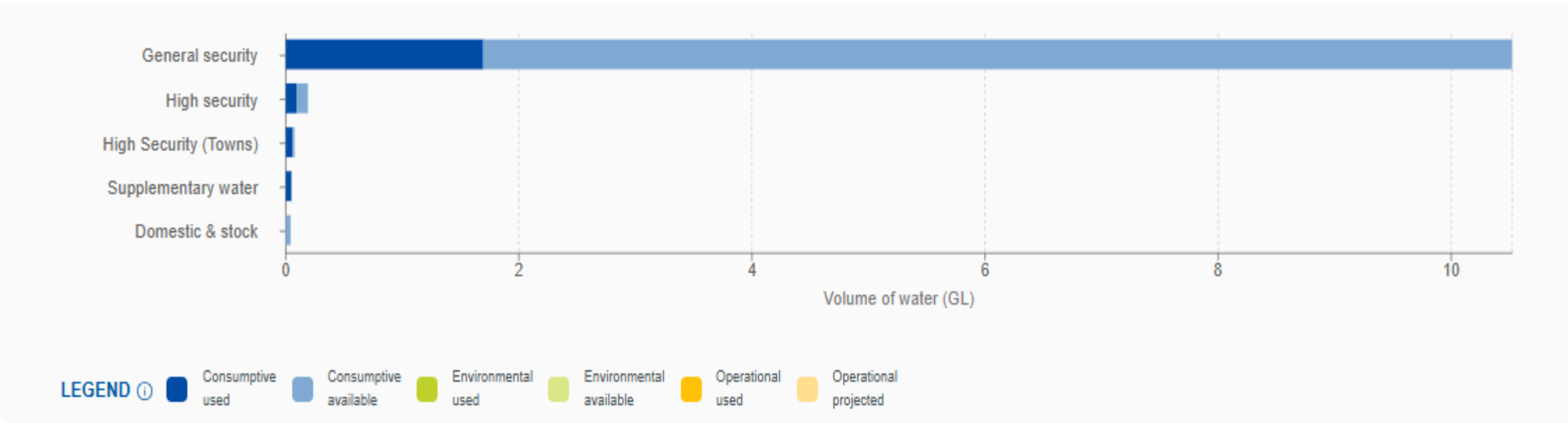
Water Usage/Balance 2025-26 - Hunter



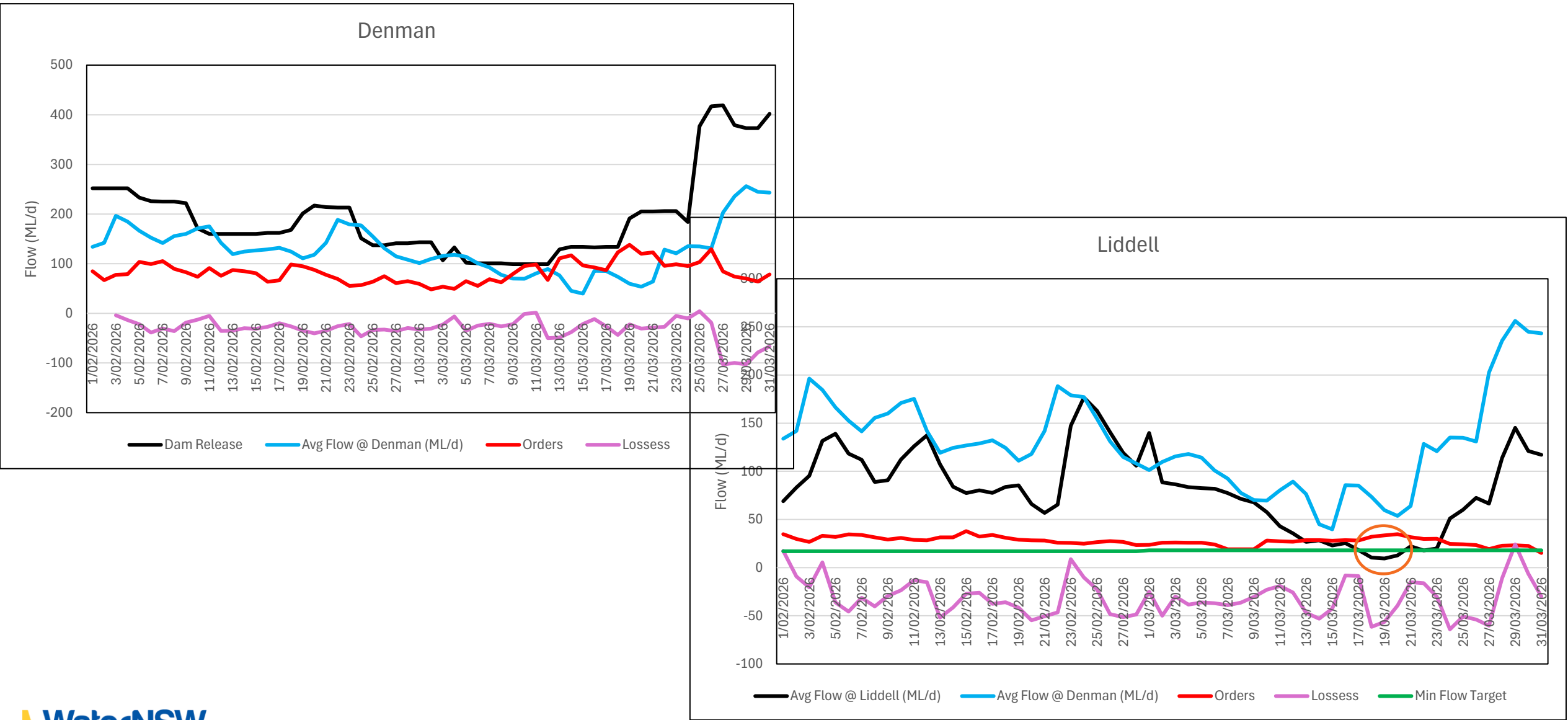
- EWA Usage in 2025-26 : 0 ML

<https://waterinsights.watnsw.com.au/12801-hunter-regulated-river/research>

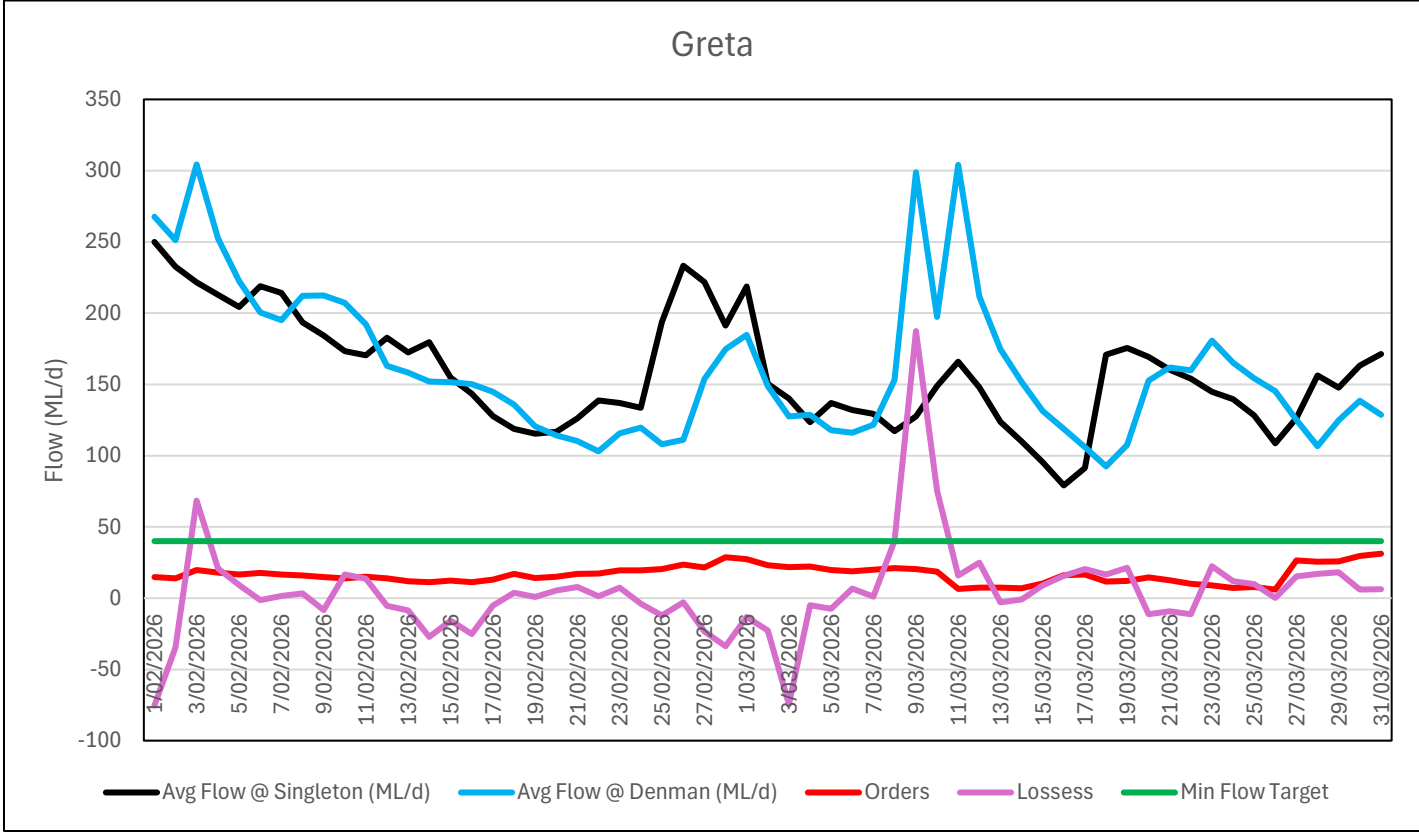
Water Usage/Balance 2025-26 - Paterson



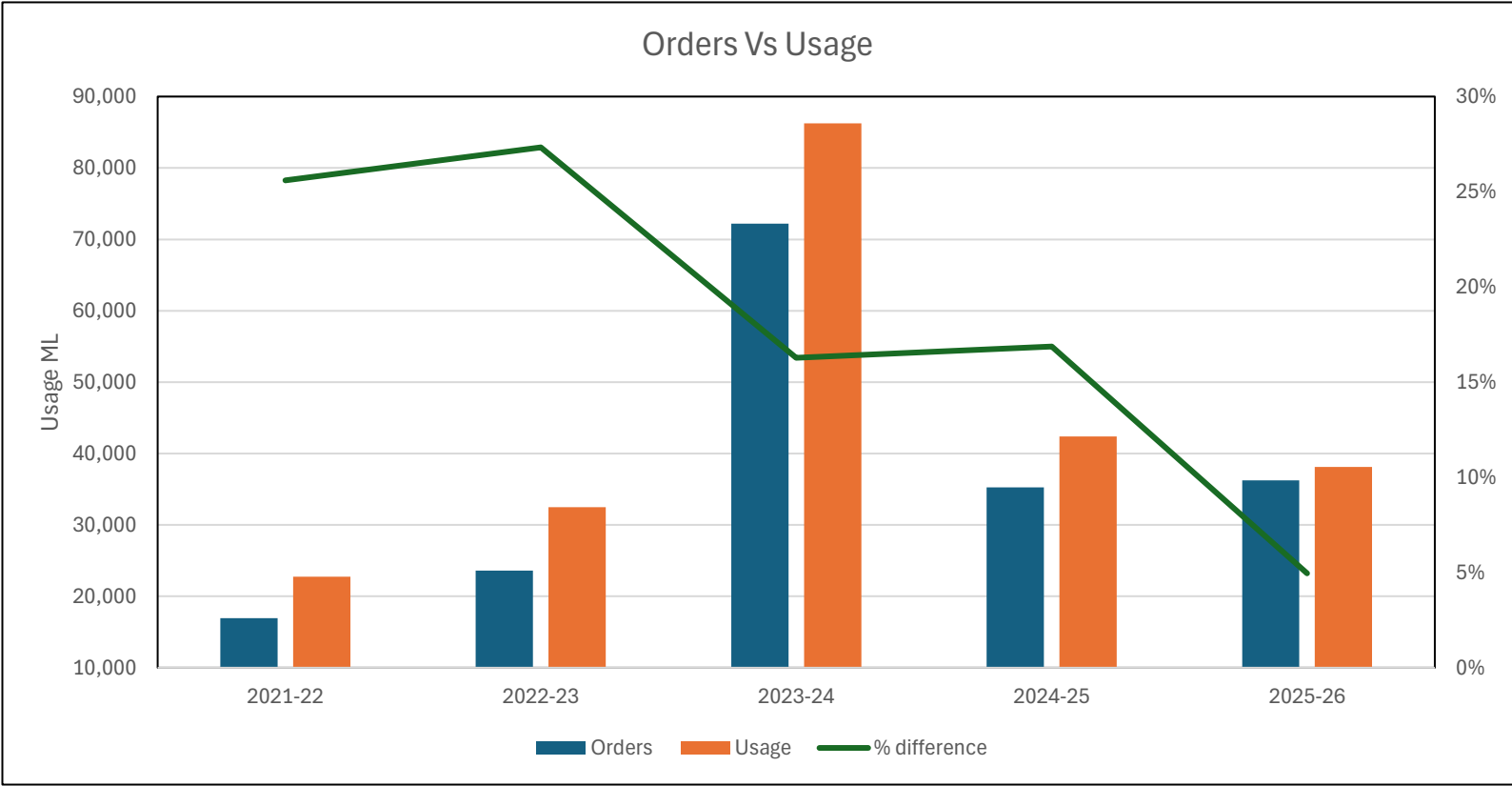
Recent Flows in Hunter



Recent Flows in Hunter



Orders Vs Usage



Water Order lead days

Water order lead days refers to the **number of days between placing a water order and when the water is delivered or becomes available at the extraction point.**

In simple terms, it is the **advance notice period required** for operators to release and route water through the river system, so it arrives on time.

Current Status: No Water Lead Time Required

Proposal: Implement Water Order Lead Time

Spill Reduction Rules – Hunter

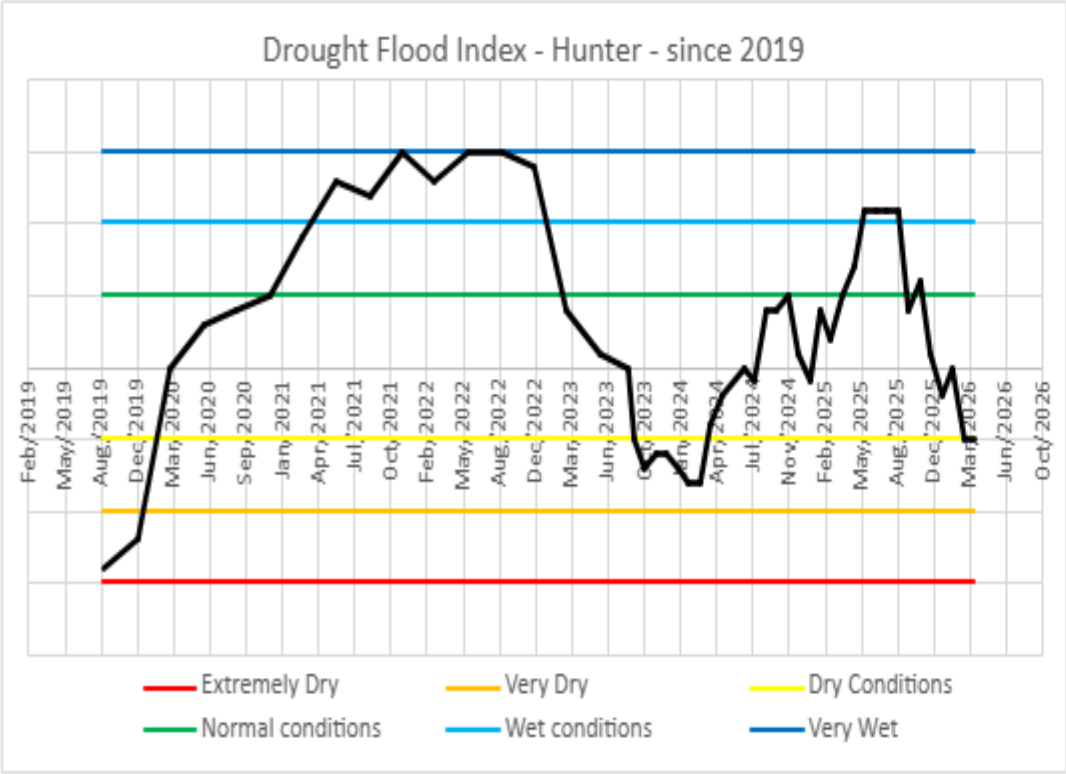
(14) If water is spilled from Glenbawn Dam, either over its spillway, or as a release of water from the dam for the purpose of maintaining airspace in the flood mitigation zone or for the safety of the dam, then allocation must be withdrawn in the following order:

- **Major Utility Barnard Access**
- **General Security**
- **High security**
- **Major Water Utility**

(19) If water is spilled from Glennies Creek Dam, either over its spillway, or as a release of water for the safety of the dam, then allocation must be withdrawn in the following order:

- **General Security**
- **High security**

Hunter Valley Water Resource Monitoring Dashboard



Combined Indicators moving average

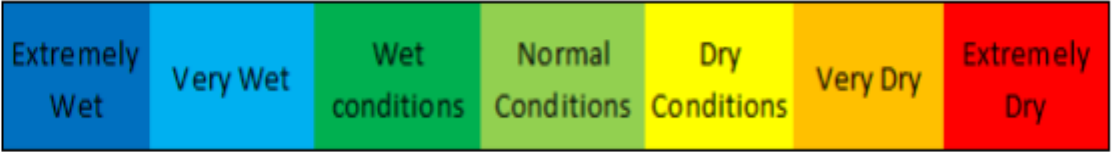
Drought Flood Risk Index

NORMAL CONDITIONS

Indicator	Score
Recent Rainfall - 6 months	
Relative Soil Moisture	
Storage Inflows - 12 months	
Water Allocations	
3 month Rainfall Outlook	

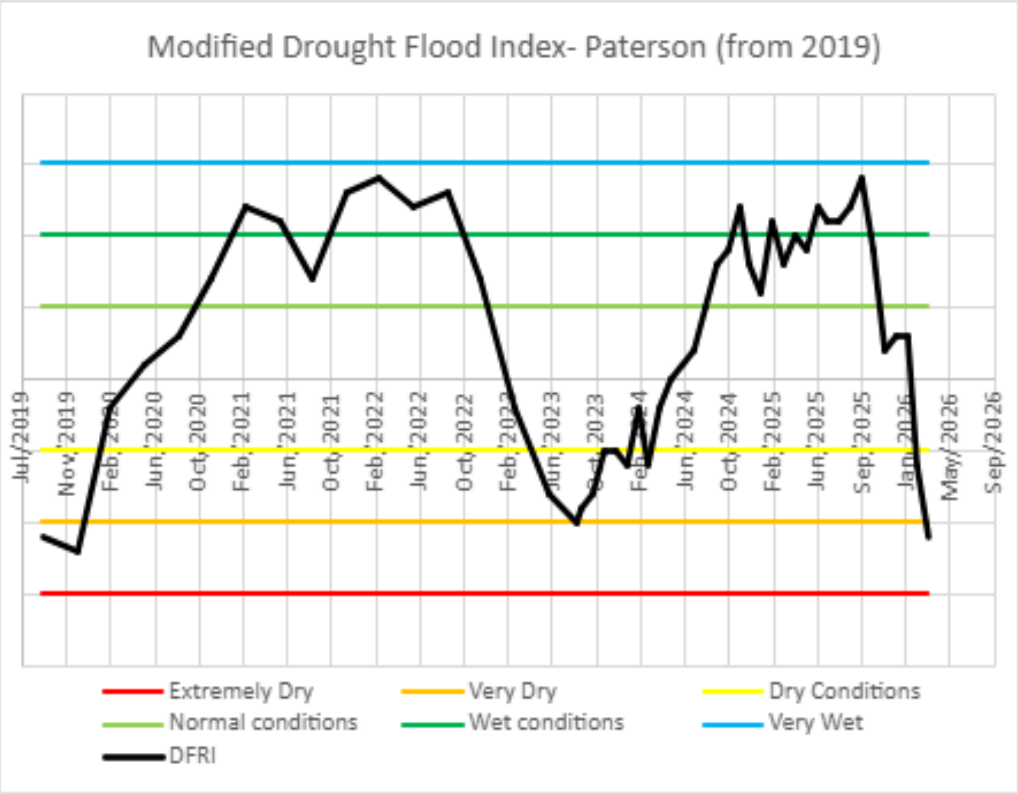
DFRI Colour key

DFRI value

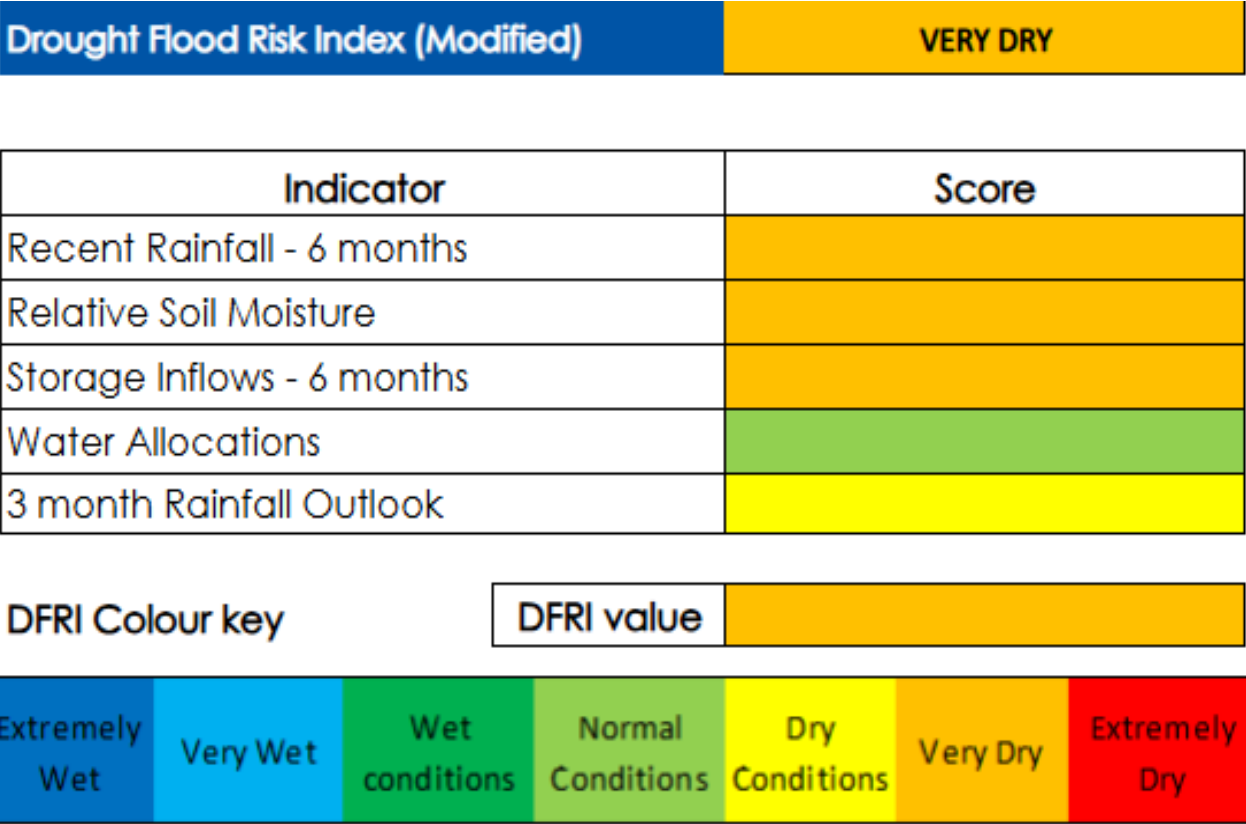


Individual indicators

Paterson Valley Water Resource Monitoring Dashboard



Combined Indicators moving average



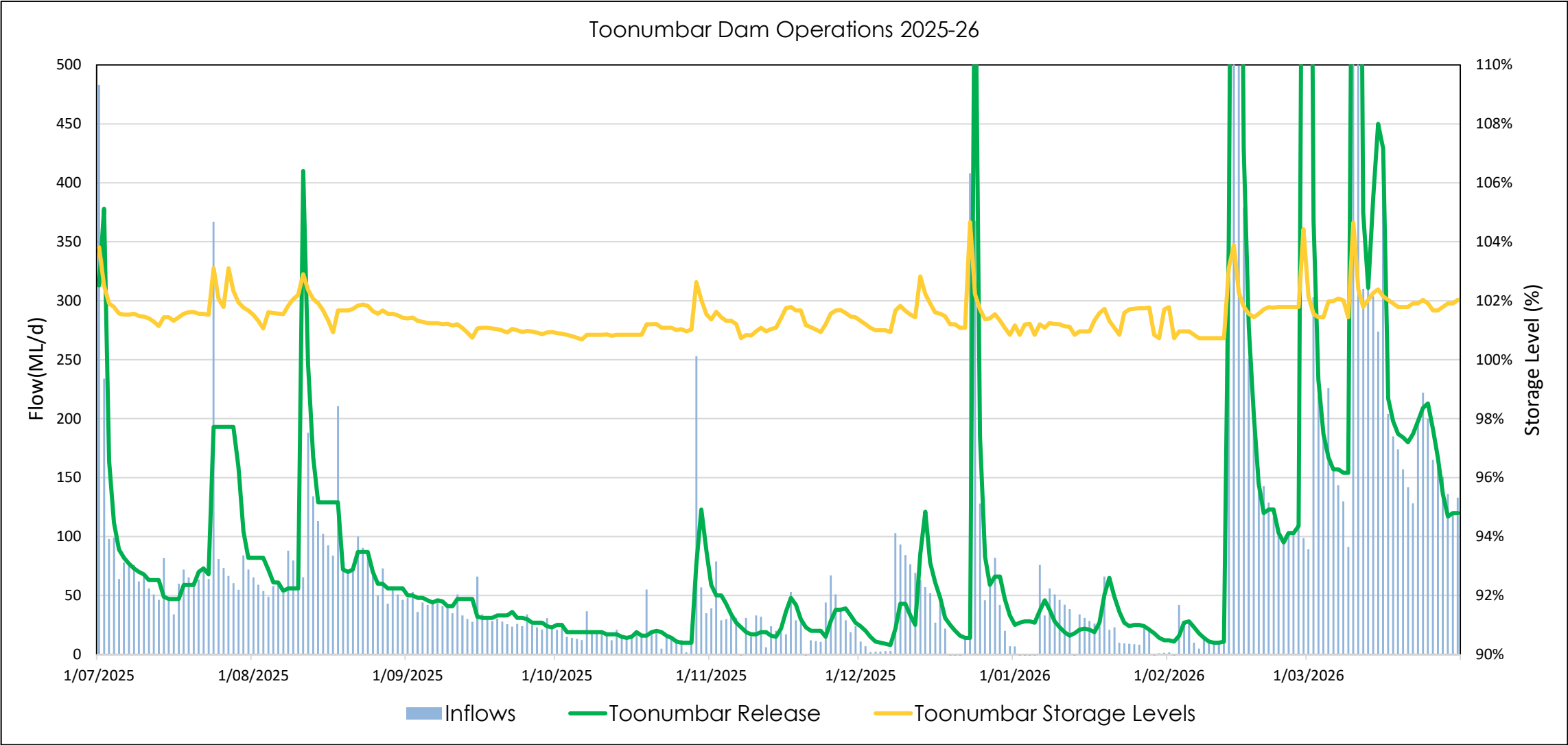
Individual indicators

Current Storage Status - Richmond

Toonumbar: 14 April 2026

- Storage Volume: 11 GL
- Storage Percent: 101% Spilling

Toonumbar Operations 2025-26



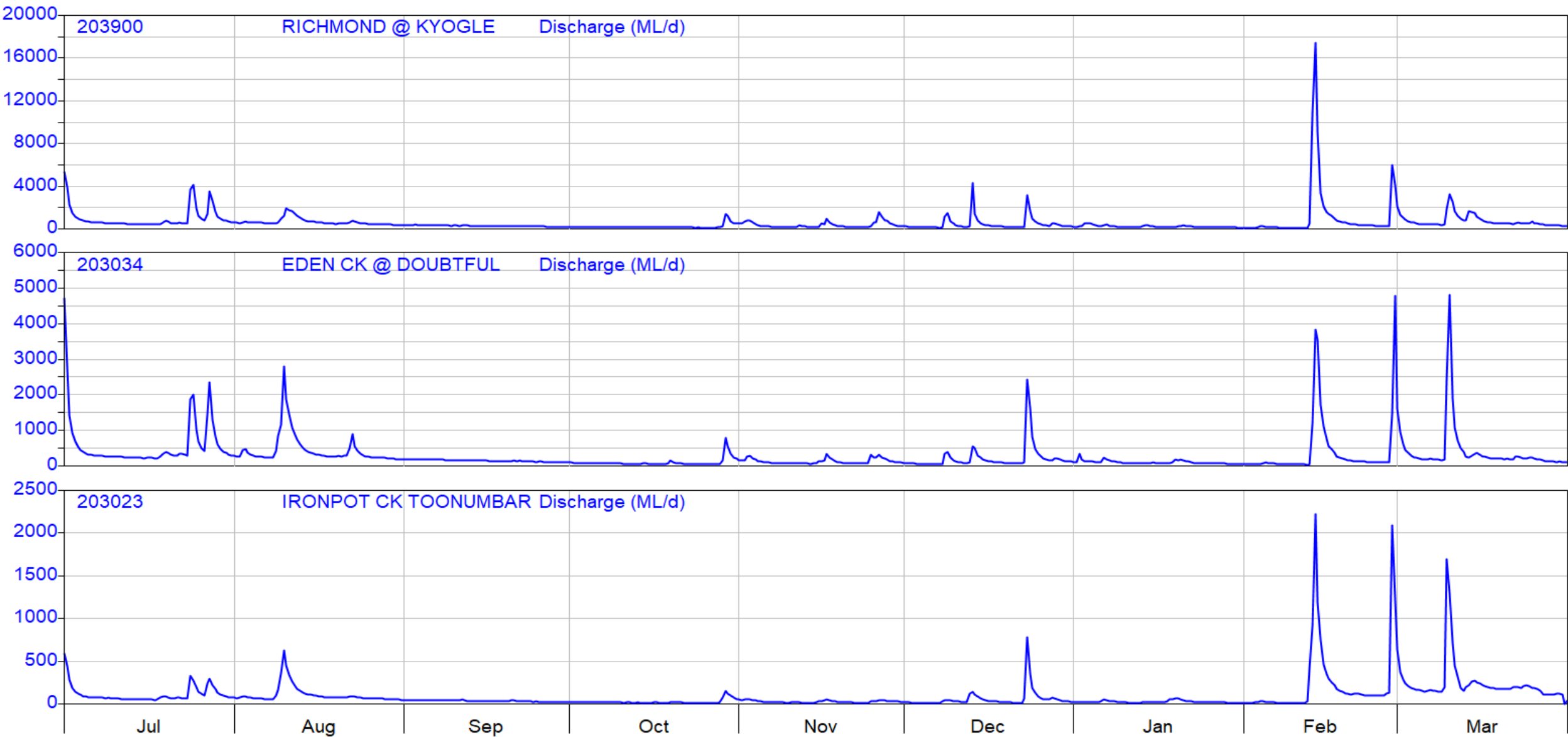
Richmond d/s flows July 25– Mar 26

WaterNSW

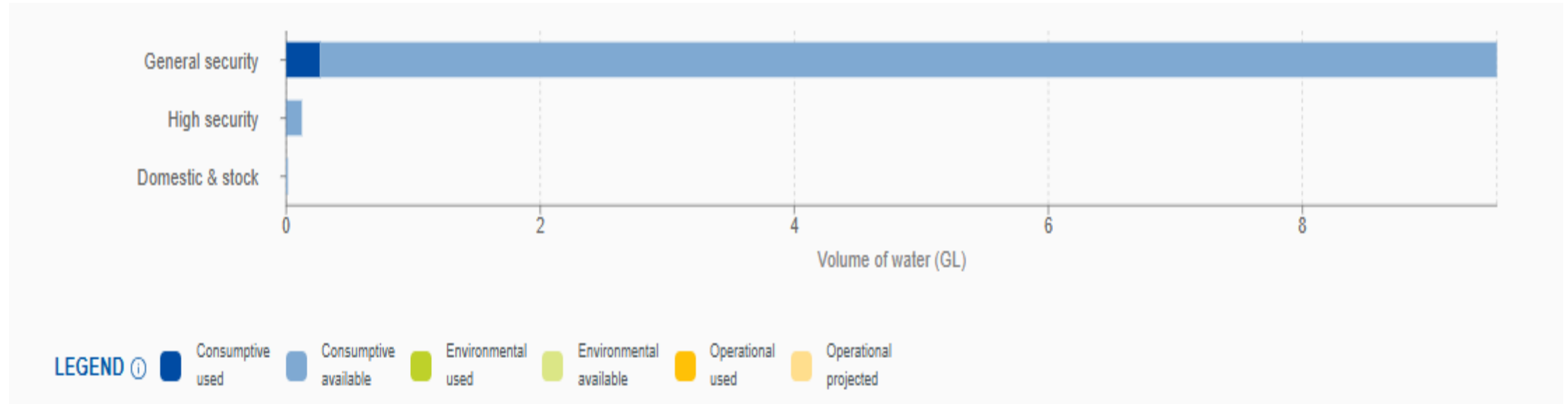
HYPLOT V135 Output 10/04/2026

Period 9 Month 01/07/2025 to 01/04/2026

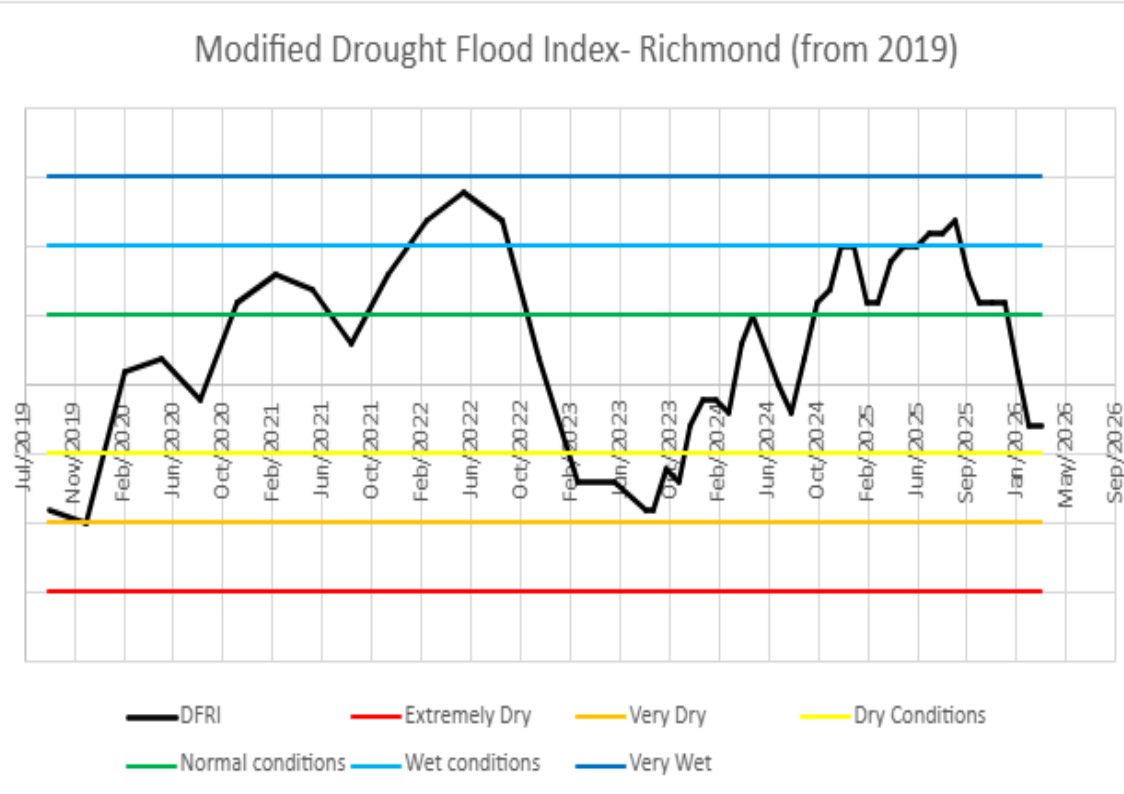
2025-26



Water Usage/Balance 2025-26 – Richmond



Richmond Valley Water Resource Monitoring Dashboard



Combined Indicators moving average

Drought Flood Risk Index (Modified)		NORMAL CONDITIONS
Indicator	Score	
Recent Rainfall - 6 months		
Relative Soil Moisture		
Storage Inflows - 6 months		
Water Allocations		
3 month Rainfall Outlook		
DFRI Colour key		DFRI value
Extremely Wet	Very Wet	Wet conditions
	Normal Conditions	Dry Conditions
	Very Dry	Extremely Dry

Individual indicators

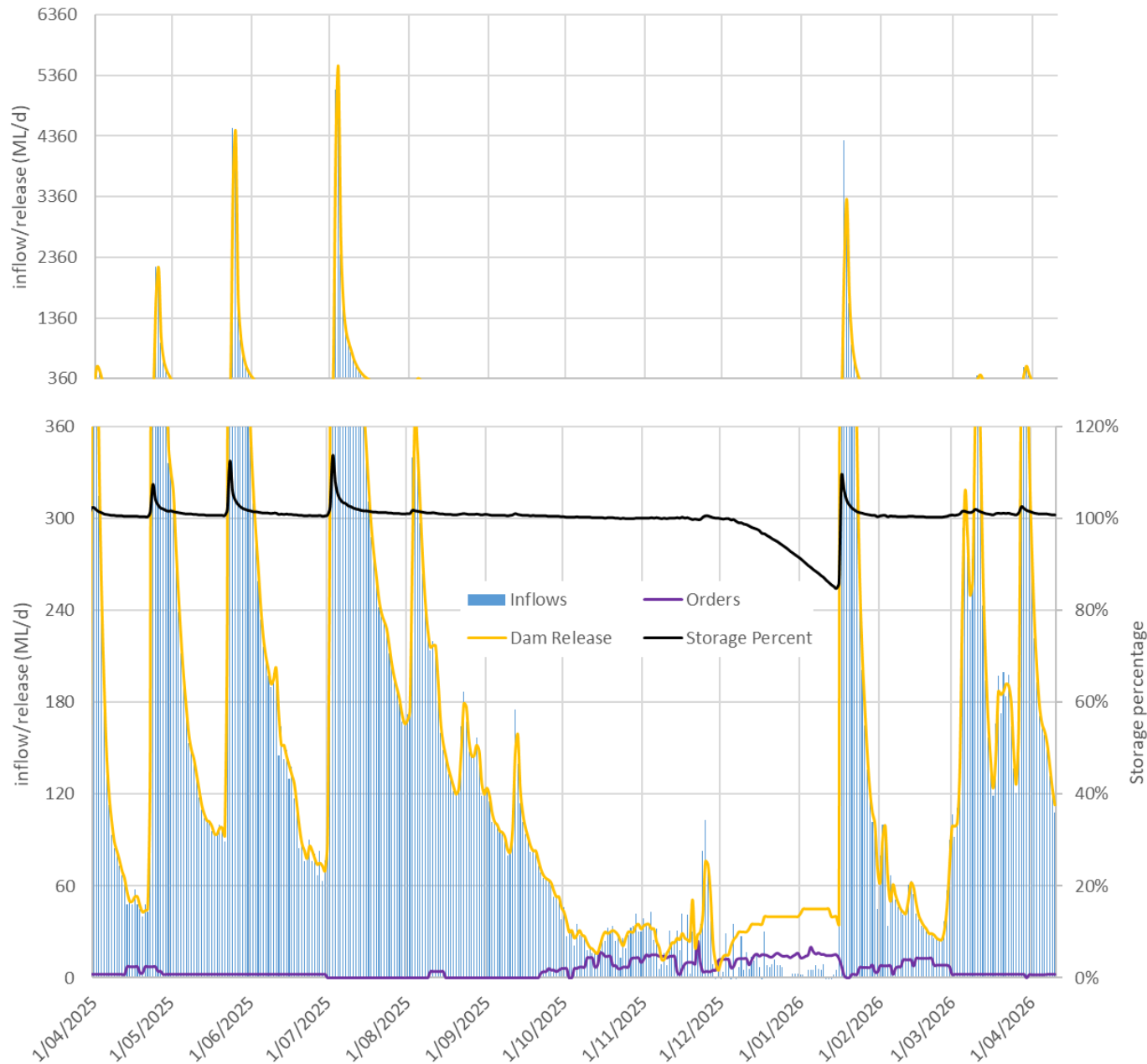
Brogo Dam - Storage status (at 13 April 2026)

- Storage Volume: 9,032 ML
- Storage Percent: 100.6%
- Release (spillway): 69 ML/d
- Release (valves): 0 ML/d

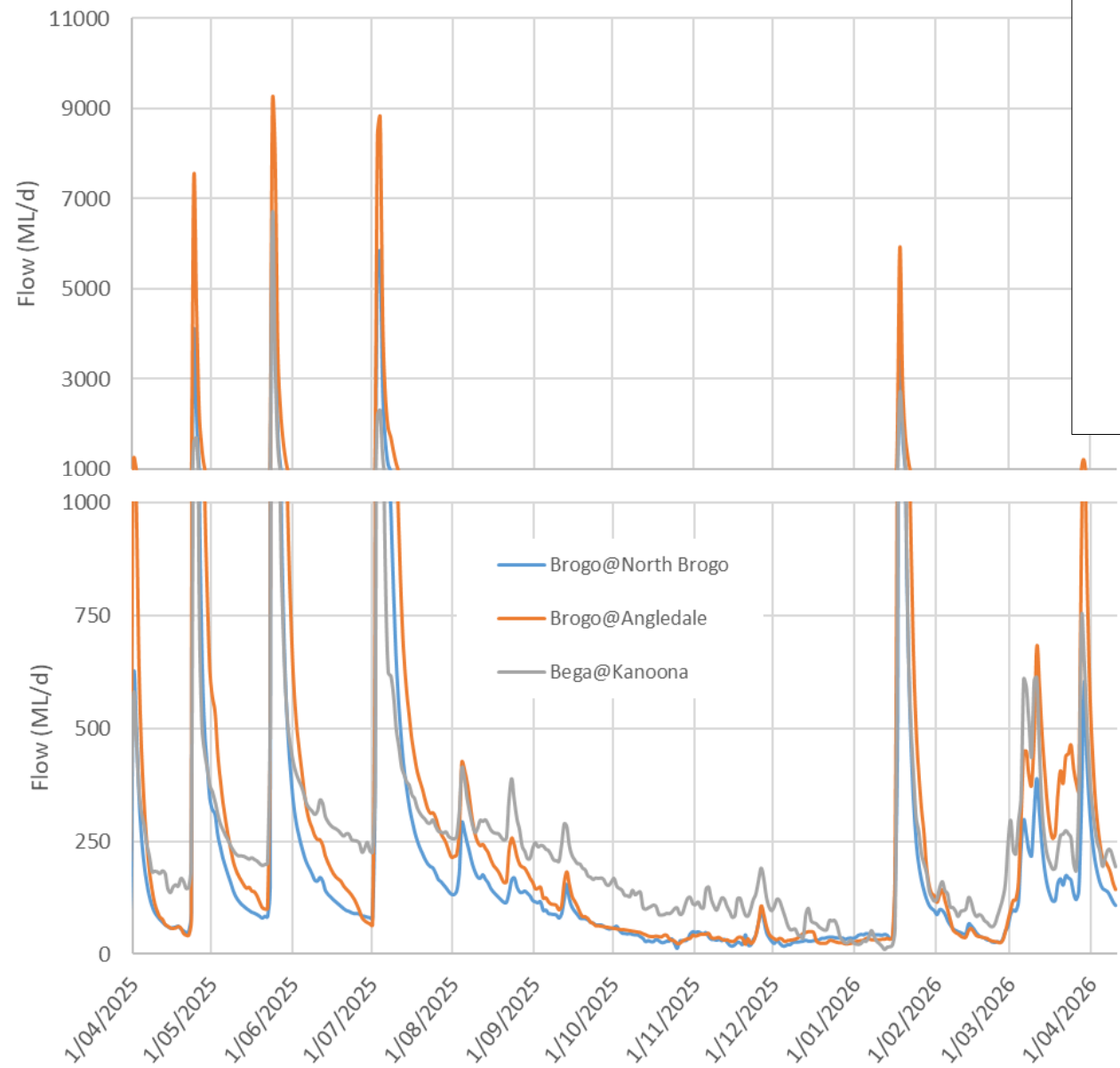


Brogo Dam valve house

Brogo Dam Storage

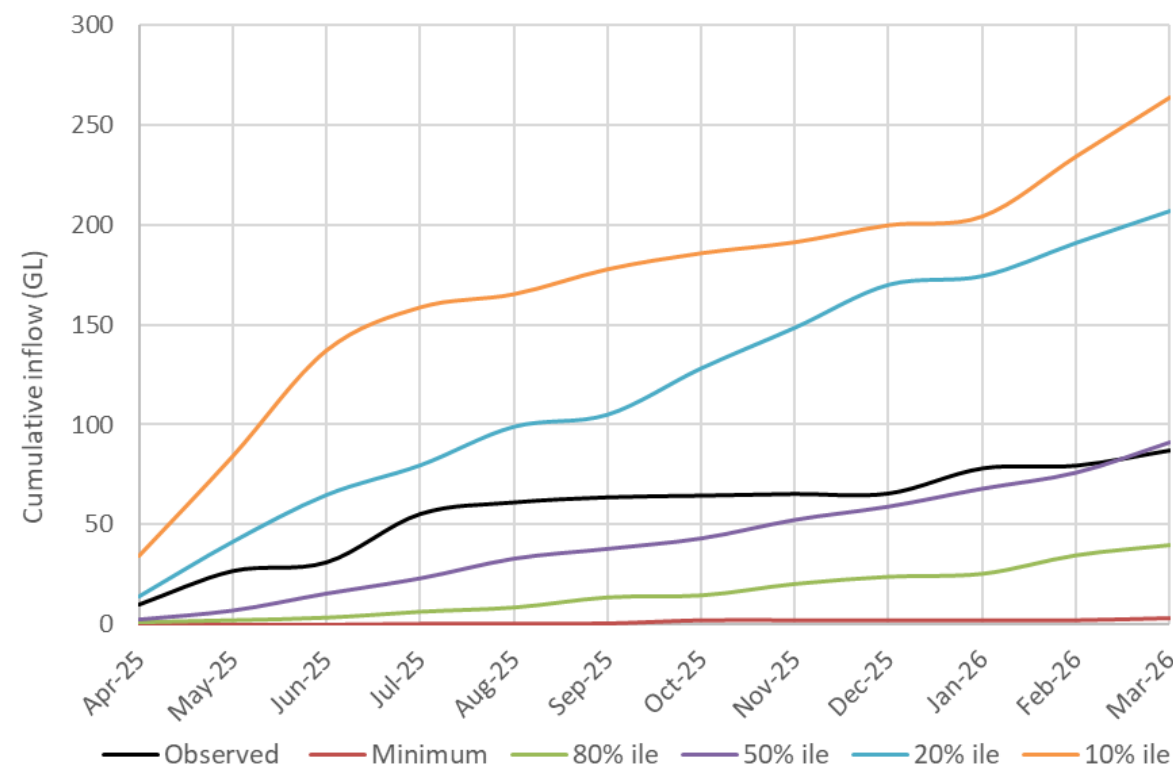


Brogo Catchment – river flows

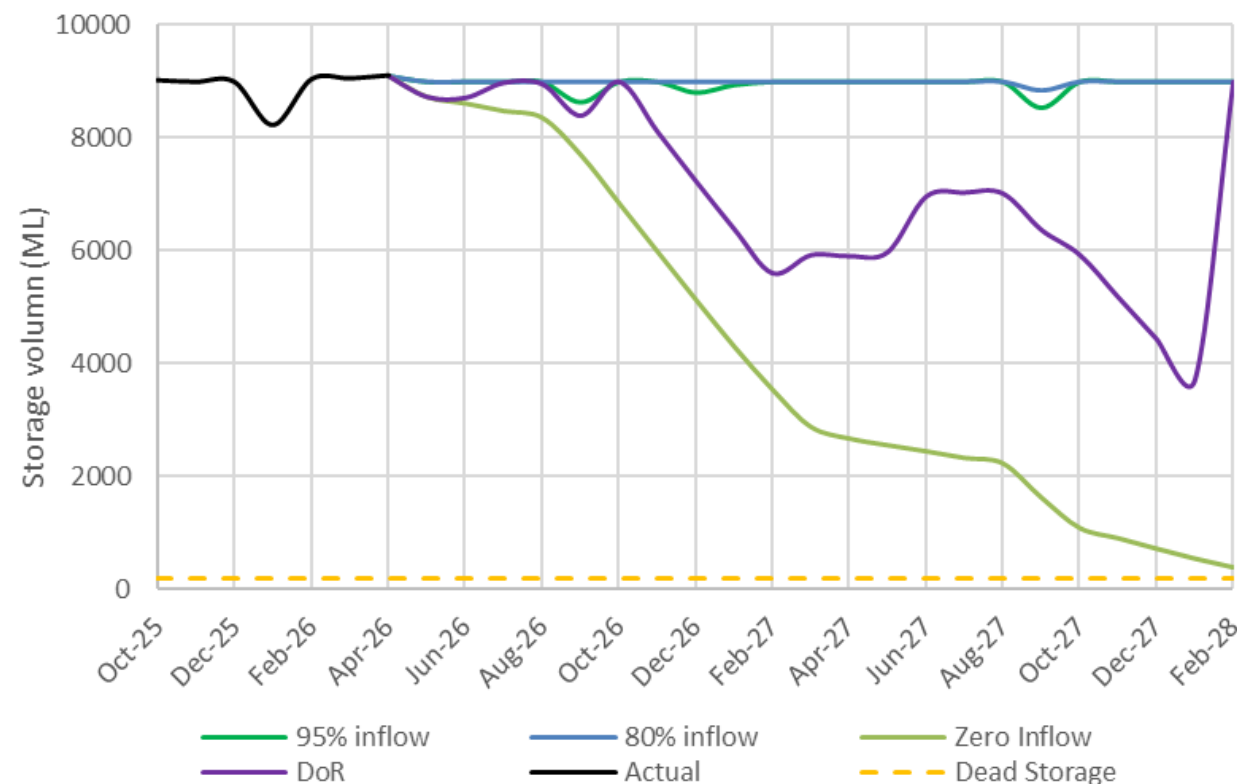


Brogo Dam – Inflow and Depletion

Brogo Dam cumulative inflows since April 2025



Brogo Dam depletion curve

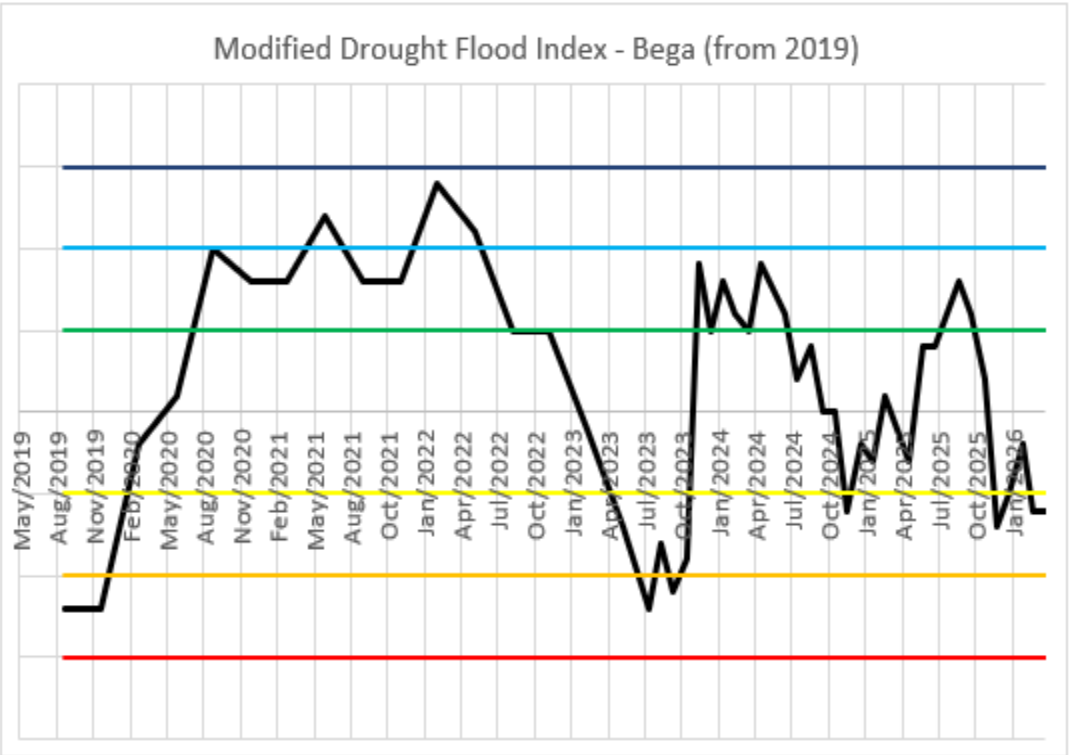


Bega and Brogo– Water Usage 2025-26

Licence Category	Share Component	AWD Vol	Account Balance	Available Water	Usage	UCF Usage
DOMESTIC AND STOCK	32	32	32	32	0	-
DOMESTIC AND STOCK [DOMESTIC]	13.5	13.5	14	14	-	-
DOMESTIC AND STOCK [STOCK]	5	5	5	5	-	-
REGULATED RIVER (GENERAL SECURITY)	13,970	8,382	6,878	6,878	2,269	768
REGULATED RIVER (HIGH SECURITY)	413.5	413.5	314	314	86	-
REGULATED RIVER (HIGH SECURITY) [TOWN WATER SUPPLY]	700	700	402	313	298	-
SUPPLEMENTARY WATER	1,300	1,300	1,270	1,270	30	30
Grand Total	16,434	10,846	8,915	8,826	2,683	798

- Balance as of 10 April 2026 (provisional)
- Volume in ML
- General Security increased to 60% as at 02/04/2026

Bega Valley Water Resource Monitoring Dashboard

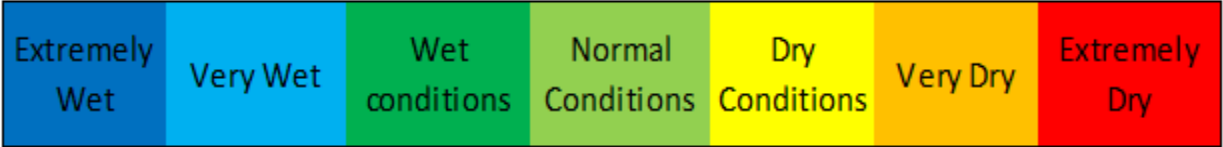


Individual indicators

Drought Flood Risk Index (Modified)	DRY CONDITIONS
-------------------------------------	----------------

Indicator	Score
Recent Rainfall - 6 months	
Relative Soil Moisture	
Storage Inflows - 6 months	
Water Allocations	
3 month Rainfall Outlook	

DFRI Colour Key	DFRI value
-----------------	------------



Combined Indicators moving average

Brogo Dam – Operations summary

- Valve releases required mid-October 2025 through mid-January 2026; very dry conditions, high losses and high extraction
- Sand barrage in lower river reach installed early January 2026, but high rainfall and flows mid-month washed it away
- Brogo Dam has been spilling since mid-January 2026
- Periods of Supplementary (Supp) and Uncontrolled (UCF) flow have been available periodically in the past 3 months
- Brogo Dam no longer serviced by full time staff member
- Continue to monitor rainfall, spill, UCF and Supp and any valve release requirements

Regional Operations update

Michelle Yeaman

General Manager Regional Operations North

EGM Built Infrastructure

- **Executive General Manager Built Infrastructure - Jerome Douziech, commenced 2nd February 2026**
- Jerome has nearly 30 years of experience in the water industry, with a career incorporating technical, project management, operations & maintenance, senior leadership and board director positions in Europe, Middle East and Australia.
- Jerome most recently served as the Vice President, Operations and Performance (Sydney) at SUEZ Water, where he was accountable for the delivery of operations, maintenance, asset management and technical services across the SUEZ Australia & New Zealand organisation.



Hunter Projects

- **Glenbawn Dam** - Hollow Jet Valves (HJV) refurbishment
 - HJV 1 - Overhauled in 2022 is experiencing leakage
 - Seal replacement on HJV No.1
 - Week commencing Monday 4th May - seal replacement on HJV No.1
 - HJV 2
 - Week commencing Monday 18th May - HJV No.2 Removal for overhaul for a period of 10 weeks
 - HJV 3
 - To be removed in the next available outage window
- **Lostock Dam** - Comms and Elec cable replacement
 - Completed by internal staff - May 2025
- **Glenbawn and Lostock Dam** - Road renewal
 - Completed May 2025



Hunter Projects

- **Glennies Ck Dam** - rockfall & table drains
 - Site work completed, currently in the process of closing out
- **Glenbawn Dam** - Low Level Intake Bulkhead Lifting Crane
 - Final design documentation for new mooring setup completed
 - New anchors to be installed week commencing Monday 20th April, project to be closed out once complete
- **Lostock Dam** - 610mm Manual & Rotork Gate Valves Replacement (New Project)
 - Both valves are at end of life, planning phase to commence in May 2026
- **Lostock Dam** - Tunnel Trolley
 - Design and fabricate a fit for purpose trolley for the removal of valves inside the tunnel, this is an enabler for the project above.
 - Completed November 2025



Hunter Projects

- **Glennies Creek Flood recovery**

- Currently in design phase, we are currently at 50%
- Expected final design early May
- Environmental assessments are progressing
- Specification and tender documents progressing
- Tendering planned for May 26



North Coast Projects

- **Eden Creek Weir Removal**

- No construction work are committed at this stage of the project
- WaterNSW continues to engage with residents and stakeholders
- WaterNSW has recently engaged University of NSW to undertake platypus assessment, review current platypus management plans and provide recommendations for the construction phase of the project
- NSW Fisheries is currently undertaking broader fish survey which includes catch and release and eDNA sampling, results are not expected until June 26
- Once all the environmental assessments are concluded, WaterNSW with Fisheries will review the next steps of the project. Work will not commence on the weir removal until early 2027 at the earliest

South Coast Projects

- **Downstream gauge at Brogo Dam**

- Reliability issues with current gauge downstream of Brogo Dam due to sand and other particulars of the location, contaminate site leading to inaccuracies in data and continual maintenance.
- Considering access to incorporate into design due to combination of rock base and frequency of higher flow periods.
- Working through the environmental and heritage approvals for works to proceed.

Finance Proposal for next CAG

Brendan Maher

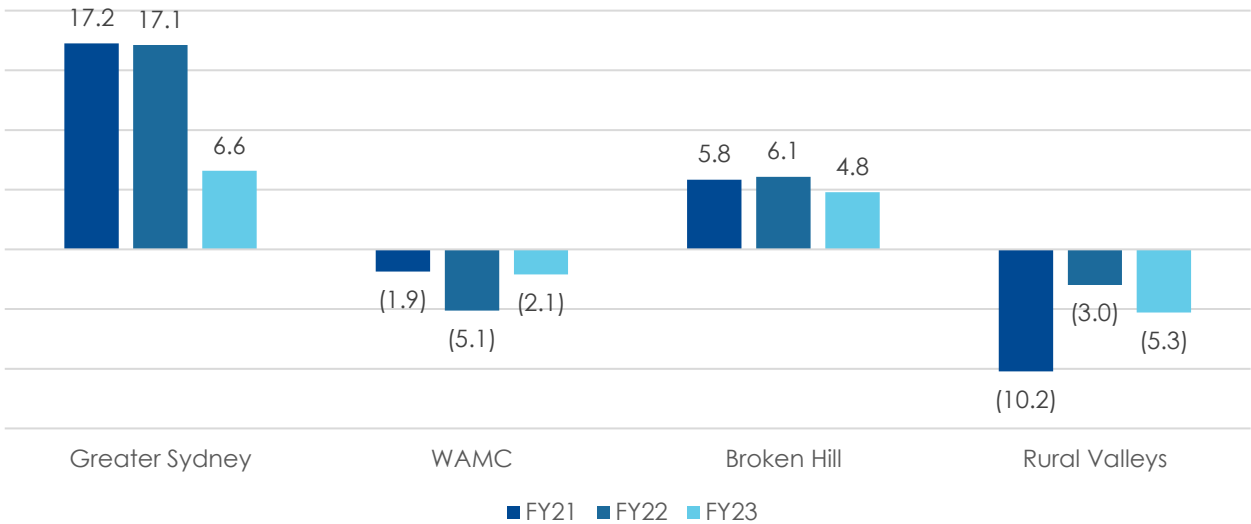
Head of Customer Operations and Experience

Our performance FY21 to 25 (or 26 if available)

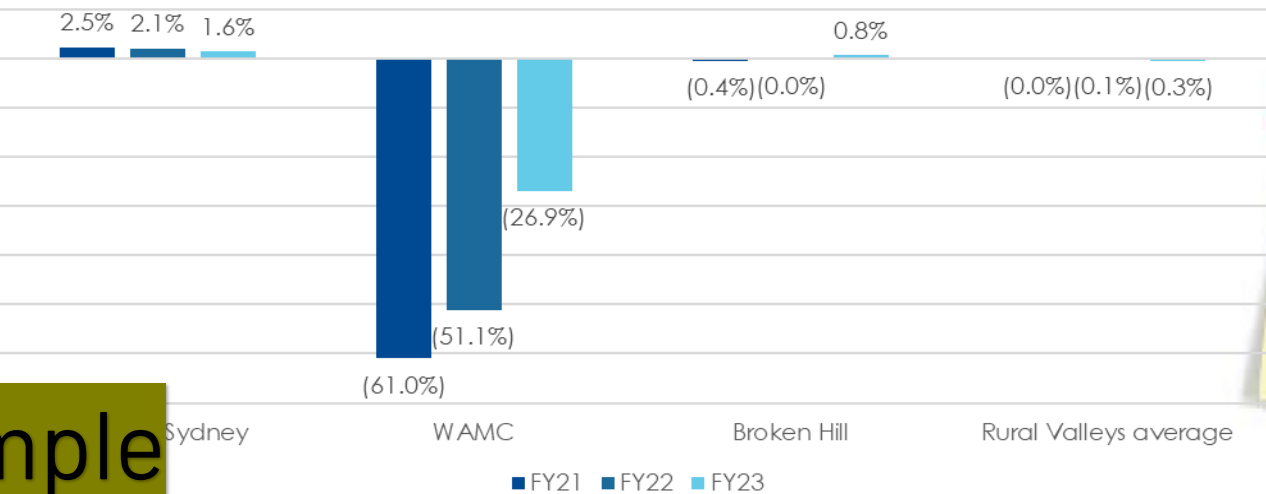
Actual Return on investment & Net Profit After Tax

- Greater Sydney & Broken Hill’s performance is bolstering overall financial performance.
- This is compensating for negative returns in Rural Valleys and WAMC.
- Dividends to our Shareholder are funded from Greater Sydney and Broken Hill.
- The dividend was \$40m in FY22 and FY23 and \$20m in FY20 and FY21.

Net Profit After Tax



ROI (NPAT/RAB)



ROI is Return on Investment. It is calculated as Net Profit After Tax divided by the Regulatory Asset Base

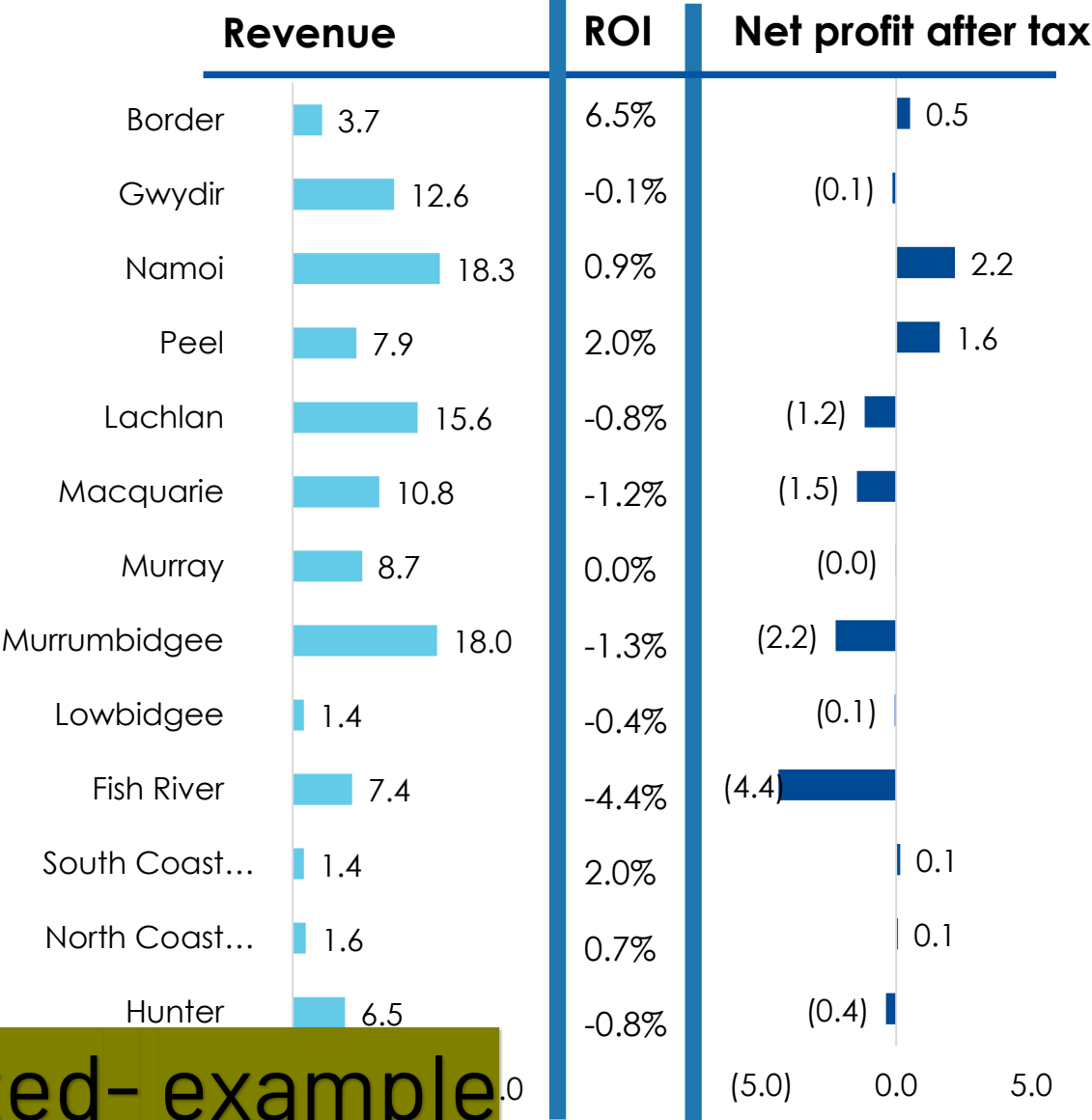
To be updated- example

Each valley financial performance FY25

- **Recent Performance:** The past four years leading to FY23, negative Net Profit After Tax was observed. A lack of profitability across 9 out of the 13 valleys.
- **FY23 Snapshot:** Border, Namoi, Peel, North Coast and South Coast valleys achieved modest profits during FY23.
- **Positive Projection:** Future projections indicate increased revenue in FY24 and FY25.
- This depends on
 - water sales (including drought),
 - progress on our cost transformation program
 - Our non-controllable cost increases stabilising.
- **Return on Investment:** As of FY23, rural valleys' 5-year rolling Return on Investment remains at -0.3%.

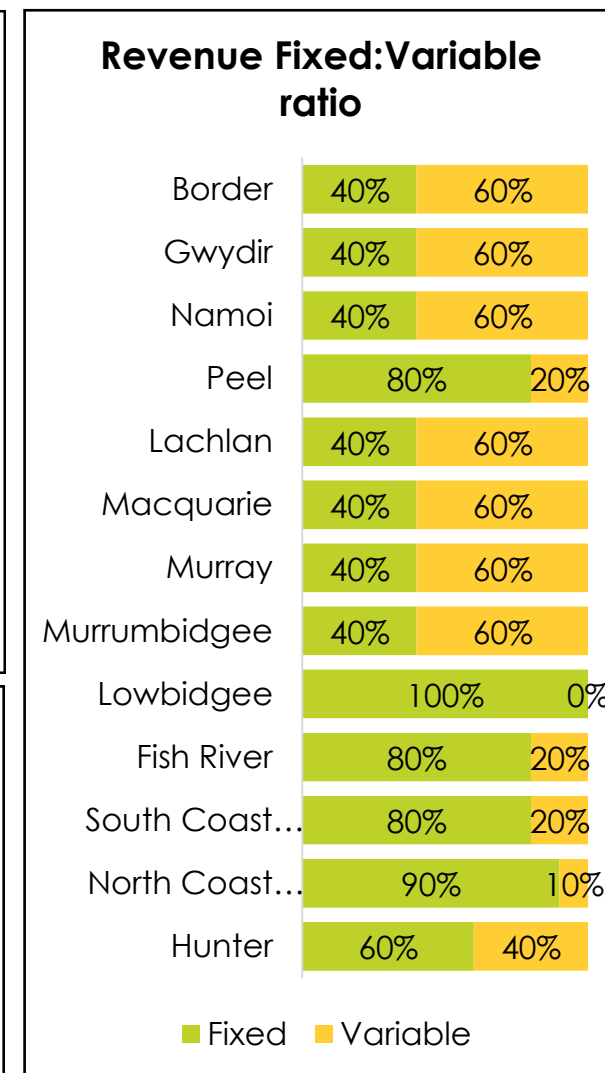
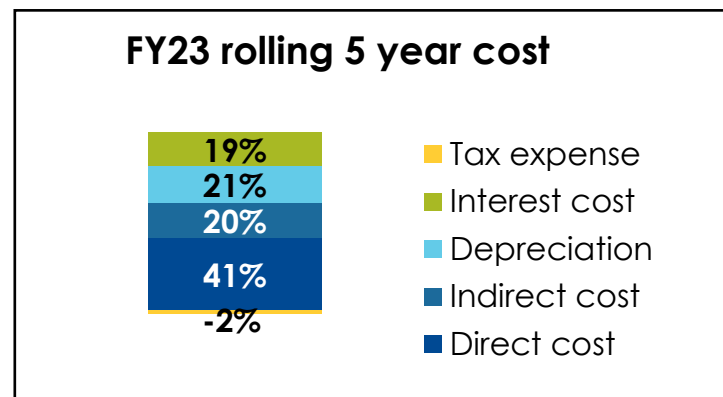
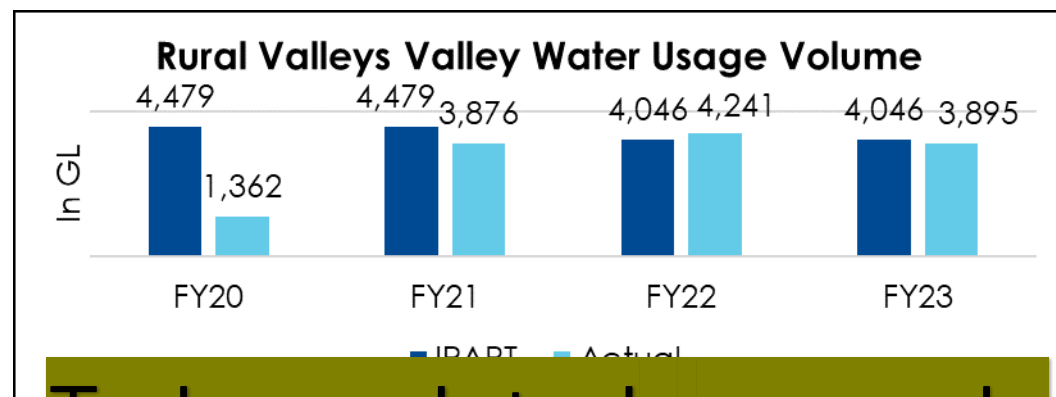
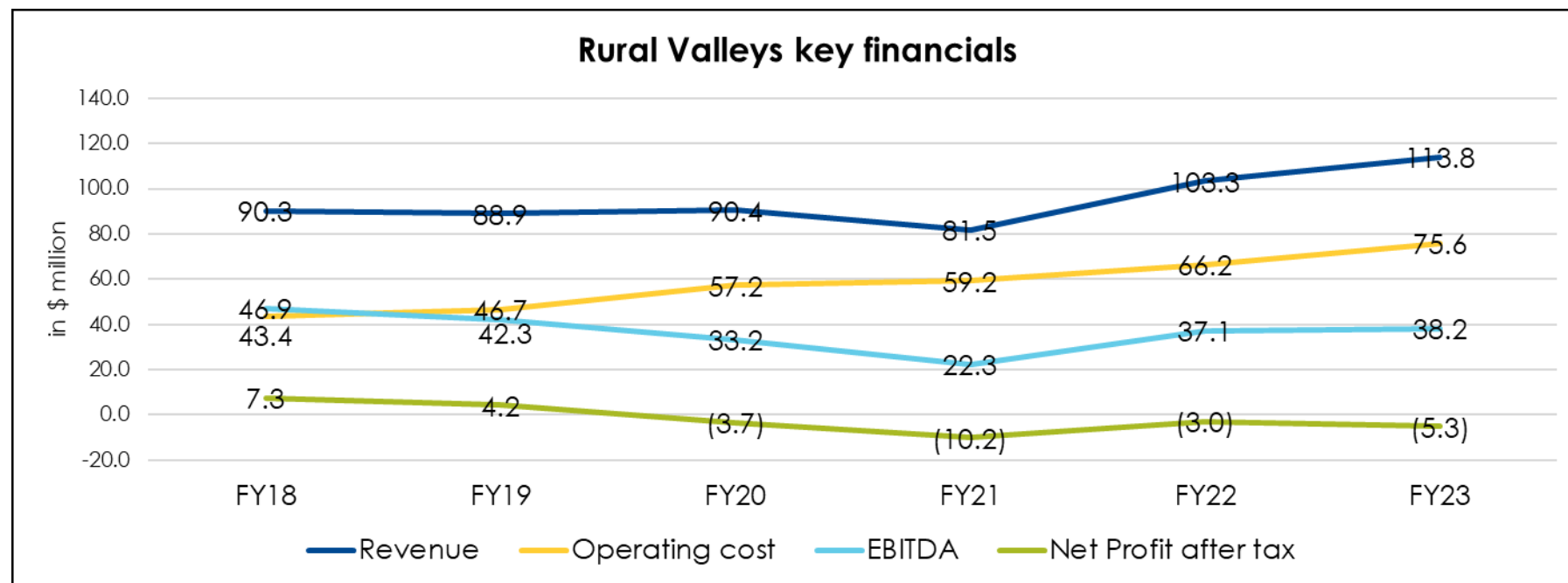
To be updated- example

Financial Performance FY25



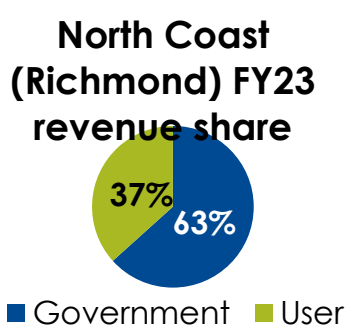
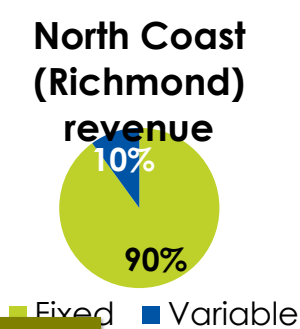
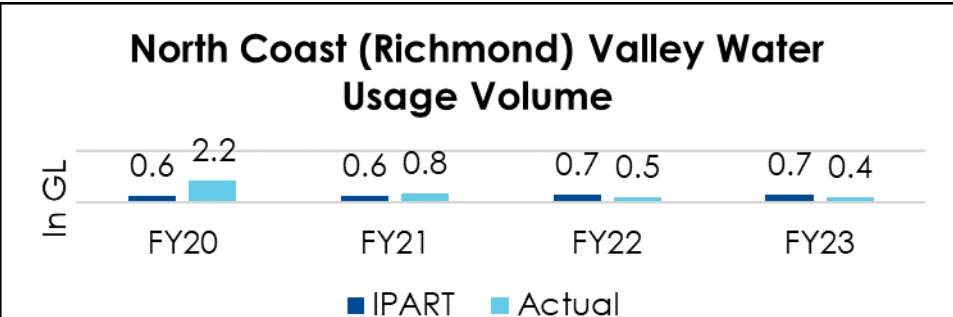
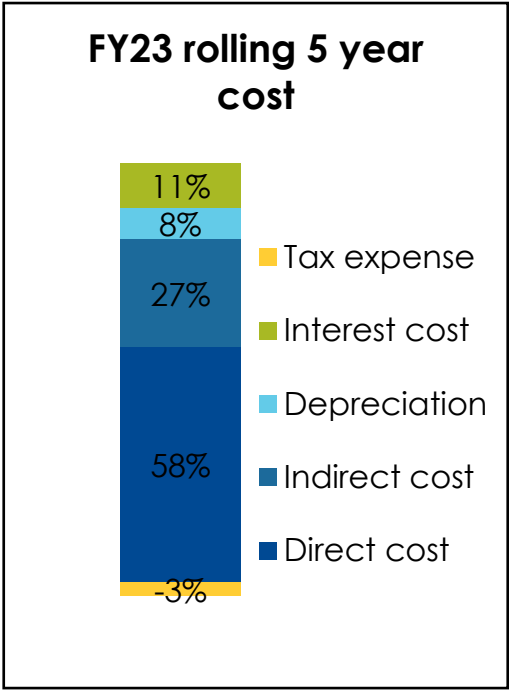
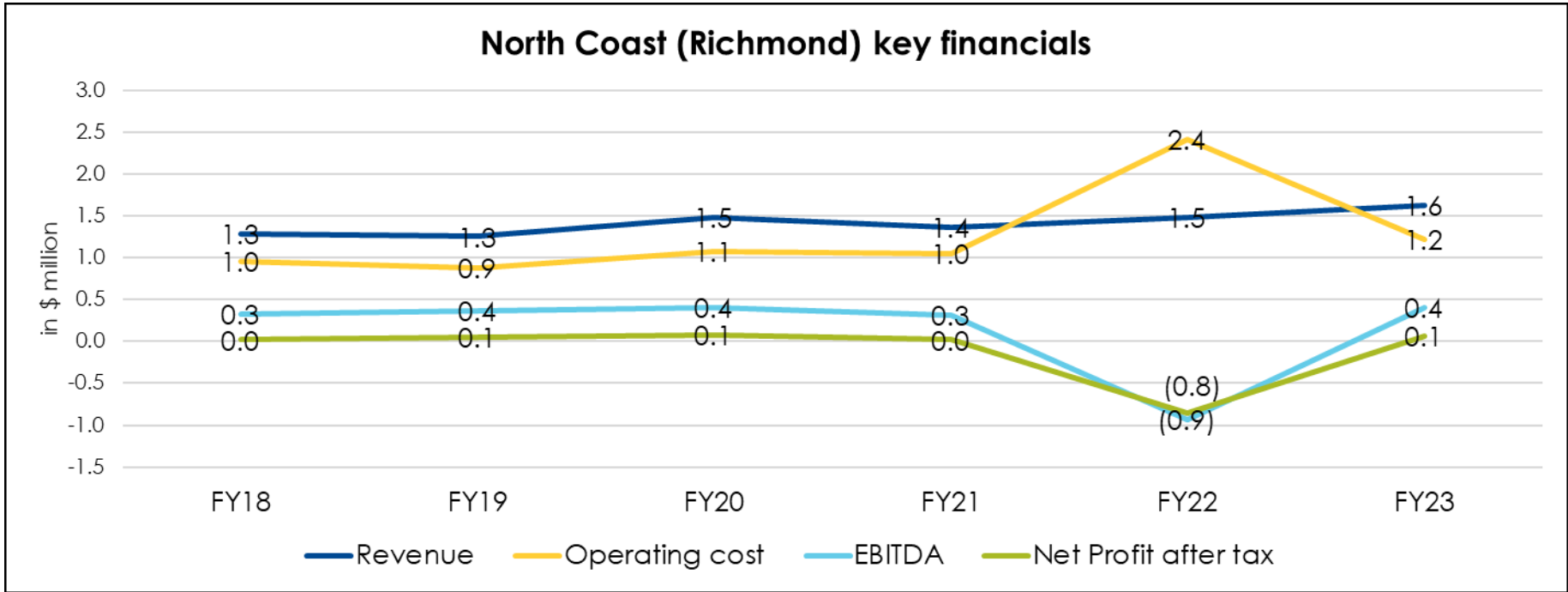
To be updated- example

Rural Valleys Net Profit After Tax and other metrics



To be updated- example

North Coast valley

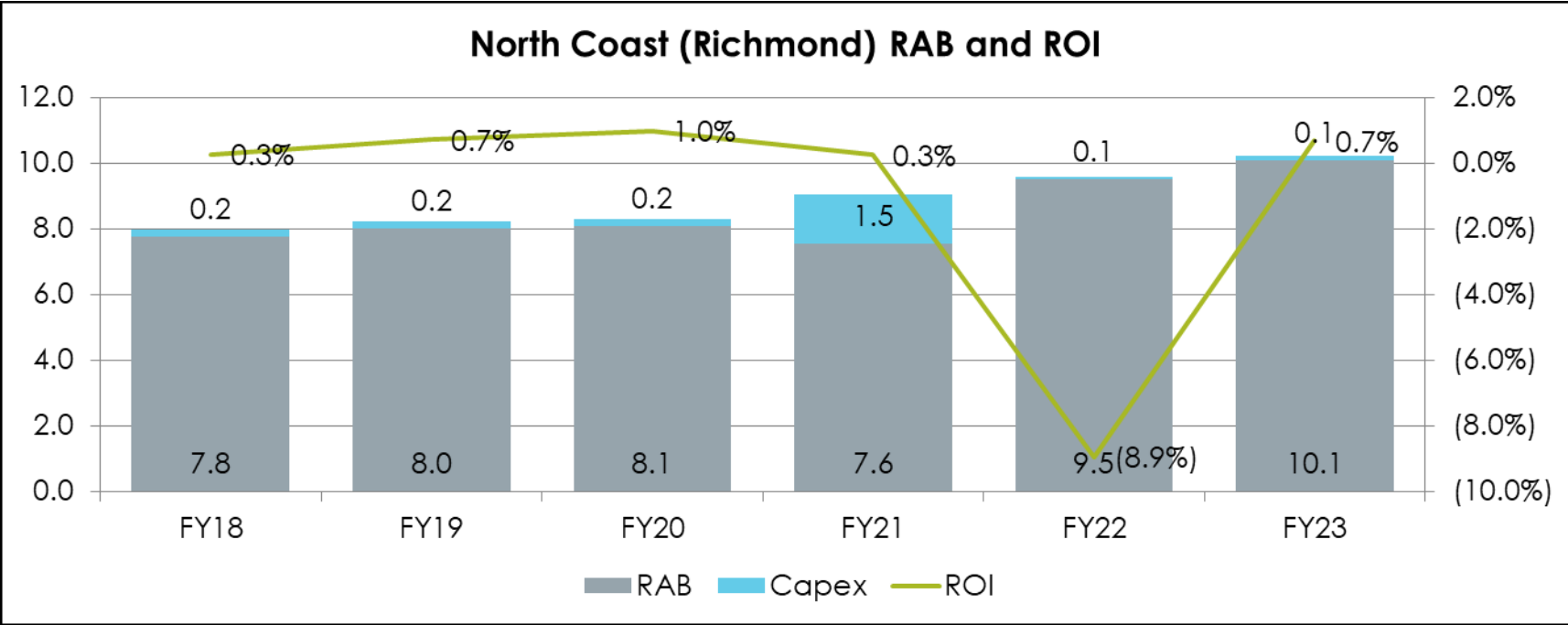


Comments:

- Our overall profit (NPAT) is low.
- Poor financial performance in FY22 is because of higher operating expenses related to flood management, metering, IT, and dam safety regulations.
- High fixed tariff.

To be updated- example

North Coast valley



Return on Investment (ROI) is Net Profit After Tax / (Opening RAB + new capex acquired during the year)

Comments:

- Except for FY22, when our NPAT was affected by flood costs, the Return on Investment (ROI) has remained steady, at 1%.

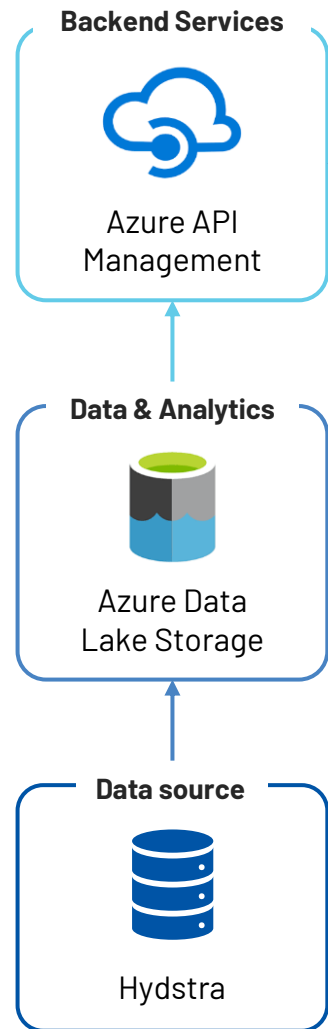
FY23 Rural Valleys Rolling 5yr ROI Ranking		
Valley Name	Rank	Rolling 5yr ROI
Murray	1	(4.6%)
Hunter	2	(2.1%)
North Coast (Richmond)	3	(1.3%)
Fish River	4	(1.2%)
Murrumbidgee	5	(1.0%)
Macquarie	6	(0.9%)
Lowbidgee	7	(0.7%)
Border	8	(0.5%)
Rural Valleys average		(0.3%)
Lachlan	9	(0.1%)
Gwydir	10	0.5%
Namoi	11	0.9%
Peel	12	1.0%
South Coast (Brogo)	13	2.0%

To be updated- example

WaterNSW WaterInsights

Phil Glastonbury

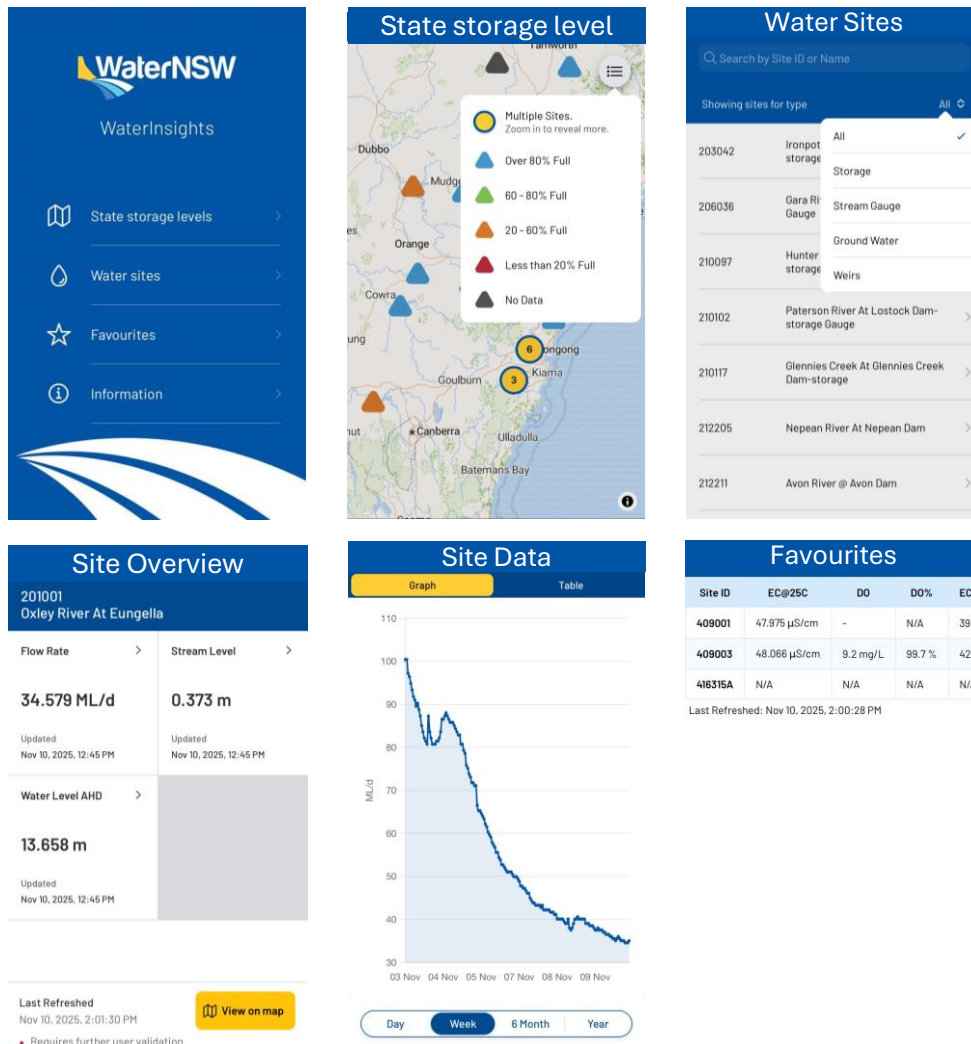
Head of Digital Applications and Solutions



WaterInsights App

Purpose:

WaterInsights App delivers reliable, real-time water data to customers and the community, aligned with WaterNSW technology and branding standards.



Key features:

State storage level

- Displays a clustered map of dam storages
- Uses color-coded indicators to represent storage levels

Water sites

- Toggle between list and map view
- Supports search and filtering by site type: Storage / Stream Gauge / Groundwater / Weirs

Site overview

- Displays latest instantaneous values
- Allows users to add/remove sites from favourites
- Supports setting alert via WaterInsights

Site data

- Presents data in both chart and table formats
- Supports multiple timeframes: Day / Week / Six Months / Year

Favourites

- Provides quick navigation to saved sites
- Displays latest instantaneous values
- Caches data for offline use

Key technology:

- Framework:** Ionic (Angular) with Capacitor (cross-platform mobile)
- API layer:** Azure API Management
- Data & analytics:** Azure Data Lake Storage Gen2

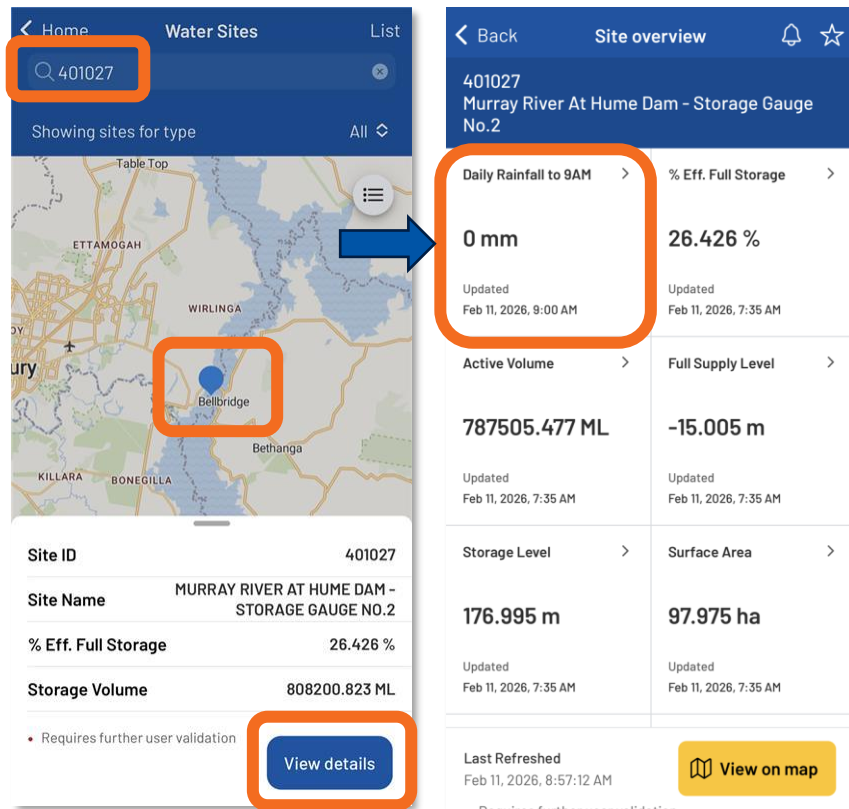
Key integrations:

- Site Metadata API
- Surface Water Data API
- Groundwater API

WaterNSW WaterInsights App

Viewing Daily Rainfall by Stream Gauge

Search the Water Site using the Site Id or find your site on the Map > Click **"View details"**.
Then Select the **Daily Rainfall to 9am** tile.



Data can be displayed as a **Graph** or a **Table** with results by **Day, Week, 6 Month or Year**.

Graph can be seen with **Hourly, Daily** or **Cumulative** results.



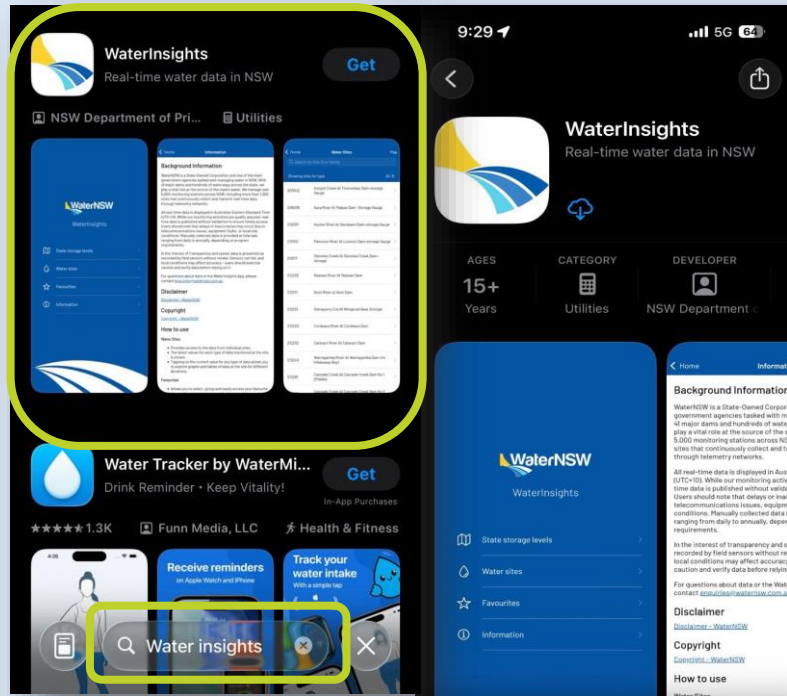
WaterNSW WaterInsights App

Search and download the WaterInsights app now!

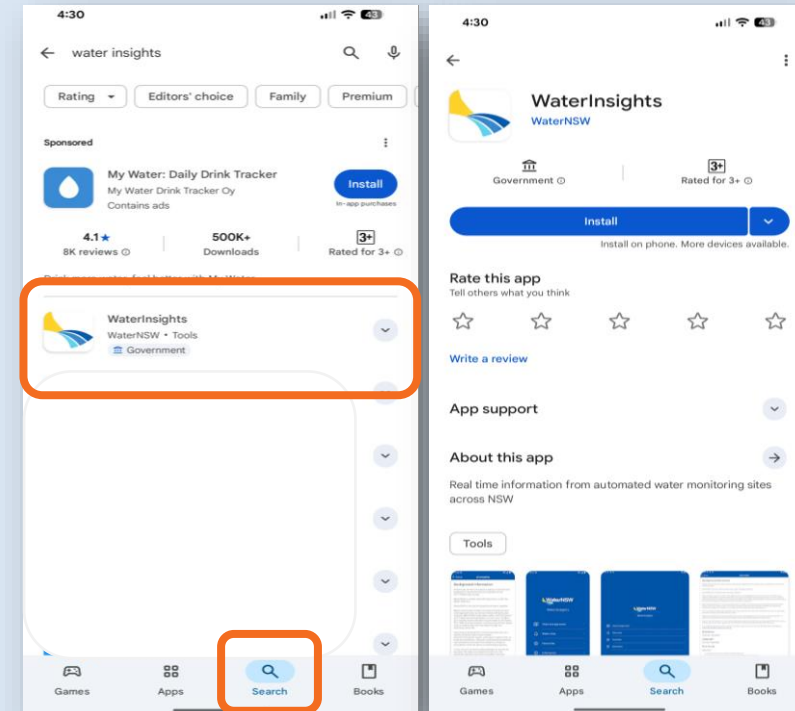
Search for '**WaterInsights**' in App Store / Play Store on your device, then click Get/Install



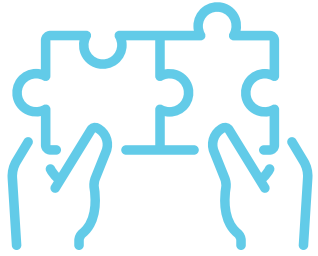
iOS App Store



Android Play Store



WaterNSW WaterInsights App



What will happen to the WaterLive app and Real Time Data (RTD) ?

The **WaterLive App** will eventually be retired, scheduled for late 2026, once customers have had an opportunity to download and adopt the new **WaterInsights App**.

The **Real time Data (RTD) website** and **the WaterInsights online portal** will continue to operate as they do today, providing reliable access to Water Data and Information.

Feedback/Support contact

Data

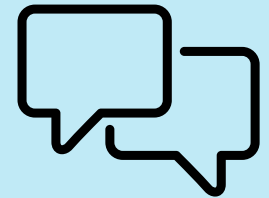
To provide feedback or ask questions about the data please email:

enquiries@waterNSW.com.au

Support

For WaterInsights app related issues or support, please email:

customer.helpdesk@waterNSW.com.au



Business Papers

Taken as read

General Business

Useful Links and Resources (click the blue link)

- [WaterNSW](#) – we’re the people taking care of the state’s water at the source – capturing, storing, delivering
- [WaterNSW Pricing Proposal](#) – get involved and share your feedback
- [WaterNSW Customer Portal](#) – apply or amend a BLR bore, update the classification of your work and more
- [WaterInsights Portal](#) – WaterNSW’s interactive web tool where you can access everything you need to know about water resources and how we manage water
- [Licensing and Approvals](#) – book a one-on-one appointment with our Licensing team, apply for a new licence and more
- To receive our monthly E-Newsletter, state-wide customer notifications, Murrumbidgee IVT notifications and advertised applications – [subscribe here](#)
- Register for our [Early Warning Network](#) to alert you to dam and supply activities
- **WaterNSW Customer Helpdesk** – 1300 662 077 or email customer.helpdesk@waterNSW.com.au
- **Metering:** find out your ongoing [recording and reporting](#) requirements; book a [one-on-one meeting](#) with our Metering team; use the online [NSW Metering Guidance Tool](#) to see if the metering rules apply to you and what is required to comply
- [NSW Department of Climate Change, Energy, the Environment and Water \(NSW DCCEEW\)](#) – responsible for setting water policy in NSW
- [Natural Resources Access Regulator \(NRAR\)](#) – responsible for the enforcement of water laws in NSW

Contact Details



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