

Coastal-Hunter Customer Advisory Group

26 August 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 & Introductions

- Apologies
- Confirmation of Agenda Items
- Declaration(s) of Interest – pecuniary or confidential
- Minutes of previous meeting – 22 April 2026
- Actions arising from minutes – 22 April 2026
- Election of Chairperson

Election of Chairperson

Brendan Maher

Head of Customer Experience & Operations

Election of Chairperson

- Elected annually by a vote of members present (maximum of 3 consecutive years)
- Impartial chair of meetings
- Even-handed on dealing with issues
- Gaining broad customer input
- Strong communication skills - ability to keep meeting on topic, to time and within scope
- Represent the CAG at CAG Chairpersons' meetings (twice per year or as needed, online or in person)
- Participate in pre-meetings with WaterNSW and NSW DCCEW, providing input towards determination of meeting agendas

WaterNSW Executive update

Rob O'Neill

Executive General Manager, Land & Water Operations

The Why: Pressures influencing our future



Revenue Gap

Tight fiscal conditions, affordability pressures among shrinking customer base. New obligations with no commercial return



Increasing Competition

Desalination, PRW, storm water are emerging viable alternatives undermining our traditional role



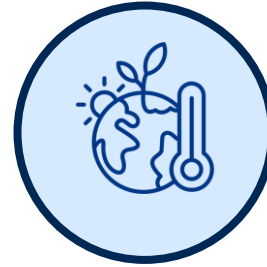
Reform Uncertainty

Slow progress on structural & pricing reform amid persistent inter-agency overlap



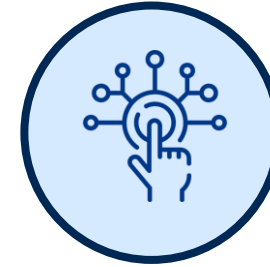
Shifting Customer Expectations

Higher demand for transparency, information, equity and environmental outcomes



Climate Impacts

Volatility & peakiness of droughts, floods & bushfire risk threaten catchments, flows & increase asset strain



Underinvestment In technology

Value chain (e.g SCADA/OT) is heavily analog despite customer expectations rising



Ageing Assets

Asset aging is driving higher operational risk and cost, requiring disciplined investment to maintain safety, reliability and service levels

Corporate Strategy



Our purpose

Water, delivered when and where it matters



Our vision

To support the resilience of NSW communities through our leadership in delivering water services, for generations to come

OUR STRATEGIC PILLARS

Strengthen the core



We deliver **safe, reliable water services** at the **lowest sustainable cost**, by focusing on **efficiency** and what matters most.

Grow new revenue



We unlock value from our assets by finding **new ways to generate income** and deliver **greater value** for our customers and communities.

Modernise how we work



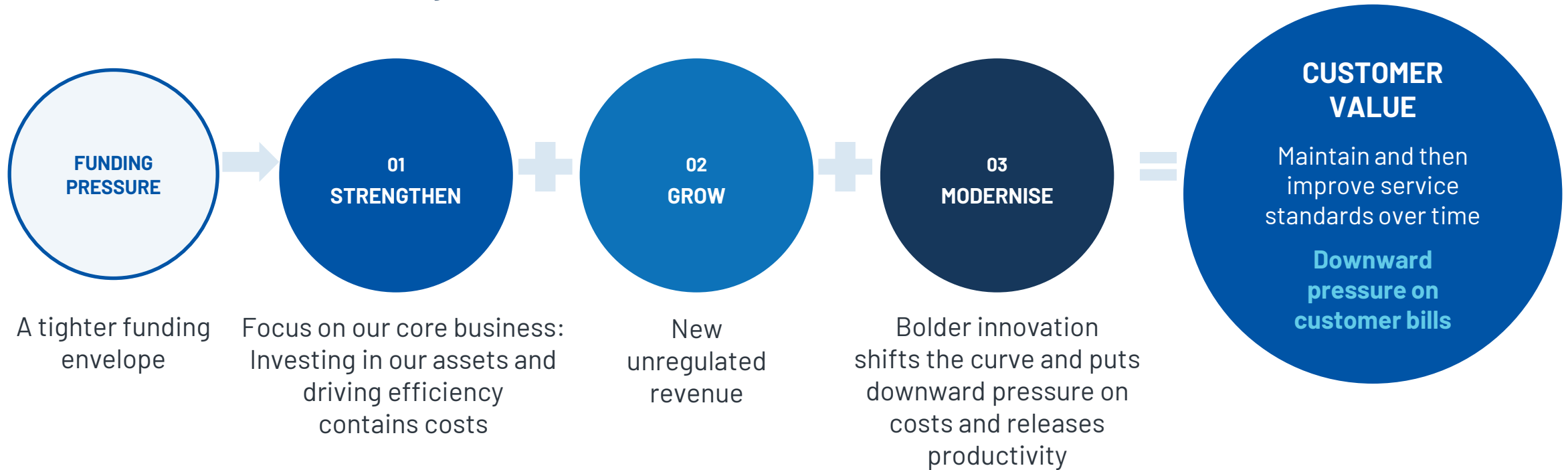
We equip our people with **smarter tools and ways of working** to deliver **better outcomes every day**.

OUR VALUES

Think customer | Drive change | Deliver excellence | Achieve together | Value our people | Own it

What this means for our customers: Turning funding pressure into customer value...

Three deliberate shifts change the cost base and how we service our customers into the future



The result: a stronger focus on doing our core business operations exceptionally well, a broader revenue base and more modern ways of working - working together for customers.

Q&A

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

- Metering compliance and works classification (WaterNSW/NSW DCCEEW)
- CAPEX program
- Hunter and Paterson WSP remake (NSW DCCEEW)

Anything missing?

WaterNSW's Financial Performance

Joe Pizzinga

Executive General Manager Corporate Services

Why are we discussing financial performance?

This presentation supports WaterNSW's commitment to enhanced transparency, accountability and customer engagement under the Rural Valleys determination. It is intended to complement future annual outcomes and performance reporting.

This update covers

- ✓ **FY26 financial performance** (unaudited*)
- ✓ **FY27 Business Plan outlook, including the final IPART determinations**
- ✓ **Key risks, assumptions and future considerations**

*Final FY26 financial outcomes, including dividends and other statutory measures, will be reported following completion of the annual financial statements.

Strong finances support reliable water services

WaterNSW must:

- **Maintain safe and reliable infrastructure**
- **Invest for future needs**
- **Meet regulatory obligations.**
- **Keep services affordable while investing for the future**

Long-term sustainability requires four levers

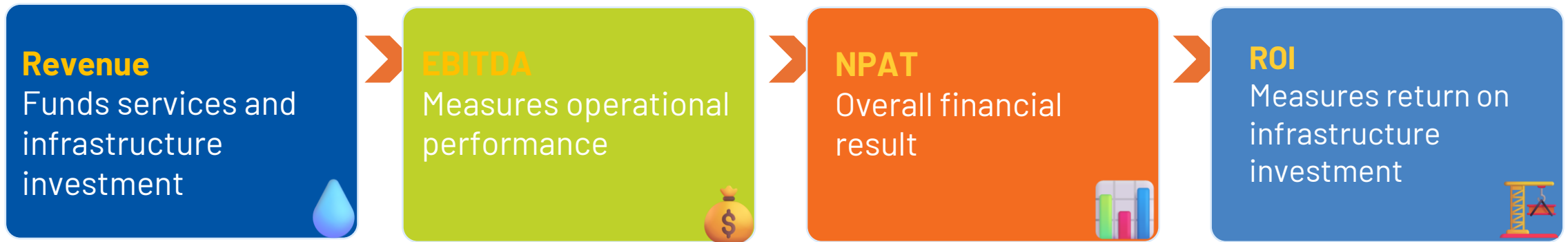
- 1. More efficient operations**
- 2. Sustainable pricing that balances affordability and investment**
- 3. Government funding where broader community benefits exist**
- 4. Additional revenue sources beyond regulated charges**

Takeaway:

Financial sustainability helps WaterNSW maintain reliable services today while investing in the infrastructure needed for future generations.

Understanding WaterNSW's financial performance

How financial performance is measured



How these figures were prepared 📅

- Accounting reporting standards applied
- Some costs are treated differently for regulatory reporting
- Reminder: FY26 actuals (unaudited)
- FY27 Board-approved budget forecast (\$nominal)

Potential Risks in our outlook

⚠️ Lower water demand

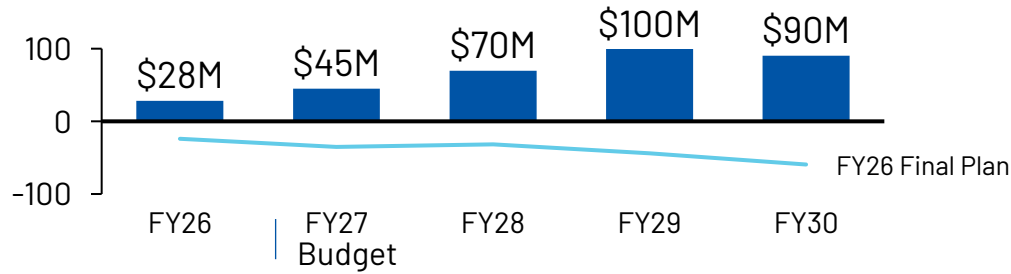
📄 Future government and regulatory funding decisions

📈 Higher Inflation

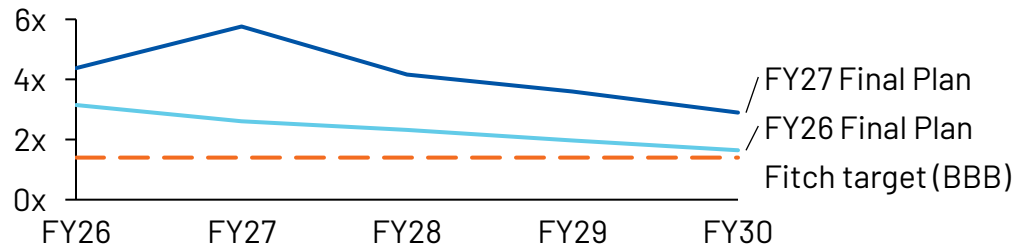
🏛️ Higher Interest rates

WaterNSW is now better positioned to fund future services and infrastructure

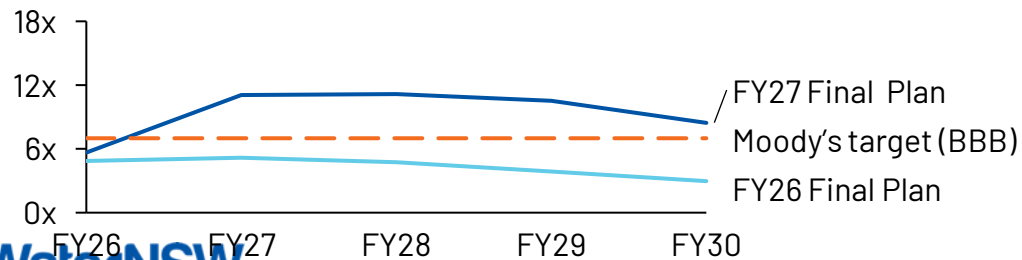
NPAT: FY26 Plan vs FY27 Plan (\$m)



Credit metrics: FFO adjusted interest coverage



Credit metrics: Real FFO / Net Debt



Previous plan was not sustainable

- Forecast losses and weakening financial resilience
- Reduced capacity to fund future infrastructure and services.

WaterNSW acted

- Reduced costs through transformation
- Reprioritised operating and capital programs
- Focused funding on critical services and infrastructure.

Final IPART outcomes improved cost recovery and financial sustainability

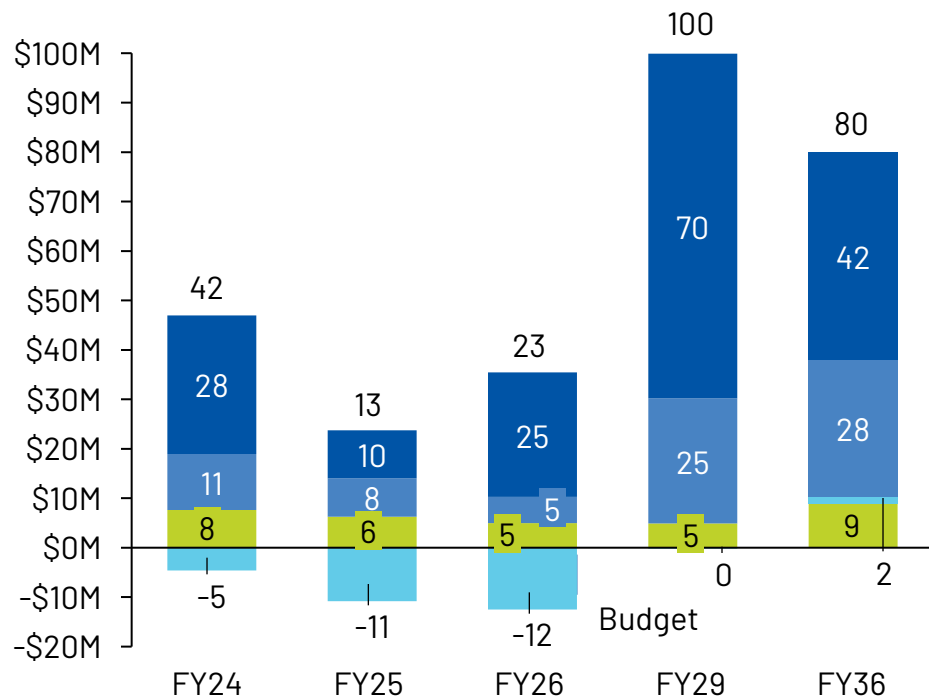
- Higher revenue allowances and improved cost recovery strengthened the financial outlook
- Government contributions under IPART's cost-sharing and affordability framework help moderate customer bill impacts
- Financial resilience and forecast credit metrics improve under WaterNSW's FY27 Plan following the final determinations.

Takeaway:

The determination improves WaterNSW's financial position, supporting ongoing service delivery and investment, while affordability and long-term sector sustainability remain important considerations. WaterNSW's long-term forecasts include assumptions regarding future government contributions that remain subject to future government decisions.

WaterNSW NPAT is improving, but not evenly

Greater Sydney drives earnings while other determinations continue to recover



Greater Sydney
Rural Valleys
WAMC
Broken Hill

WaterNSW NPAT improves materially by FY29, with FY26 temporarily impacted by restructure costs and a one-year Rural Valleys determination.

Greater Sydney remains the primary contributor to WaterNSW's overall financial performance and underpins earnings and dividend capacity, with dividends forecast at approximately \$45 million per annum.

Other determinations continue to recover

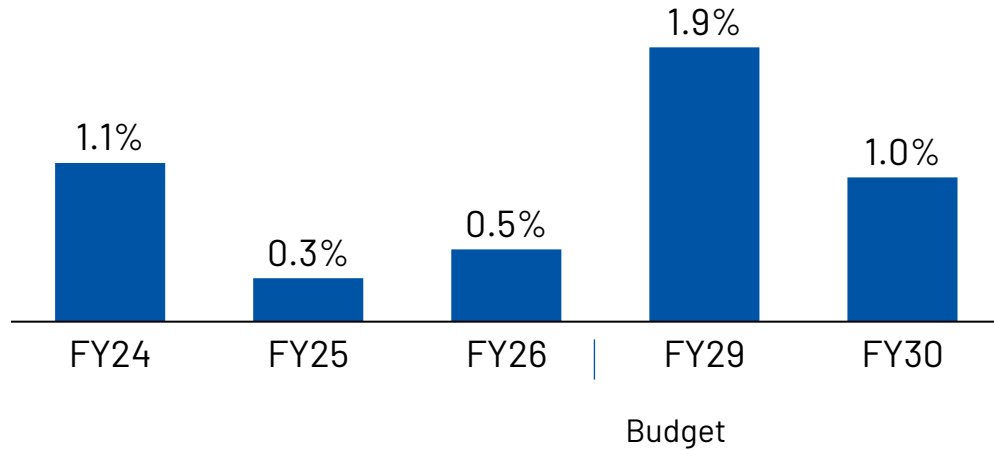
- Rural Valleys are on a more sustainable pathway than previous forecasts, although affordability pressures and long-term funding arrangements remain important considerations
- WAMC remains loss-making but is improving, with technology investment costs recovered over time through revenue and higher land tax continuing to impact earnings.

FY29 is not a permanent run-rate, as future infrastructure investment increases borrowing, interest and depreciation costs.

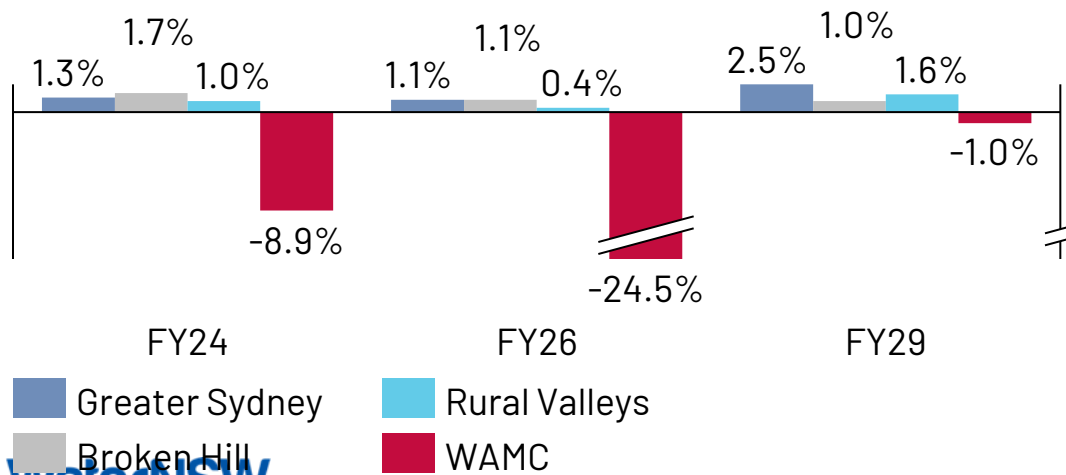
ROI provides important context by showing returns generated from infrastructure investment.

Return on Investment by determination (%)

WaterNSW ROI



ROI by determination



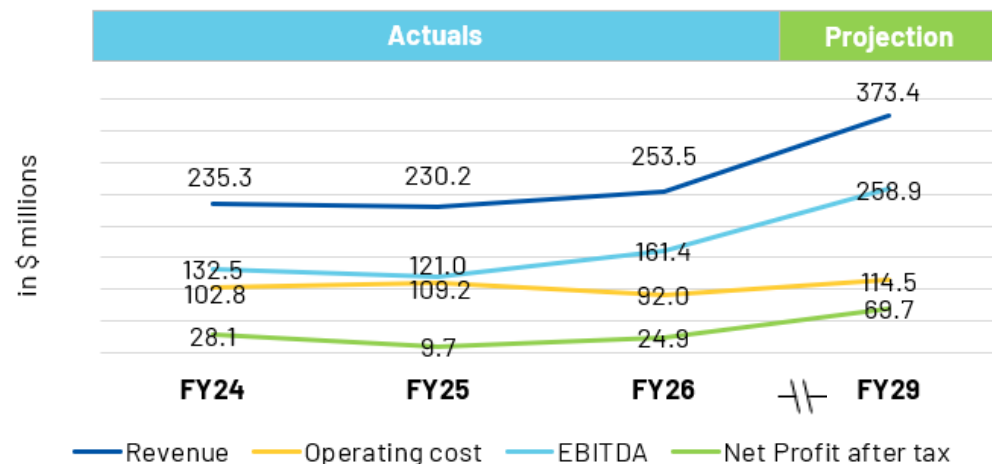
- **ROI improves from 0.3% in FY25 to 1.9% in FY29**, reflecting stronger financial sustainability
- **ROI is forecast to decline to 1.0% in FY30**, as higher borrowing, interest and depreciation costs associated with infrastructure investment flow through the business
- **Greater Sydney generates the strongest returns and supports WaterNSW's overall financial sustainability.**
- **Sustainable returns support asset renewal, dam safety and future infrastructure investment.**
- **Access to future borrowing is important but not guaranteed, with government debt capacity prioritised across competing infrastructure investments.**
- **Assumes a higher determined Government Share is paid beyond FY27.**

Takeaway:

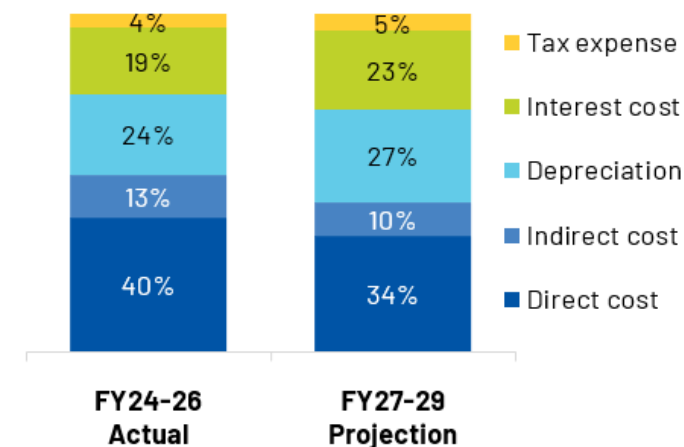
Sustainable returns help WaterNSW secure the funding and borrowing needed to invest in future infrastructure while maintaining reliable and affordable water services.

Greater Sydney

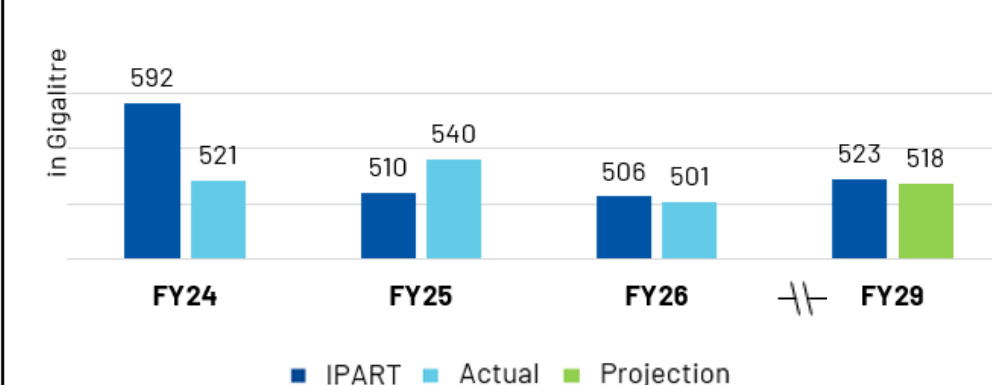
Greater Sydney key financials



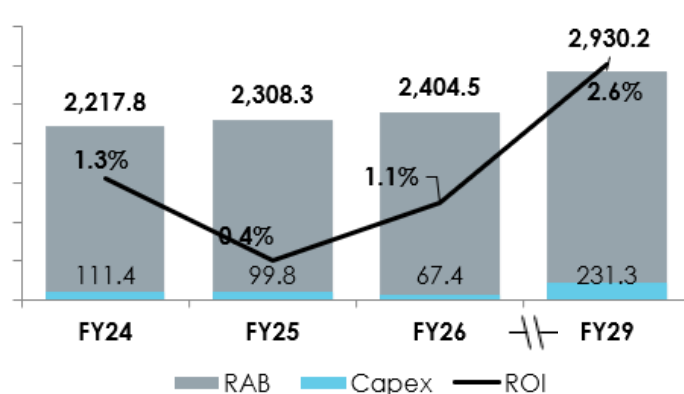
Greater Sydney cost profile



Greater Sydney Valley Water Usage Volume



Greater Sydney RAB and ROI



Key Financials

Revenue growth exceeds operating cost growth from FY26 to FY29, lifting EBITDA.

Cost Profile

A higher share of depreciation and interest reflects increased capex investment.

Volumes

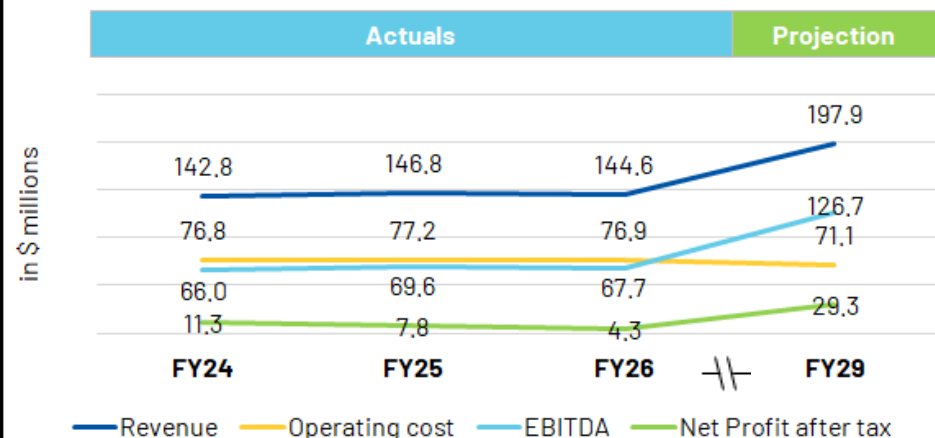
Water demand remains broadly stable across the outlook period.

RAB and ROI

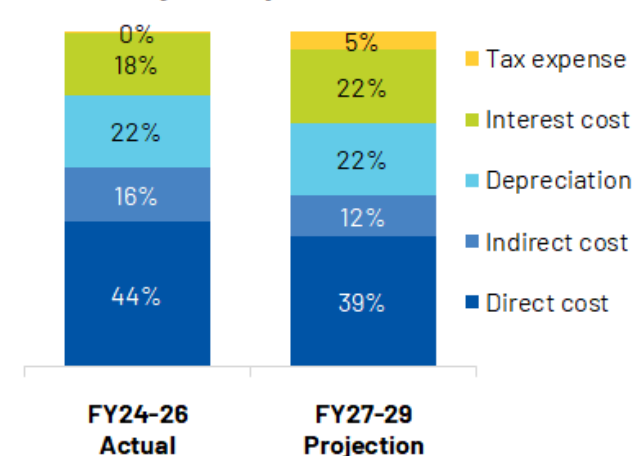
Asset base grows to almost \$3 billion, with 80% of investment focused on asset renewal that strengthens reliability, resilience and future water security.

Rural Valleys

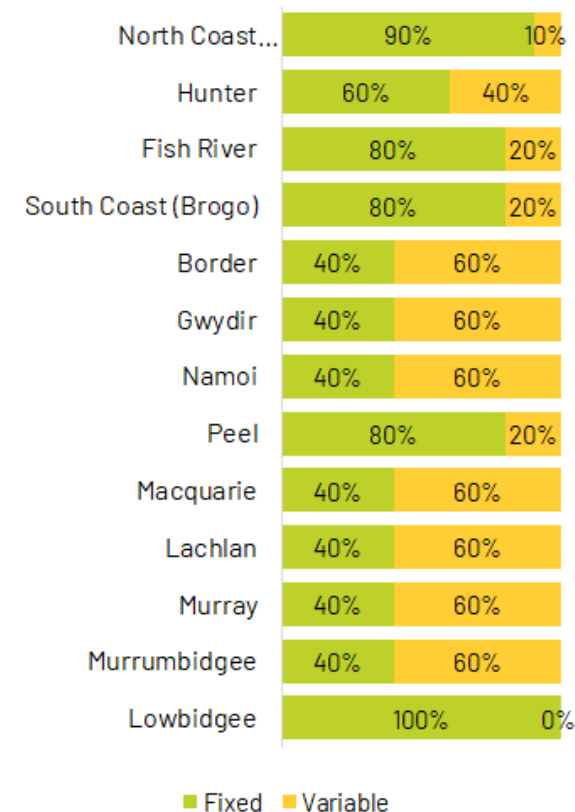
Rural Valleys key financials



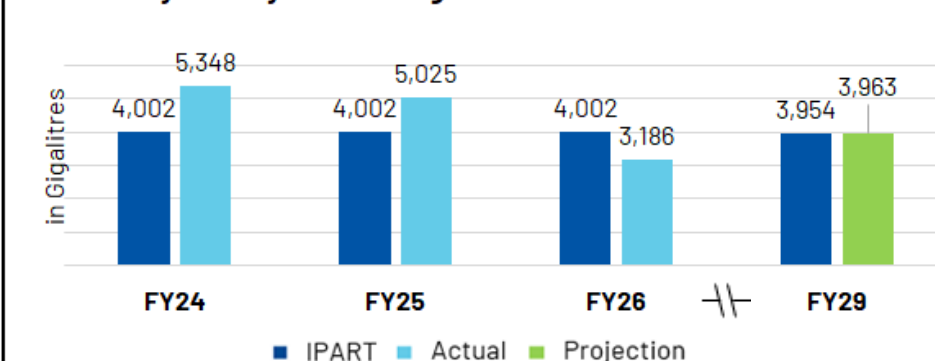
Rural Valleys cost profile



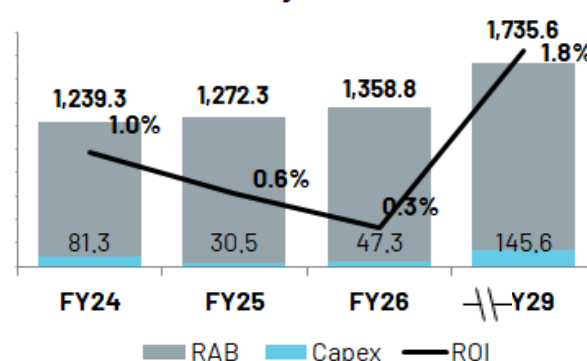
Revenue Fixed:Variable ratio



Rural Valleys Valley Water Usage Volume



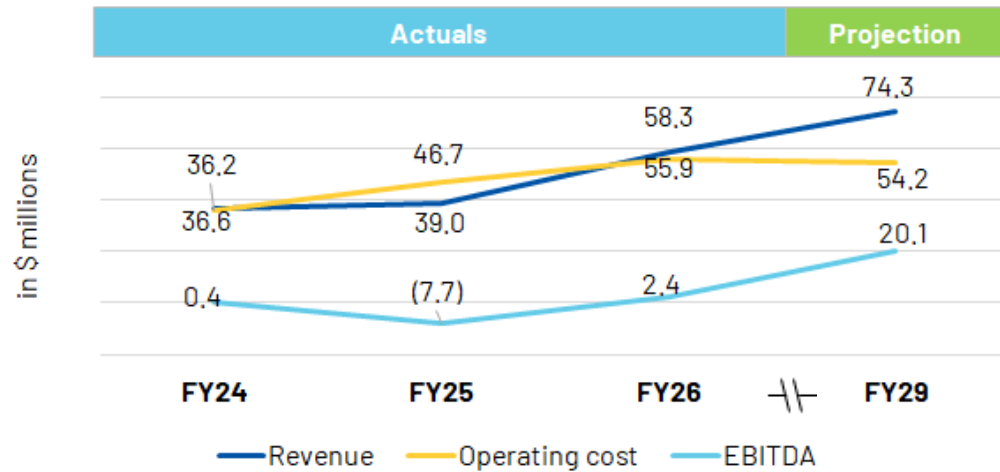
Rural Valleys RAB and ROI



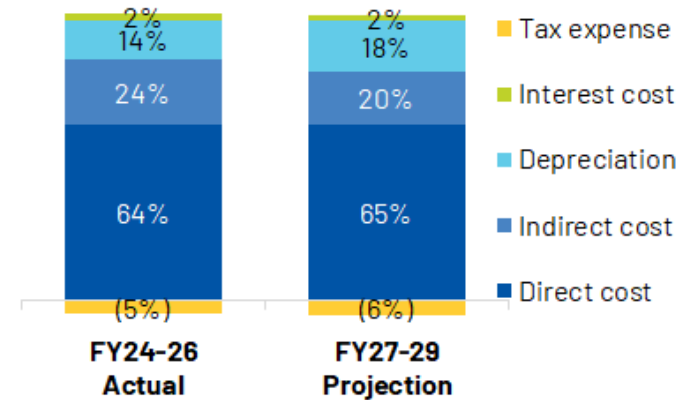
- Financial sustainability improves under IPART's determination, supported by affordability funding from Government. However, funding beyond FY27 is uncertain. Continued Government support is critical to maintaining Rural Valleys affordability, long-term financial sustainability and shareholder returns.
- FY27 water volumes remain below IPART's rolling average, reflecting current conditions.
- Recurring transformation savings lower the operating cost base.
- Capex investment is weighted to later years, growing the asset base to \$1.7 billion as at FY29 and supporting asset renewals and resilience. Environmental project funding remains subject to future government decisions.

WAMC

WAMC key financials

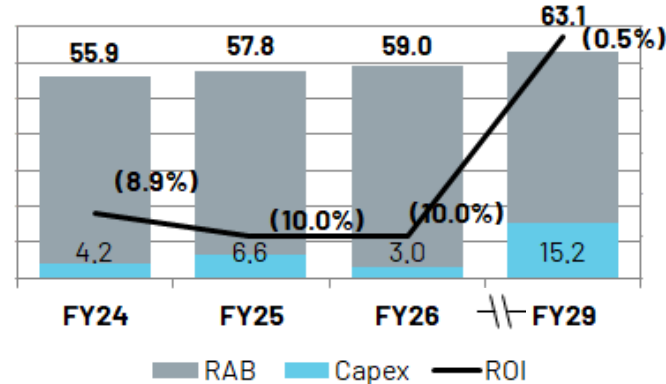


WAMC cost profile



- WAMC's financial performance is improving.
- Technology investments and higher land tax (both seen in operating costs) have affected short-term performance.
- Revenue recovery improves performance over time, and the higher EBITDA in FY29 offsets interest and depreciation costs.

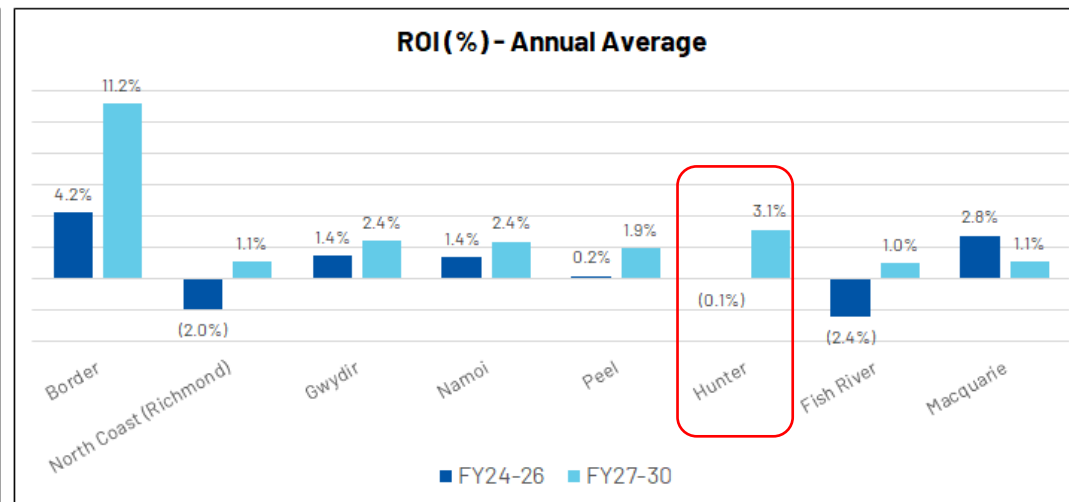
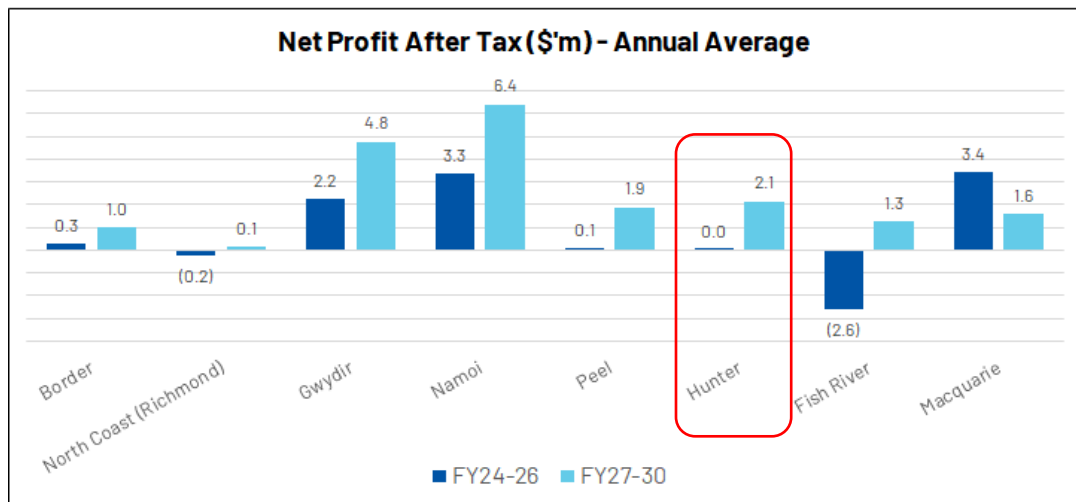
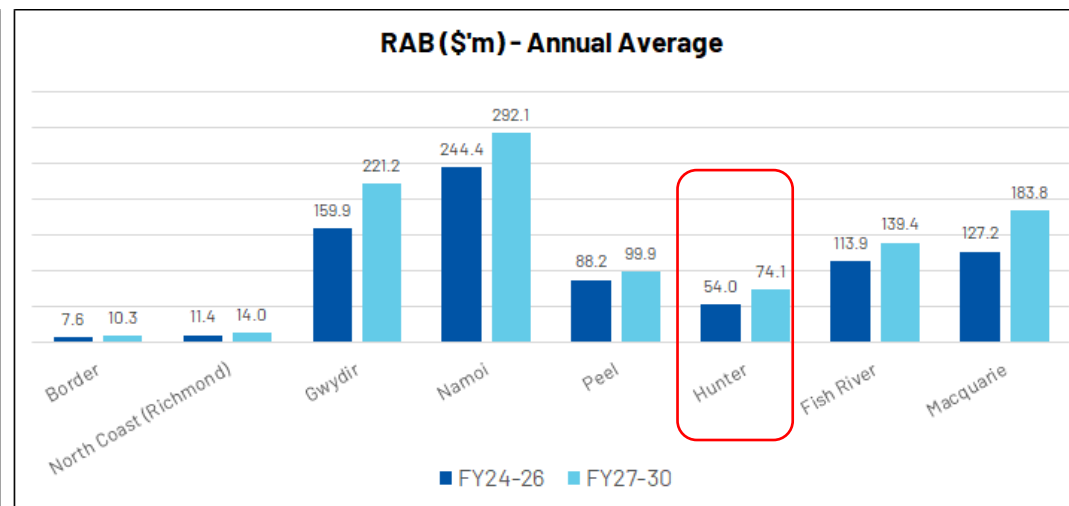
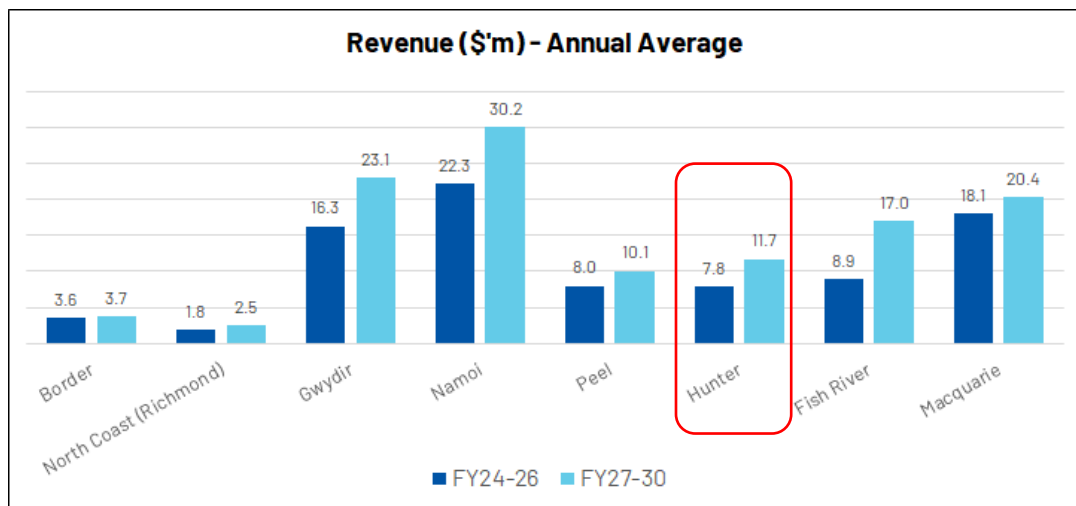
WAMC RAB and ROI



Hunter

Rural Valleys Performance by Valley - North

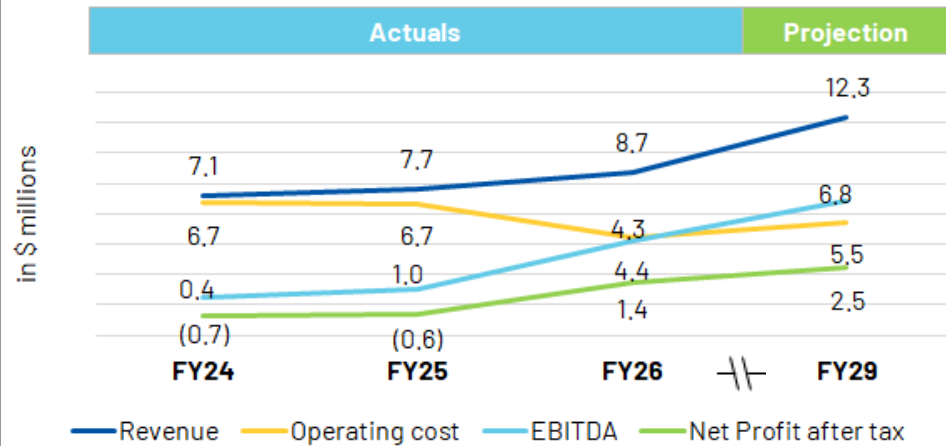
Revenue, Net Profit After Tax, RAB and ROI | Annual Average FY24-26 actual vs. FY27-30 projection



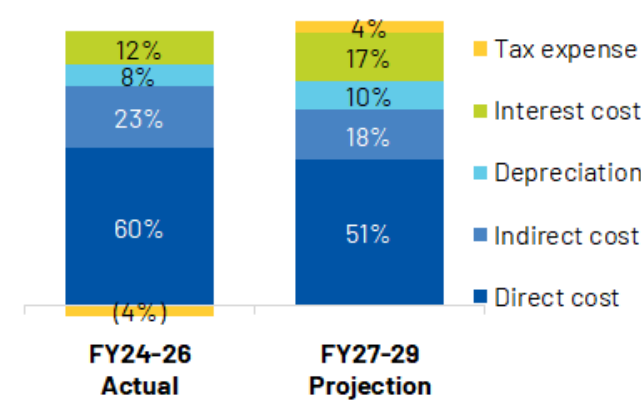
Hunter

Net Profit After Tax and other metrics

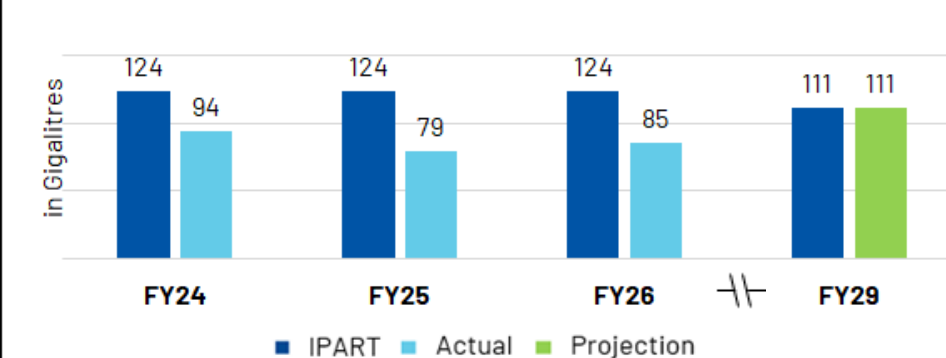
Hunter key financials



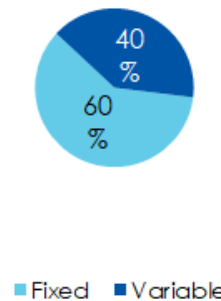
Hunter cost profile



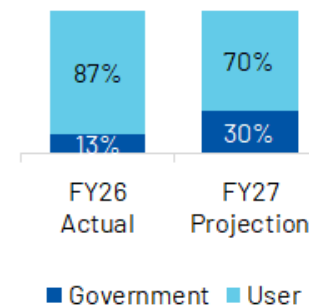
Hunter Valley Water Usage Volume



Hunter revenue



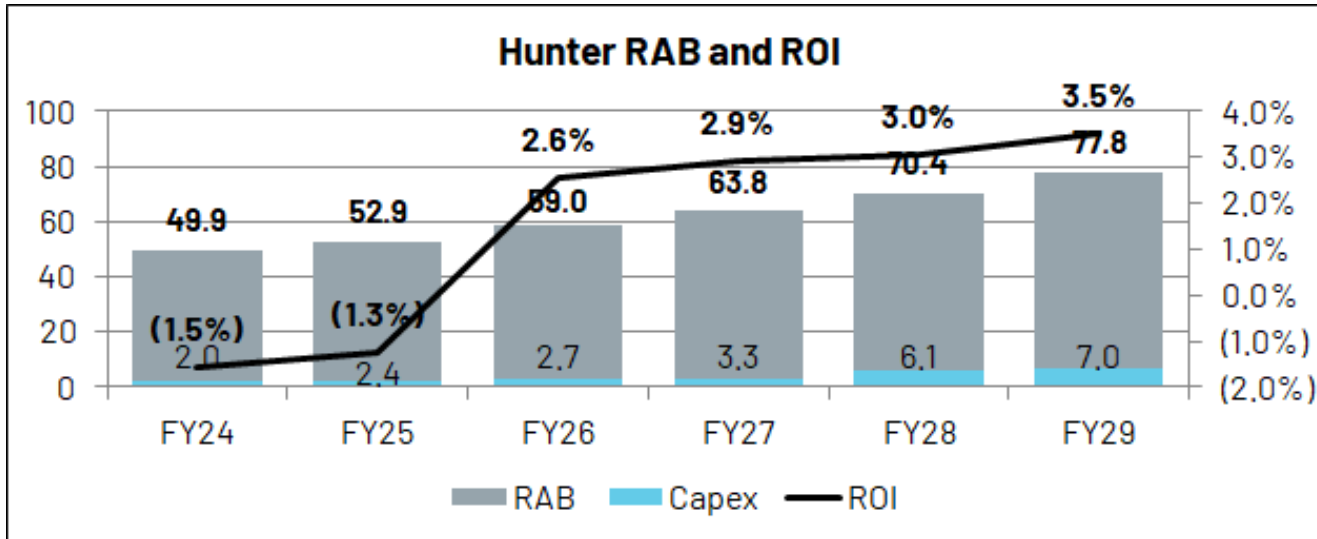
Hunter revenue share



- The final IPART determination places Hunter on a more sustainable financial footing by recognising prudent and efficient service delivery costs, including financing costs.
- The outlook reflects recurring benefits from WaterNSW's transformation program and a recovery toward long-term average demand.
- Affordability funding helps moderate customer impacts while supporting long-term service sustainability.

Hunter

Return on Investment and RAB



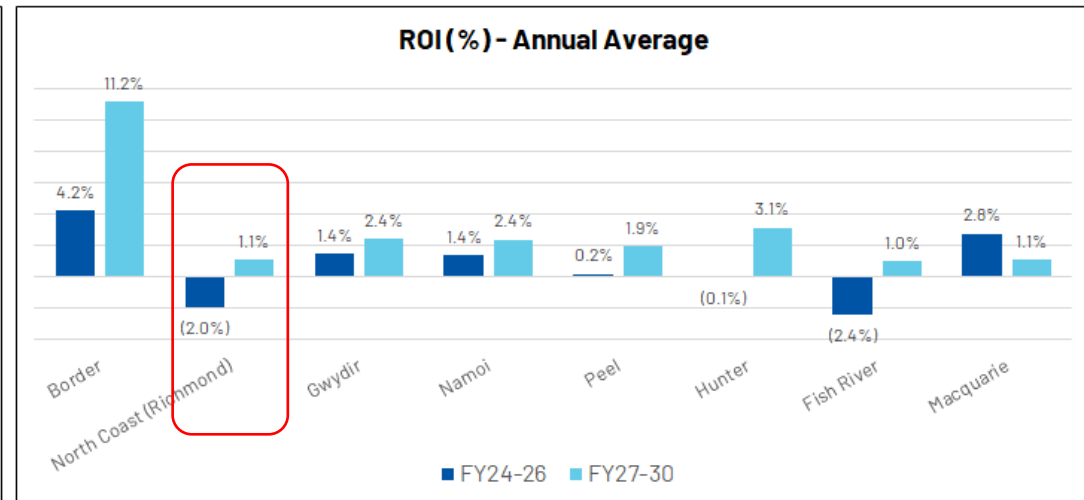
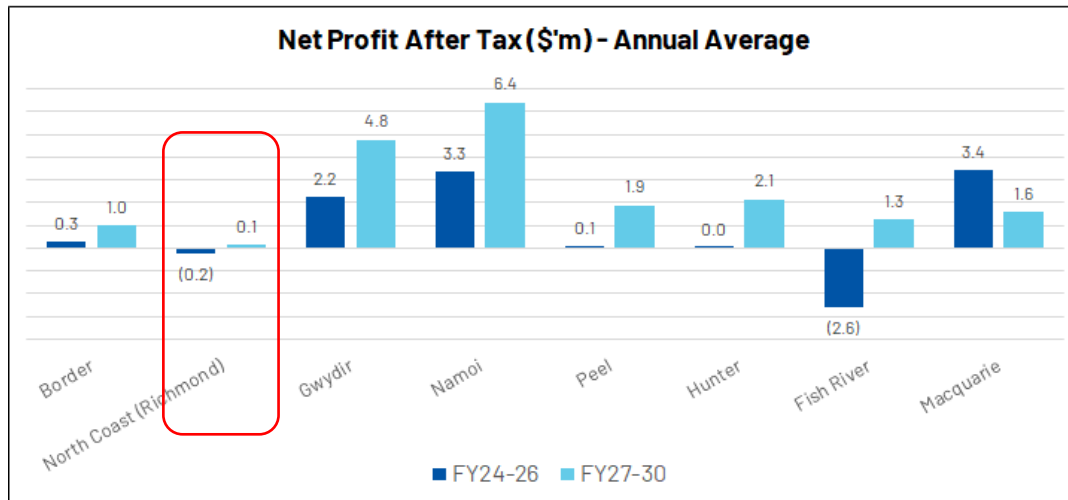
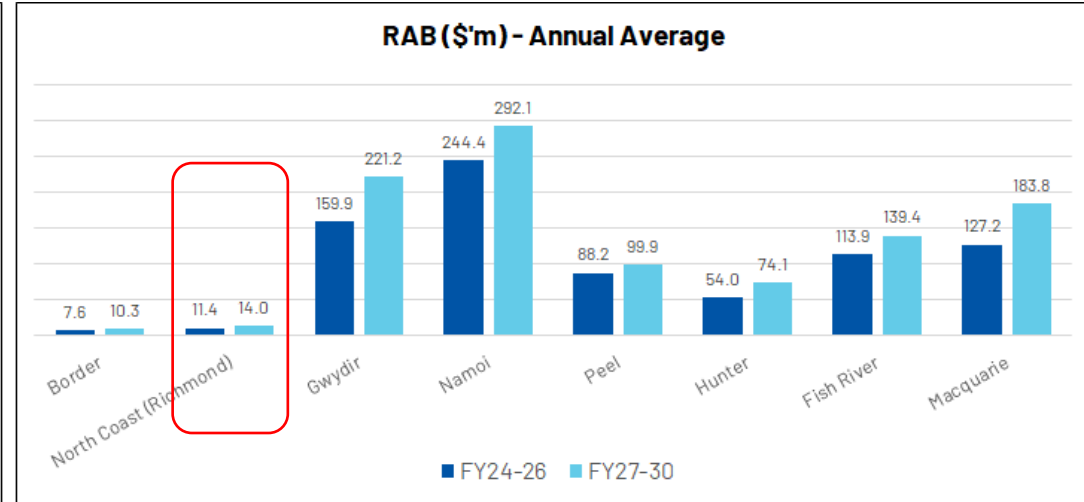
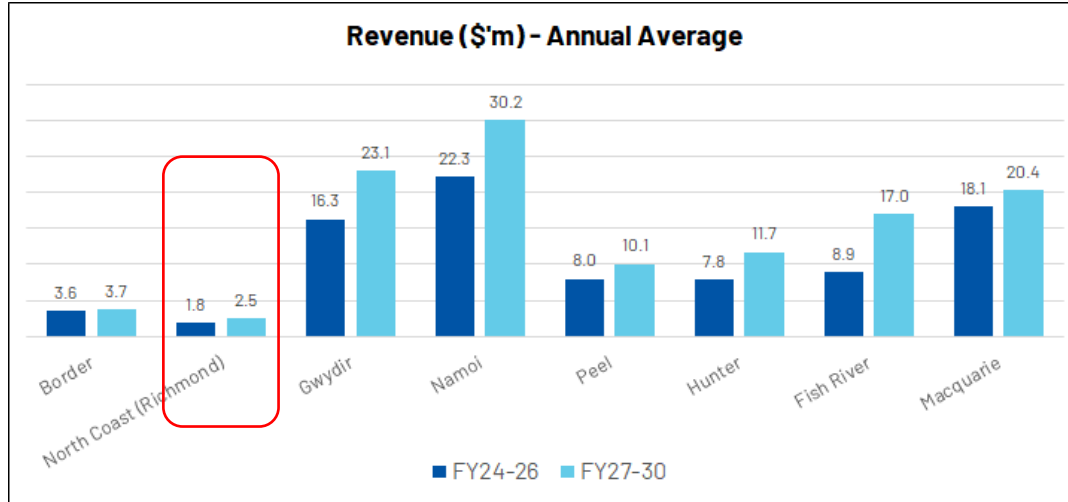
Return on Investment (ROI) is calculated as Net Profit After Tax / (average of Opening and closing RAB + new capex acquired during the year).
RAB is the opening balance less depreciation, plus new capex from previous year and indexation. Capex is incremental for each year.

- Improving profitability drives ROI growth to 3.5% by FY29.
- RAB increases to \$77.8 million, reflecting continued investment in essential infrastructure.
- Earnings growth is expected to exceed asset growth, strengthening financial sustainability.
- Investment remains focused on asset renewal, safety and service reliability, including the Electrical Safety Improvement Project and Glenbawn Dam Dissipator Valve Coating Refurbishment.

North Coast (Richmond)

Rural Valleys Performance by Valley - North

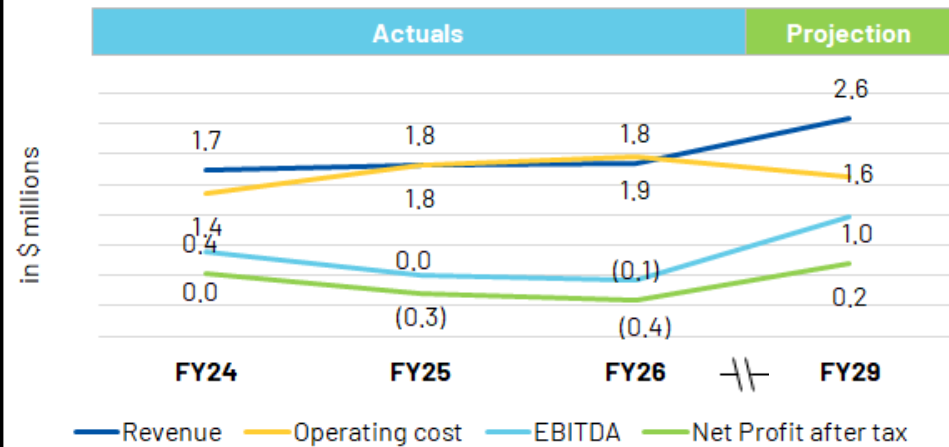
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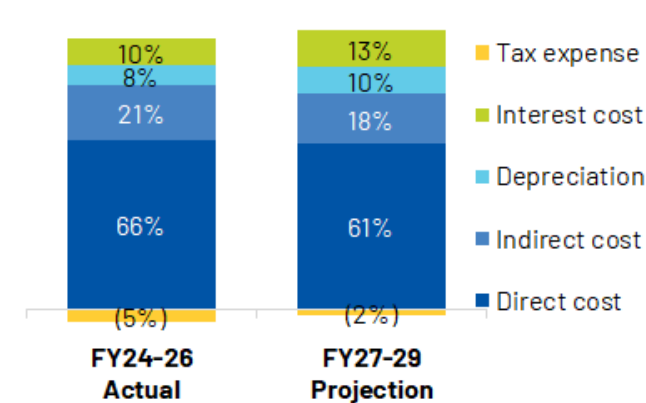
North Coast (Richmond)

Net Profit After Tax and other metrics

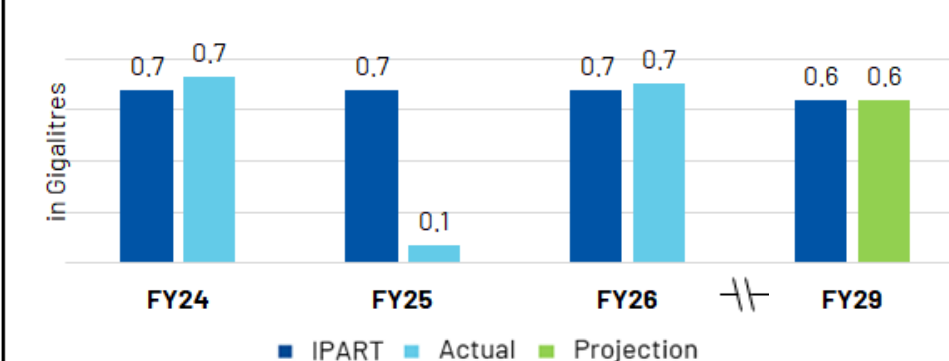
North Coast (Richmond) key financials



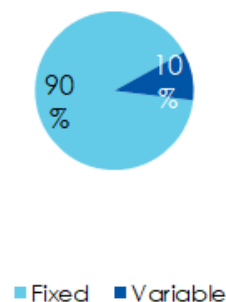
North Coast (Richmond) cost profile



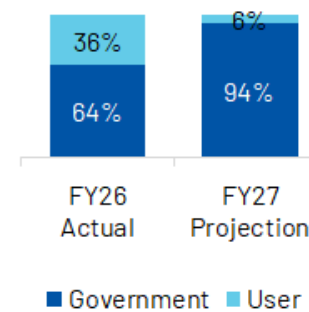
North Coast (Richmond) Valley Water Usage Volume



North Coast (Richmond) revenue



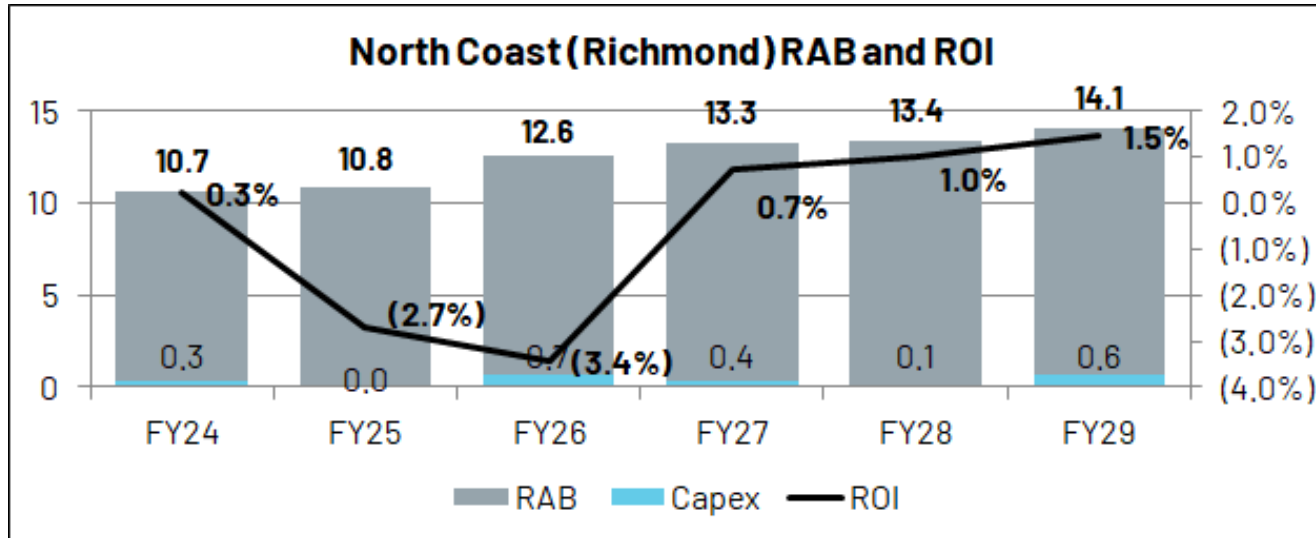
North Coast (Richmond) revenue share



- North Coast remains a small scheme with limited customer revenue and a high reliance on affordability support.
- The final determination improves recovery of prudent and efficient service delivery costs, supporting a return to profitability.
- Transformation savings improve the underlying cost position.
- Long-term sustainability continues to depend on government affordability funding.

North Coast (Richmond)

Return on Investment and RAB



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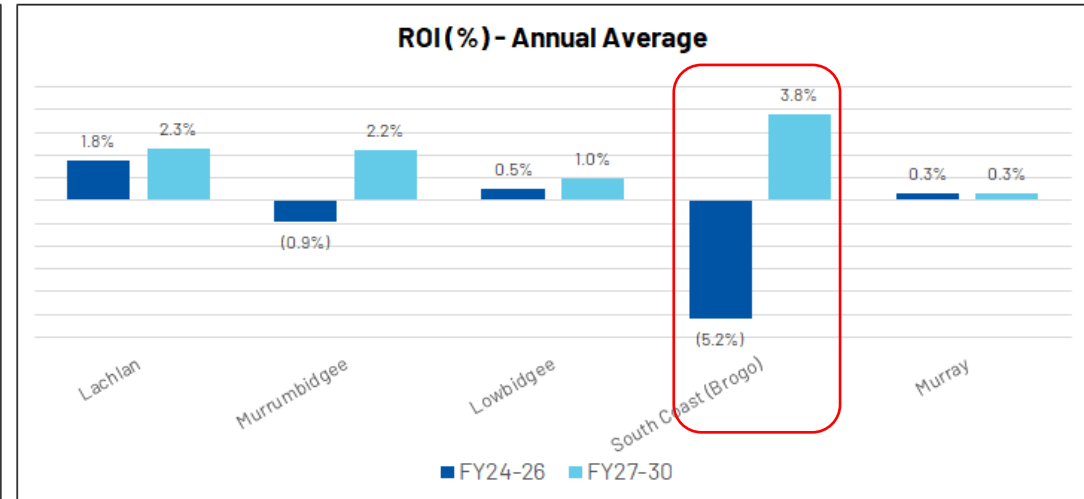
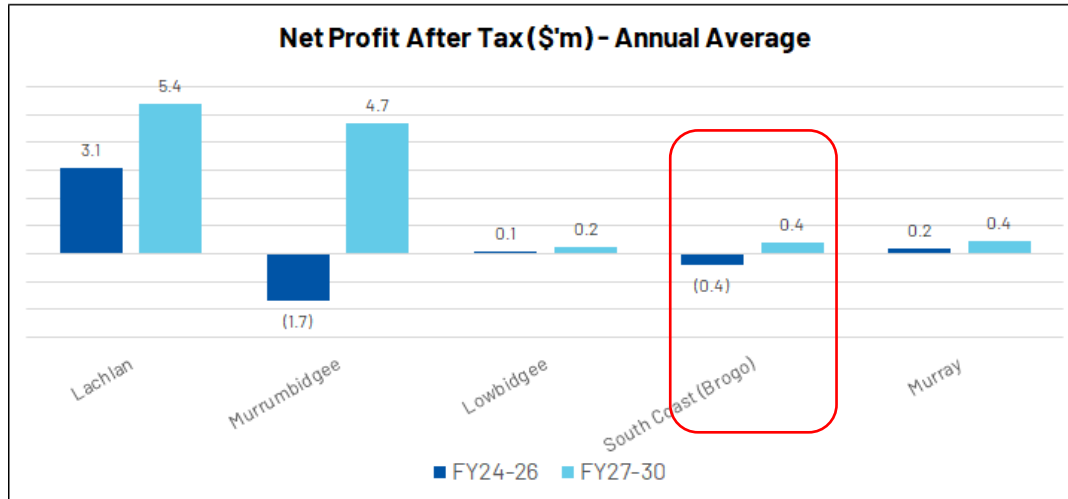
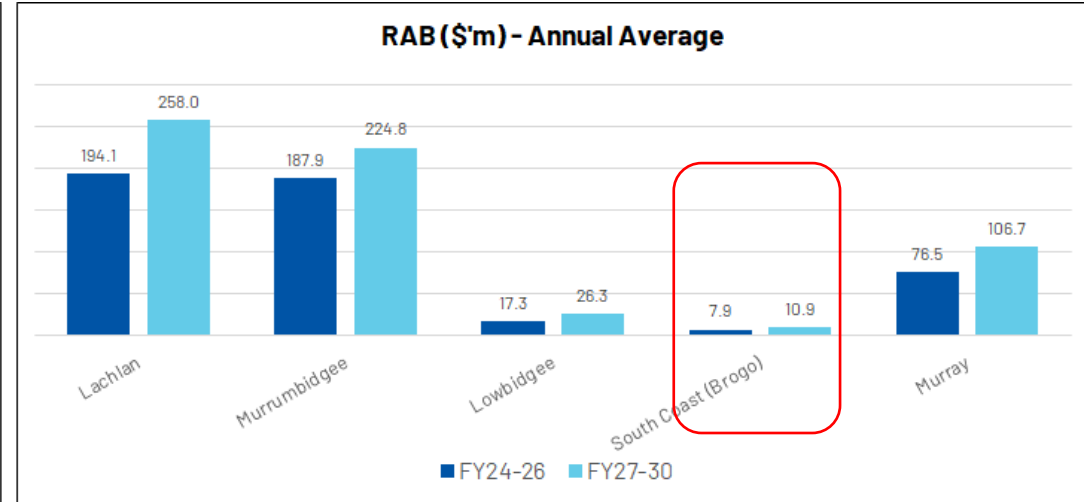
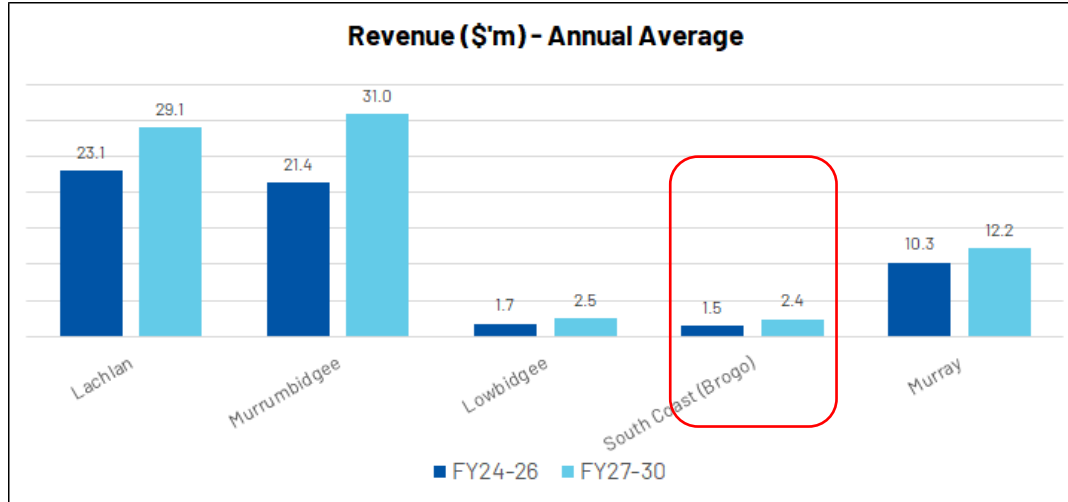
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- ROI returns to positive territory from FY27, reaching 1.5% by FY29.
- Improved cost recovery strengthens long-term financial sustainability.
- RAB grows to \$14.1 million, reflecting continued investment in water infrastructure and asset renewals.
- Capital expenditure increased in FY26, largely driven by dam safety works.

South Coast (Brogo)

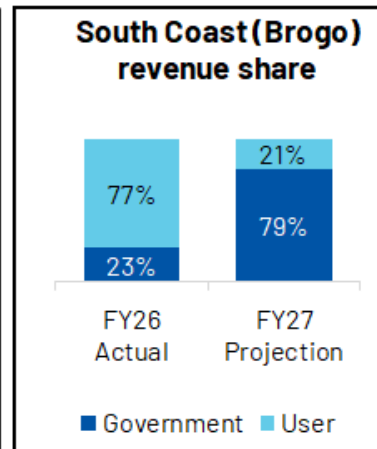
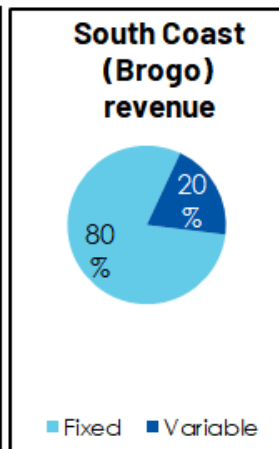
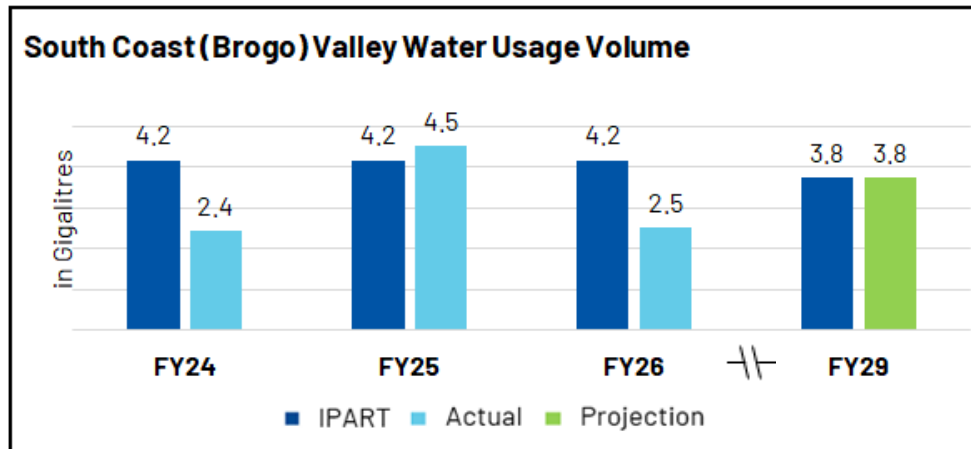
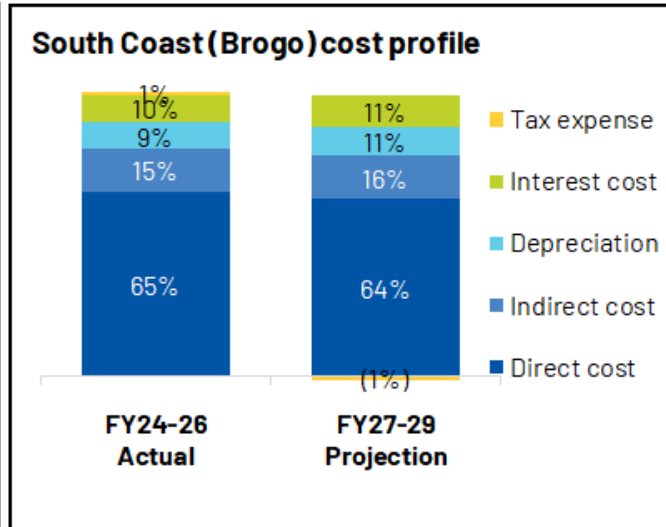
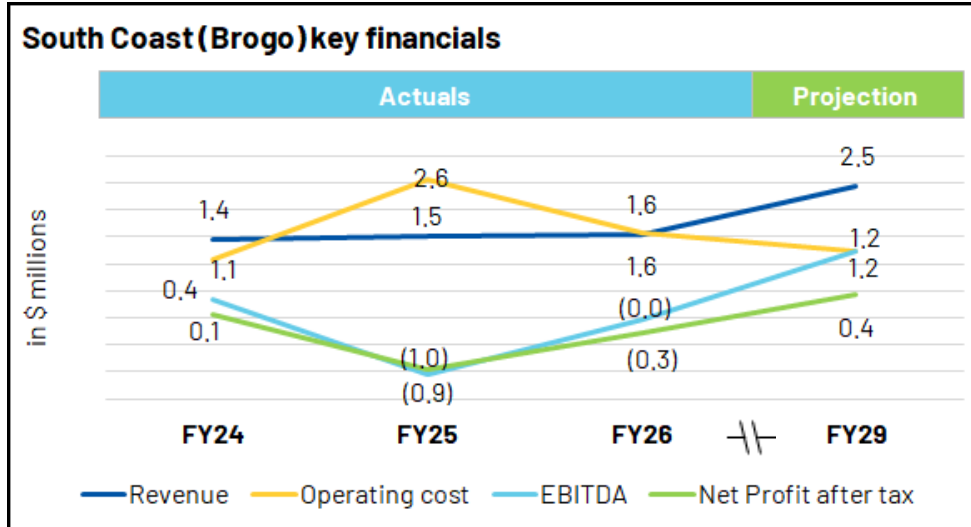
Rural Valleys Performance by Valley - South

Revenue, Net Profit After Tax, RAB and ROI | Annual Average FY24-26 actual vs. FY27-30 projection



South Coast (Brogo)

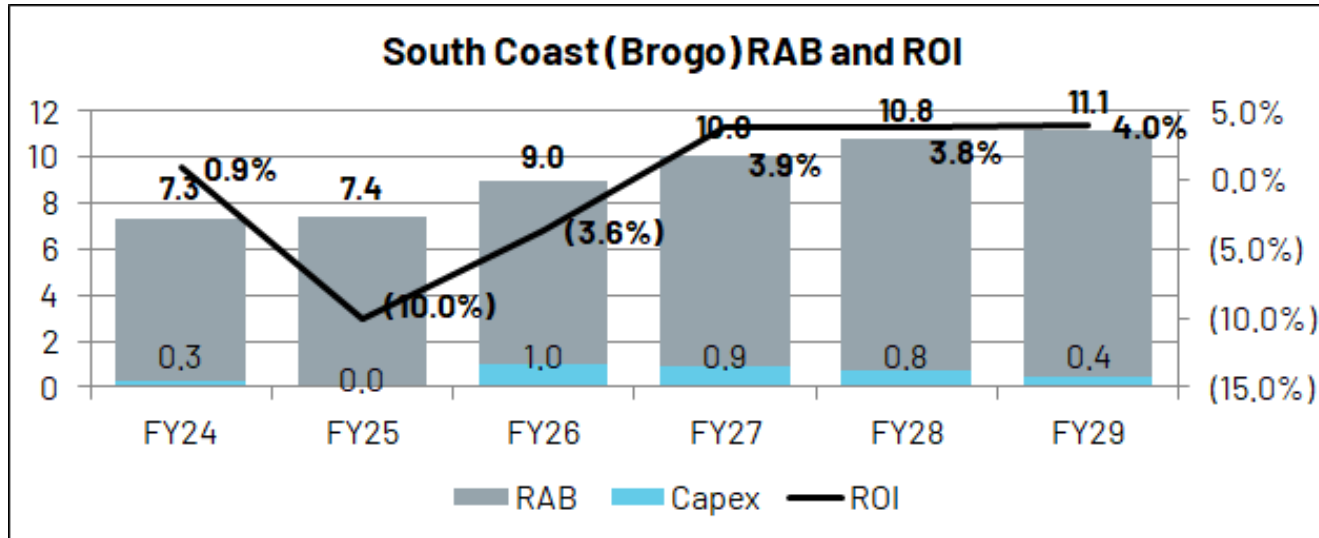
Net Profit After Tax and other metrics



- The final IPART determination places South Coast on a more sustainable financial footing through improved recovery of prudent and efficient costs.
- Revenue growth supports a return to profitability.
- Financial outcomes are driven more by cost recovery and affordability settings than changes in water demand with 80% of the tariff fixed.
- Government affordability funding remains a key contributor to long-term financial sustainability of the South Coast.

South Coast (Brogo)

Return on Investment and RAB



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RAB is the opening balance less depreciation, plus new capex from previous year and indexation. Capex is incremental for each year.

- ROI improves to 4.0% by FY29 as South Coast returns to profitability.
- Improved cost recovery supports long-term financial sustainability.
- RAB grows to \$11.1 million, reflecting continued investment in essential infrastructure focused on asset renewals and dam safety for reliable service delivery.

Feedback



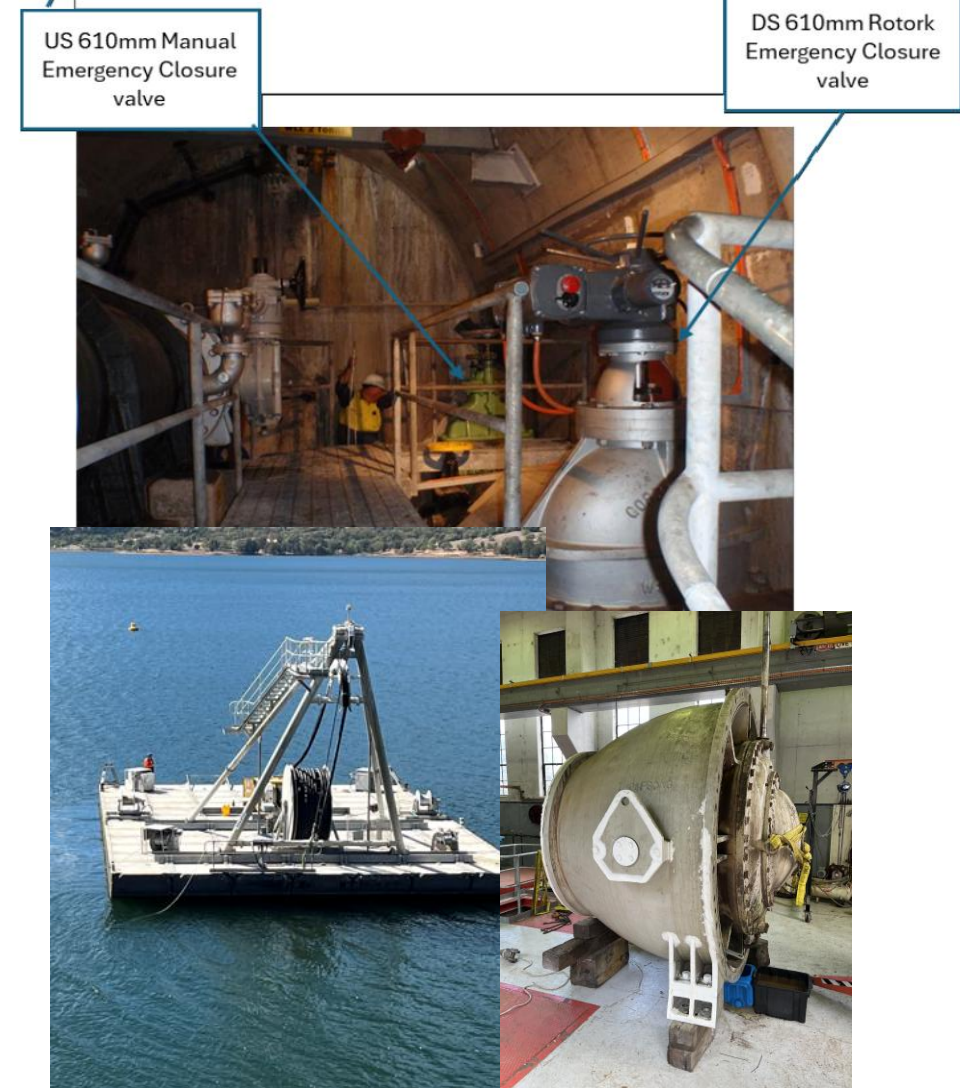
Regional Operations update

Michelle Yeaman

Head of Regional Operations North

Hunter Projects

- **Hunter Electrical Safety Improvement (ESI)**
 - Rectification of electrical safety defects
 - Project currently being scoped and packaged by A0&D team
- **Glenbawn Dam - Low Level Intake Bulkhead Lifting Crane**
 - Replacement of missing anchors, damaged mooring hardware, hydraulic hoses
 - Completed June 2026
- **Lostock Dam - 610mm Manual & Rotork Gate Valves Replacement**
 - Project is currently in planning phase to develop detail replacement scope, estimate and lifting procedures.
- **Glenbawn Dam - Hollow Jet Valves Refurbishment**
 - Refurbishing 3 x 56inch Hollow Jet Valves at Glenbawn Dam
 - Valve #1 is currently stripped, repair scope being developed. Next step is to engage contractor for the repair work



Hunter Projects

Rural Flood Recovery: Glennies Creek Dam – Spillway Remediation Project

Project Scope

- Reinforcing embankment to prevent further erosion (using material in location)
- Channel capacity suitable for volume of water in high flow event
- Funded through insurance



Hunter Projects – Glennies Creek Dam – Spillway Remediation Project (cont.)

Completed

- Emergency works to address immediate operational risks
- Geotechnical investigations, survey and design
- Construction Statement of Work

Current Status

- Environmental assessment pathway determined – *REF
- Request for Quotation for REF drafted and under review

Next Steps

- Engage environmental consultant to prepare REF
- Complete REF determination and obtain any identified approvals
- Release construction works package
- Award construction contract and mobilise to site

Indicative timeline

- 2026 Q3-Q4 – REF determination
- 2026 Q4 – Construction procurement
- 2027 Q1 – Site mobilization and commencement of works



North Coast projects

- **Toonumbar Dam** – Unsealed Road Repairs
 - Construct new concrete approach slabs on both sides of the existing causeway + regrade road and shape table drains
 - Environmental and Cultural Heritage assessments completed
 - Currently in the tender phase
 - Site work is estimated to start Oct – Nov 2026



North Coast Projects

- **Eden Creek Weir Removal**

- Project had been permanently paused
- Based on results from studies this year, unable to determine environmental impacts
- Fisheries are undertaking additional seasonal studies and could take several years to complete
- WaterNSW will continue to work and support Fisheries
- Stakeholders have been advised of this change

Capital Works Program FY27-FY29

Hunter & North Coast

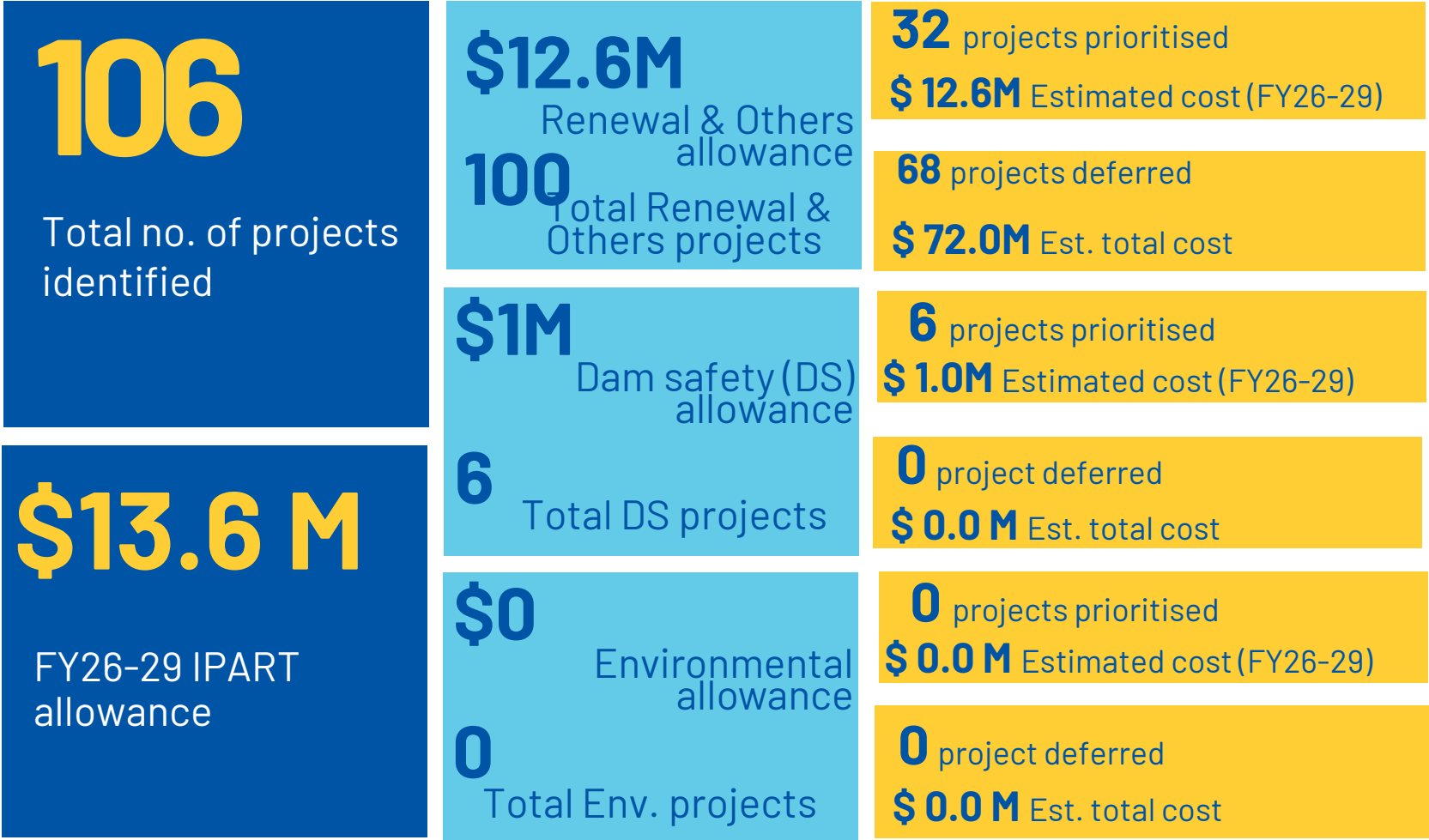
26 August 2026



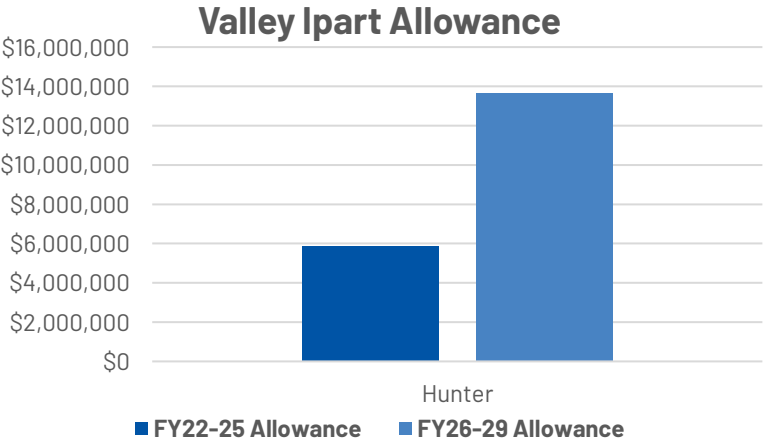
Determination Context

- For Hunter, IPART has proposed revised costs shares, depending on the project activity, specifically;
 - Environment Planning and Protection 45% Customer Funded, 55% Government Funded
 - Dam Safety 45% Customer, 55% Government funded
 - Capital Renewals 85% customer funded, 15% Government funded
- For North and South Coast – 50/50 Government/Customer cost share for Environmental and Dam Safety. Fully customer funded for Renewals.
- At this stage the government has committed to funding one year of the Environmental/Dam Safety programs – therefore, WaterNSW is careful that commitments made in this financial year include options to pause projects if the government does not fund the remaining years of the determination.

Valley snapshot – Hunter



*Others include Land, building & road mgt and asset mgt



Top ten priority projects – Hunter

ID	Name	Project Driver	Current phase
1	Glenbawn Dam - Hydraulic Pack Renewal	Renewal	Initiation
2	Glenbawn Hollow Jet Valves Refurbishment	Renewal	Execution
3	Hunter - Electrical Safety Improvement Projects	Renewal, Safety	Initiation
4	Lostock Small Flow Regulator	Renewal	Planning
5	Hunter - Dam Safety Projects	Dam safety	Execution
6	Glennies Creek Dam, Procure 3 trash racks and 13 Baulks in preparation to replace trash racks and baulks	Renewal	Initiation
7	Hunter - Public Safety at High Risks Sites	Safety	Initiation
8	Hunter - Dam Safety 5 Yearly Comprehensive Reviews & Operational Preparedness Testing	Dam Safety, Compliance	Initiation
9	Glennies Creek Dam - Rock falls at outlet works	Safety, Risk Reduction	Execution
10	Hunter - Rural Determination Hydrometric Renewals	Renewal	Initiation

Deferred key projects – Hunter

ID	Name	Project Driver
01	Glenbawn Dam OUTLET PENSTOCK internal coating remediation	Renewals
02	Glenbawn Dam, Rural Boundary Fencing required. Estimated 12km	Security, Safety
03	Glennies Creek Dam spillway, approx. 2,200 tonnes of fallen rock to be removed, construct an access road; to improve capability & availability	Renewals
04	Glennies Creek Dam: Refurbishment - Trash Racks & Baulks	Renewals
05	Glenbawn Dam: Refurbishment - Auxiliary Intake Tower, Trash Racks & Baulks	Renewals
06	Glenbawn Dam FCD Valves (#1 610mm #2 1070mm) and 1600mm Butterfly Valve refurbishment	Renewals
07	Glenbawn Dam: Assessment / Replacement - Private poles	Renewals
08	Glenbawn Dam: Replacement - Auxiliary Raw Water Main	Renewals
09	Glenbawn Dam LL 96 inch RF valve refurbishment	Renewals
10	Lostock Dam Spillway: Safety Barrier system	Safety

Projects delivery summary

- **Five projects in Completion phase**
- **Six projects in Execution phase**
- **Twenty-seven projects in Initiation phase**

Valley snapshot – North Coast

32

Total no. of projects identified

\$1.24 M

FY26-29 IPART allowance

\$983 k

Renewal & Others allowance

30

Total Renewal & Others projects

\$239 k

Dam safety (DS) allowance

2

Total DS projects

\$22.2 k

Environmental allowance

0

Total Env. projects

11 projects prioritised

\$ 979 k Estimated cost (FY26-29)

19 projects deferred

\$ 9.48 M Est. total cost

2 projects prioritised

\$ 234 k Estimated cost (FY26-29)

0 project deferred

\$ 0.0 M Est. total cost

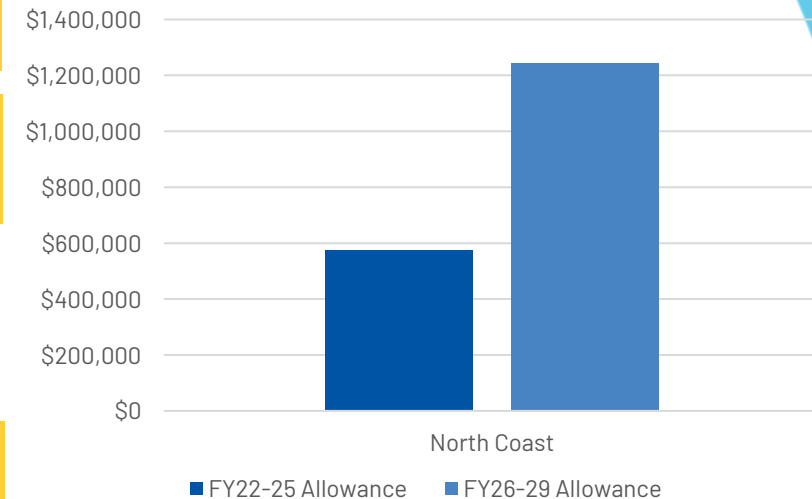
0 projects prioritised

\$ 0.0 M Estimated cost (FY26-29)

0 project deferred

\$ 0.0 M Est. total cost

Valley Ipart Allowance



*Others include Land, building & road mgt and asset mgt

Top priority projects – North Coast

ID	Name	Project Driver	Current phase
01	Toonumbar Dam - Repairs to unsealed roads	Renewals	Planning
02	North Coast - Dam Safety Projects	Dam Safety	Execution
03	North Coast - Dam Safety 5 Yearly Comprehensive Reviews & Operational Preparedness Testing	Dam Safety, Compliance	Initiation
04	North Coast - Plant, Equipment & HVs	Renewals	Initiation
05	North Coast - Electrical Safety Improvement Projects	Safety, Renewals	Initiation
06	North Coast Minor Capital Renewals	Renewal	Initiation
07	Toonumbar Dam: Upgrade / Decommissioning - Public amenities	Safety	Initiation
08	North Coast - Rural Determination Hydrometric Renewals	Renewal	Initiation

Deferred key projects – North Coast

ID	Name	Project Driver
01	Toonumbar Dam - Bulkhead Main Plug	Renewals
02	Toonumbar Dam: Relocation / Refurbishment - Site Office	Renewals
03	Toonumbar Dam - Electrical Switchboard Replacement	Renewals
04	Toonumbar Dam - New Install - Sub-Embankment Security Fencing	Security, Safety
05	Toonumbar Dam - penstock lining	Renewals
06	Toonumbar Dam - Site Boundary Fencing & Spillway Security Fencing	Security, Safety
07	Toonumbar Dam - Physical Security Upgrade	Security
08	Toonumbar Dam - 1070 Butterfly Valve & Electric Actuator Replacement	Renewals
09	Toonumbar Dam - Valve position devices renewal	Renewals
10	Toonumbar Dam - Repair Workshop, Structural	Renewals, Safety

Projects delivery summary

- **1 project in completion phase**
- **1 projects in execution please**
- **1 projects at investigation phase**
- **29 projects at initiation phase**

Valley snapshot – South Coast

20

Total no. of projects identified

\$0.9 M

Renewal & Others allowance

17

Total Renewal & Others projects

9 projects prioritised

\$ 0.9 M Estimated cost (FY26-29)

8 projects deferred

\$ 4.6 M Est. total cost

\$0.3 M

Dam safety (DS) allowance

3

Total Dam Safety projects

2 projects prioritised

\$ 0.3 M Estimated cost (FY26-29)

1 project deferred

\$ 0.03 M Est. total cost

\$1.25 M

FY26-29 IPART allowance

\$0.0 M

Environmental allowance

0

Total Env. projects

0 projects prioritised

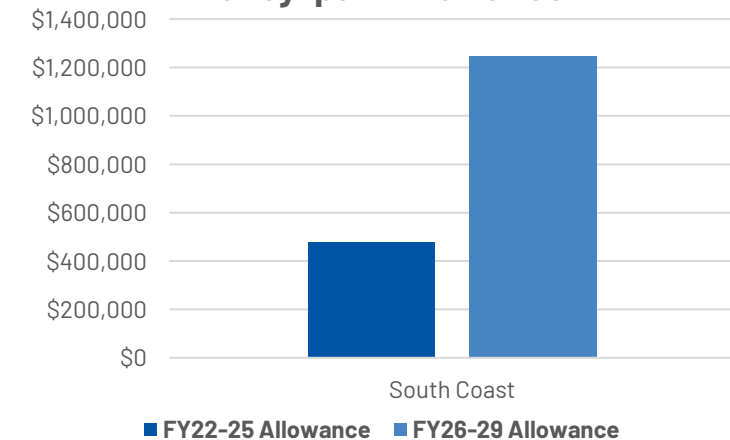
\$ 0.0 M Estimated cost (FY26-29)

0 project deferred

\$ 0.0 M Est. total cost

*Others include Land, building & road mgt and asset mgt

Valley Ipart Allowance



Top priority projects – South Coast

Project Code	Project Name	Phase	Project Driver
1	Brogo Dam - 760mm FCD Valve Refurbishment	New	Renewals
2	South Coast - Dam Safety Projects	P3 - Execution	Dam Safety
3	South Coast - Electrical Safety Improvement Projects	New	Renewals, Safety
4	South Coast - Dam Safety 5 Yearly Comprehensive Reviews & Operational Preparedness Testing	New	Dam Safety, Compliance
5	South Coast - Public Safety at High Risks Sites	New	Safety
6	Brogo Dam-Site Power(Office)	P3 - Execution	Renewals
7	South Coast Minor Capital Renewals	New	Renewals
8	South Coast - Rural Determination Hydrometric Renewals	New	Renewals
9	South Coast - Rural PLC/RTU Upgrade Projects	New	Renewals

Deferred Projects – South Coast

Project Code	Project Name	Project Driver
1	South Coast - Plant, Equipment & HVs	Renewals
2	Brogo 5 year inspection	Dam Safety, Compliance
3	South Coast - Cranes Safety Improvements	Renewals, Safety
4	Brogo Dam - Site Roads	Renewals
5	Brogo Dam - Upgrade dam equipment to remotely operate &/or monitor	Renewals
6	Brogo Dam - Painting of variable offtake gate system	Renewals
7	Brogo Dam - Replacement of post and rail fencing to improve public safety	Safety, Renewals
8	Brogo Dam - Automatic Weather Station	Renewals
9	Brogo Dam - Private Drinking Water Supply - Water Storage System for Supply by Water Carting	Renewals

Projects delivery summary

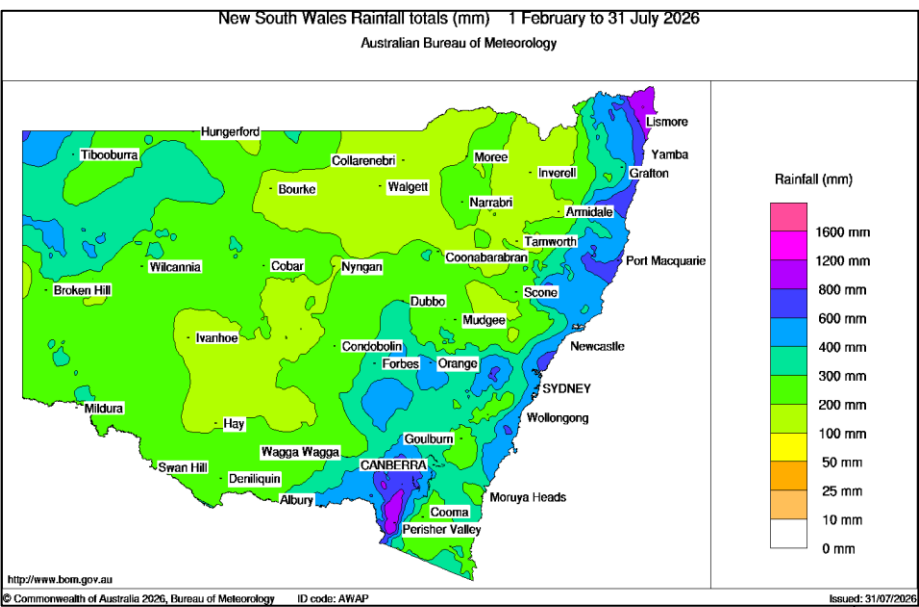
- **2 projects in execution phase**
- **9 projects at initiation phase**

Water Planning & Delivery update

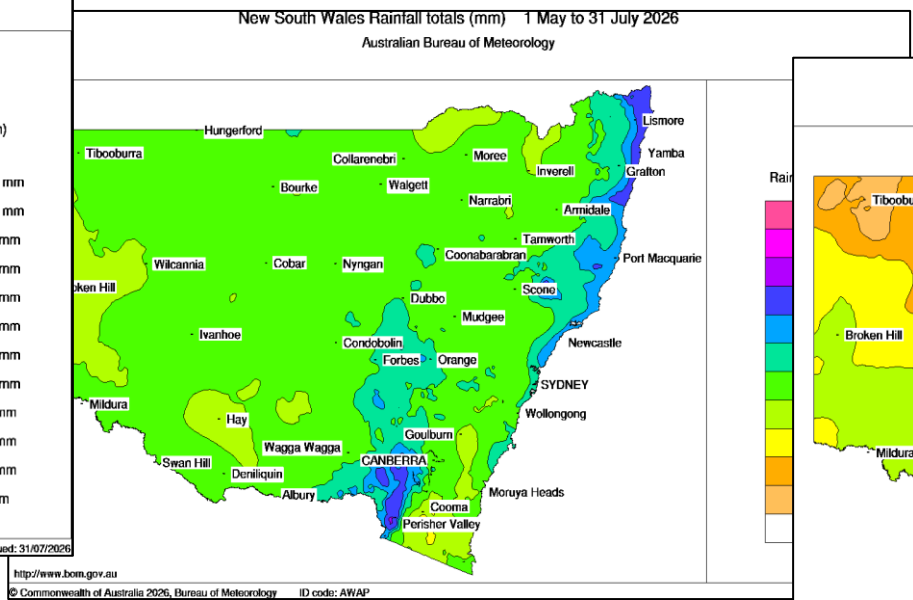
Mahmood Khan

Water Planning and Delivery Specialist

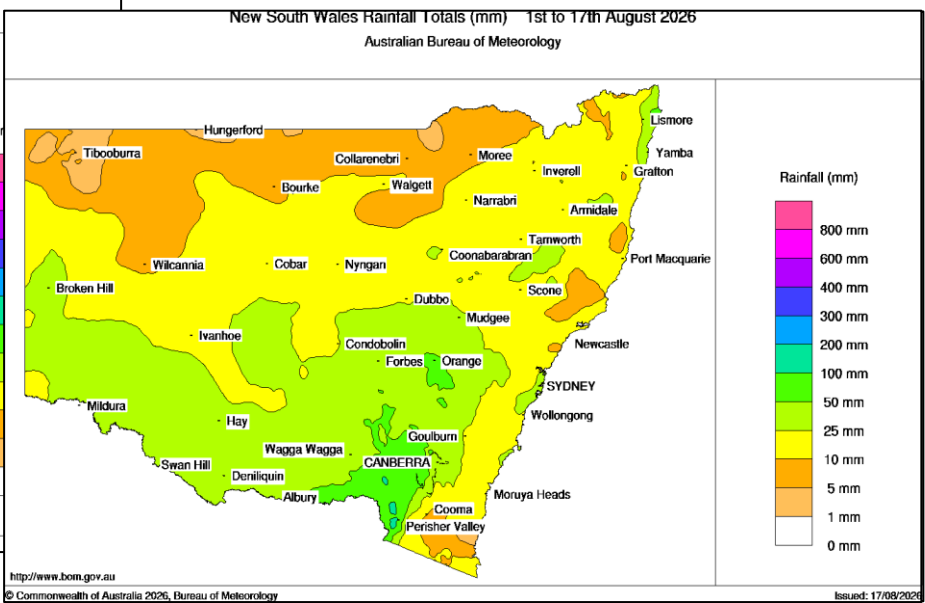
Recent Rainfall



6 months, Feb - July 26

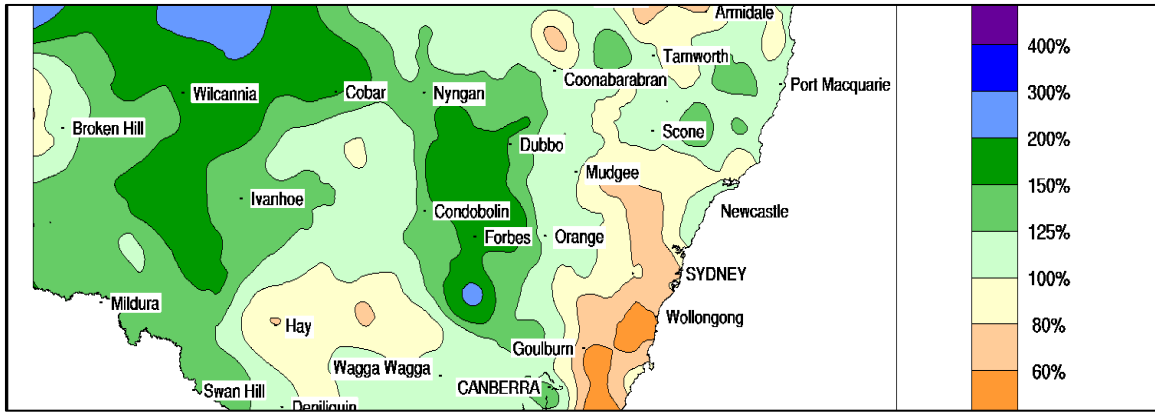
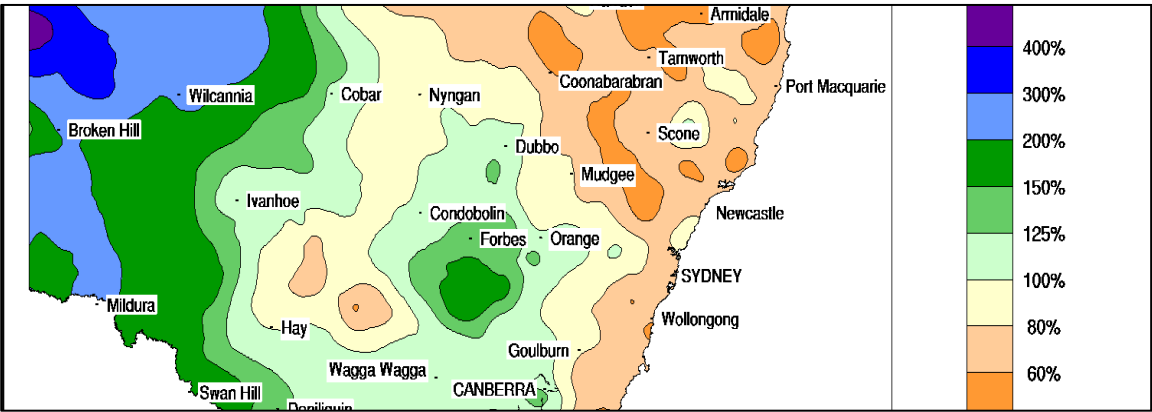


3 months, May - July 26



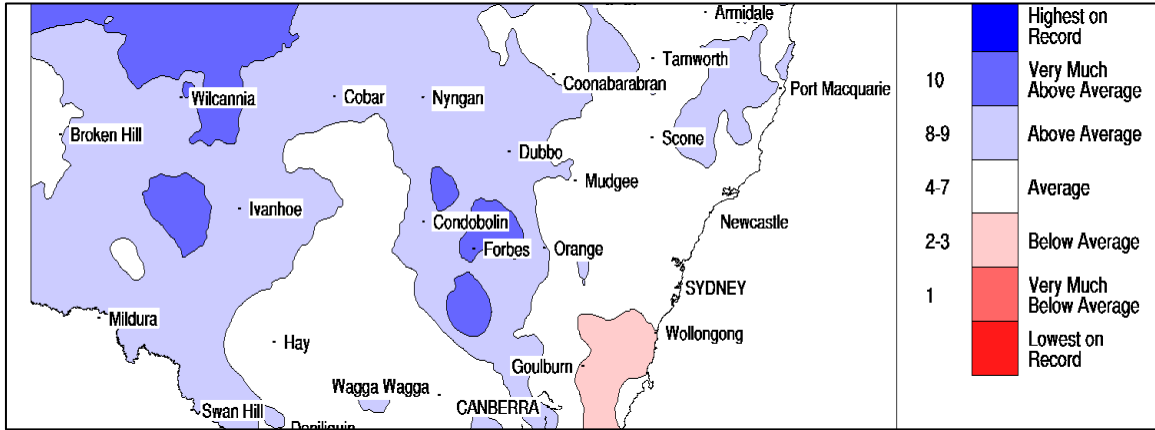
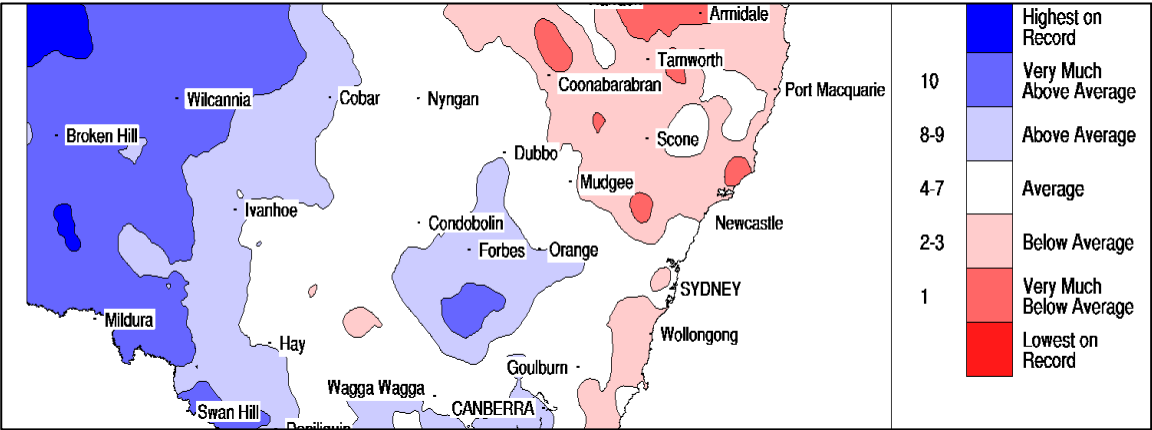
July 26

Rainfall in relation to average



Rainfall Percent 6 months

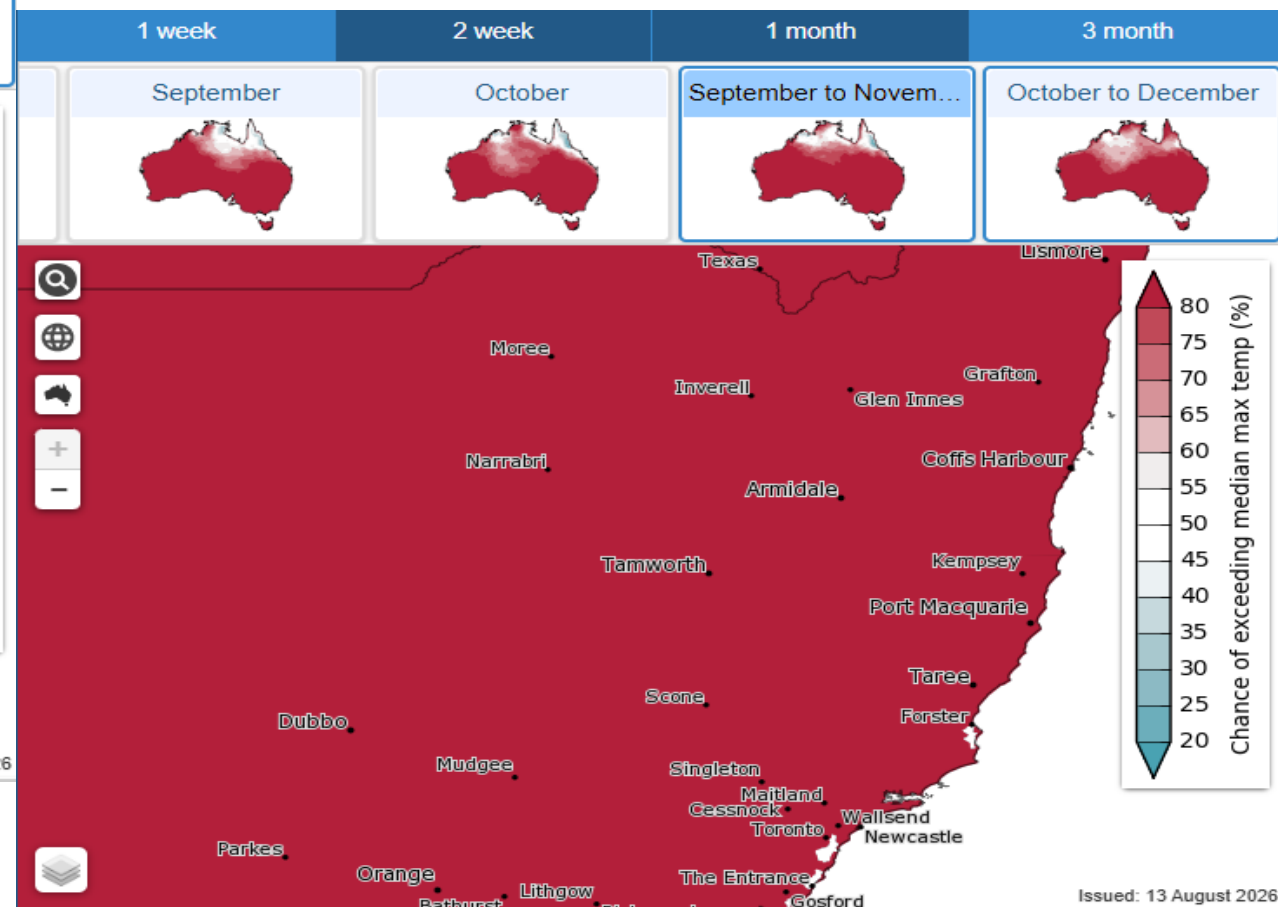
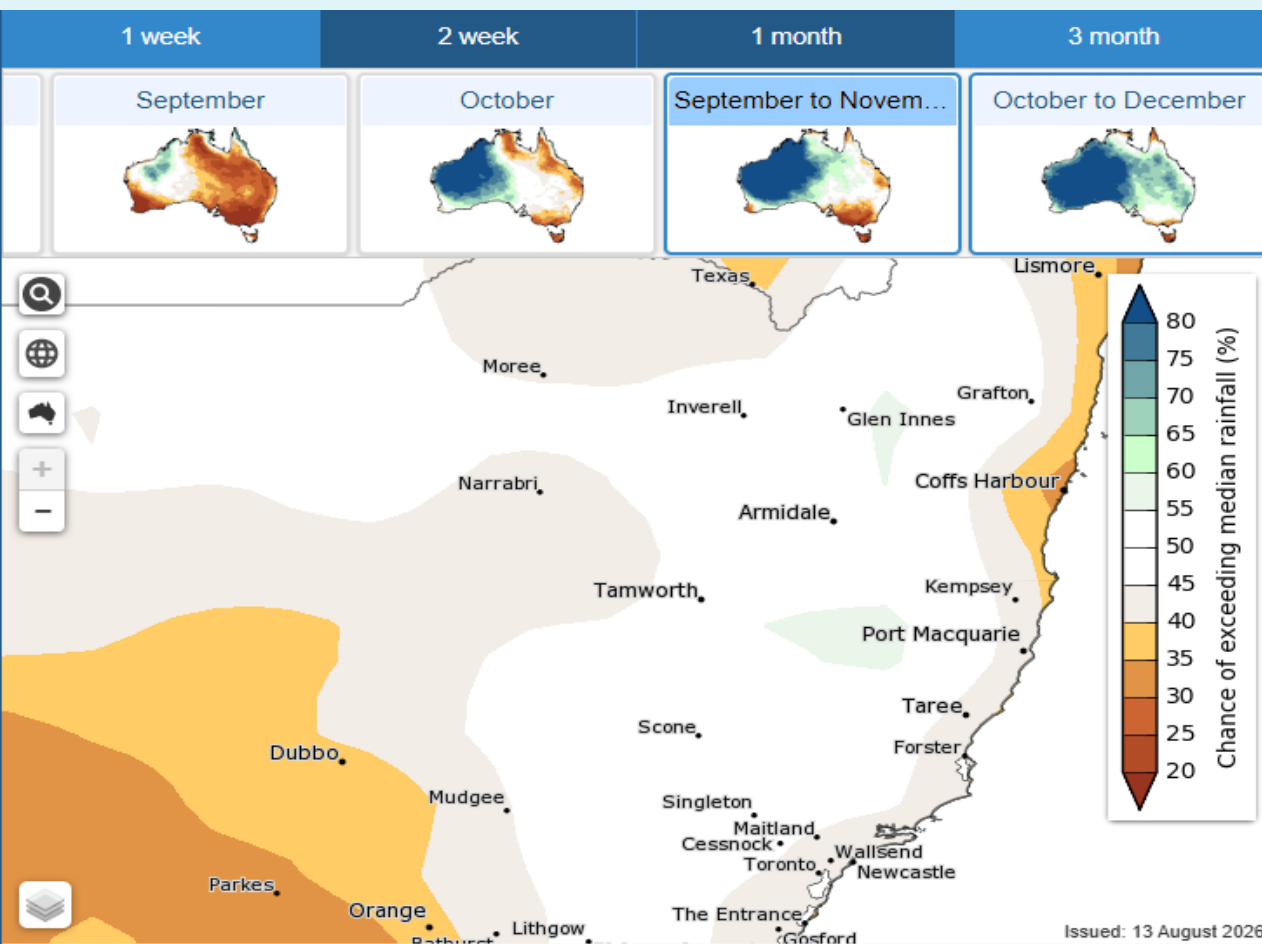
Rainfall Percent 3 months



Rainfall Deciles 6 months

Rainfall Deciles 3 months

Rainfall and Temperature Outlook



Current Storage Status

Glenbawn: 18 Aug 2026

- Storage Volume: 711 GL
- Storage Percent: 94.9%
- Inflows: 1 July 25 to 31 March 26: 208,000 ML
- Inflows: 1 July 26 to 31 July 26: 4,500 ML

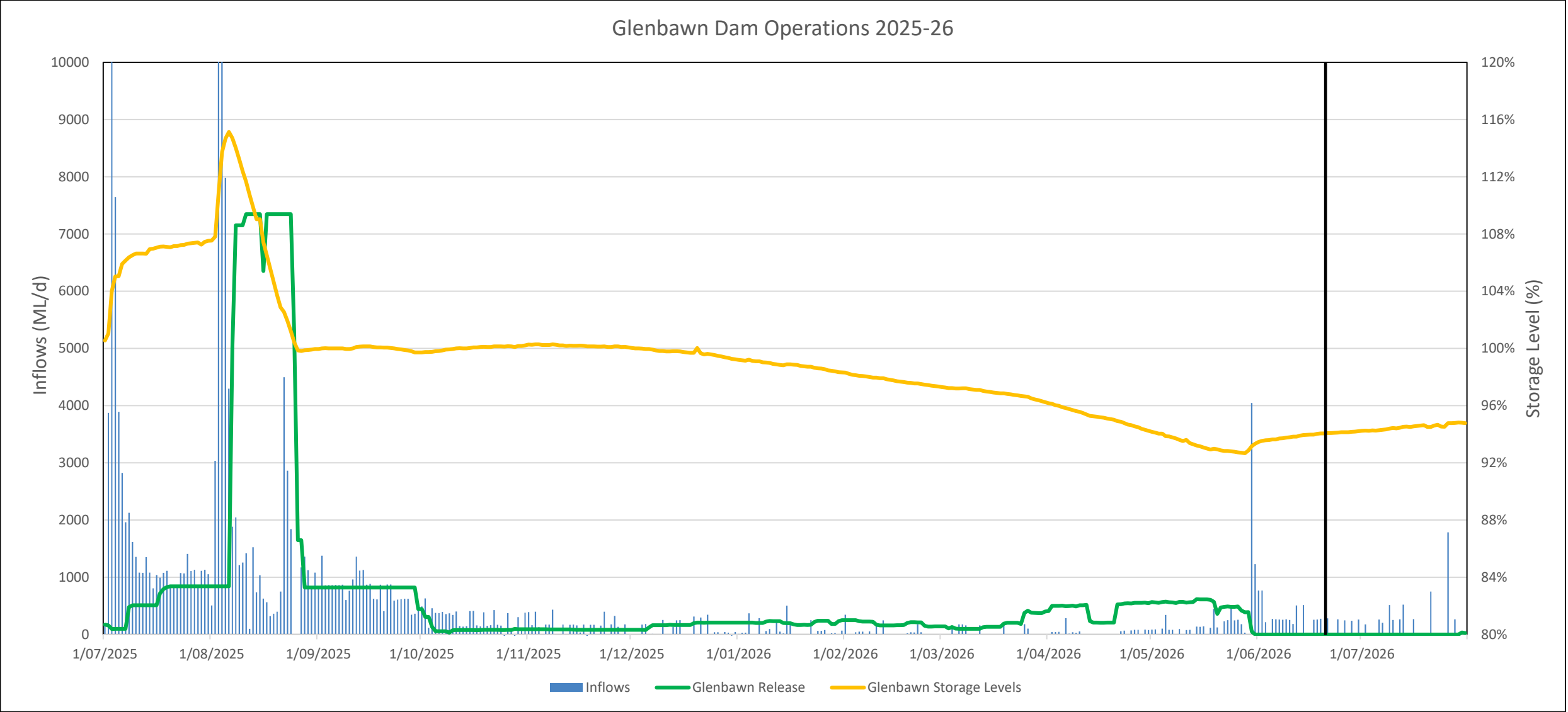
Glennies Creek: 18 Aug 2026

- Storage Volume: 263.7 GL
- Storage Percent: 93.1%
- Inflows: 1 July 25 to 31 March 26: 38,000 ML
- Inflows: 1 July 26 to 31 July 26: 1,000 ML

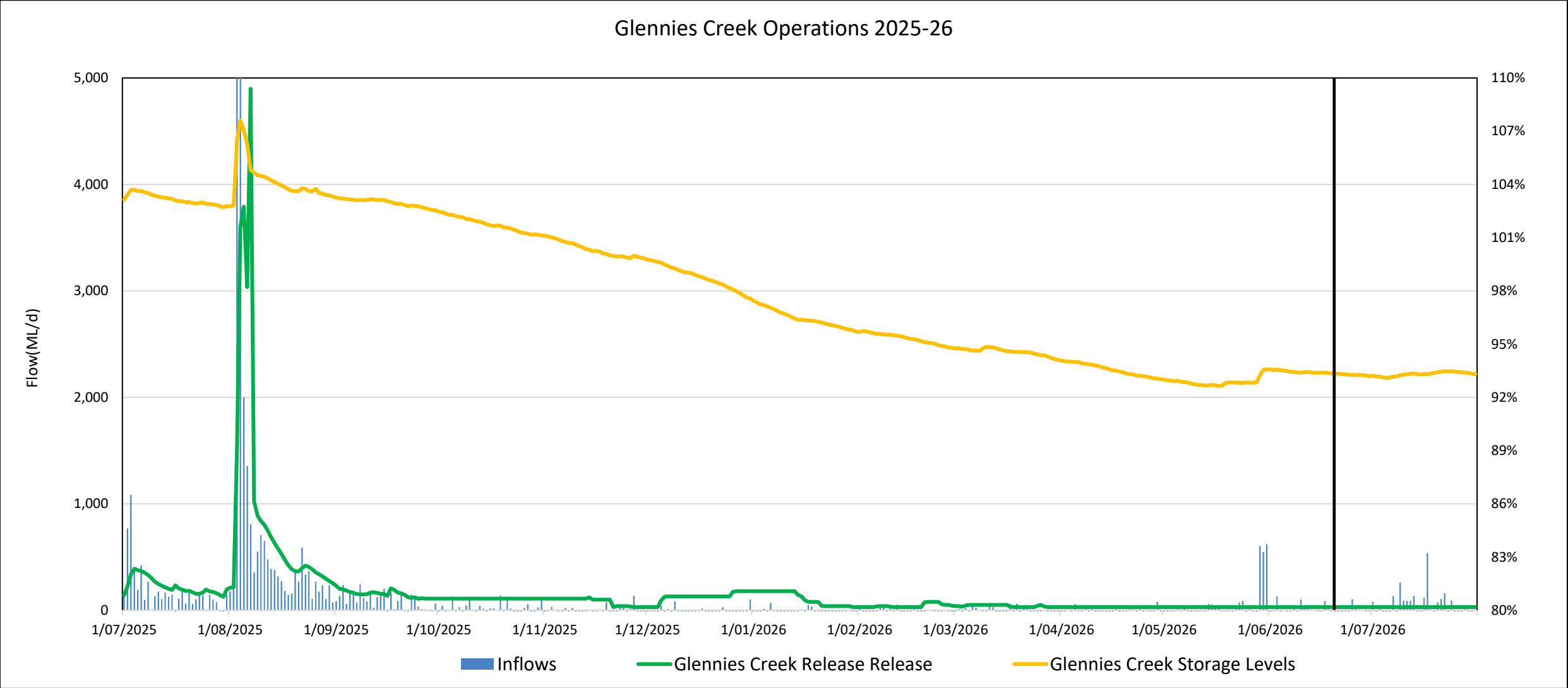
Lostock: 18 Aug 2026

- Storage Volume: 20.2 GL
- Storage Percent: 100%
- Inflows: 1 July 25 to 31 March 26 : 105,500 ML
- Inflows: 1 July 26 to 31 July 26: 9,600 ML

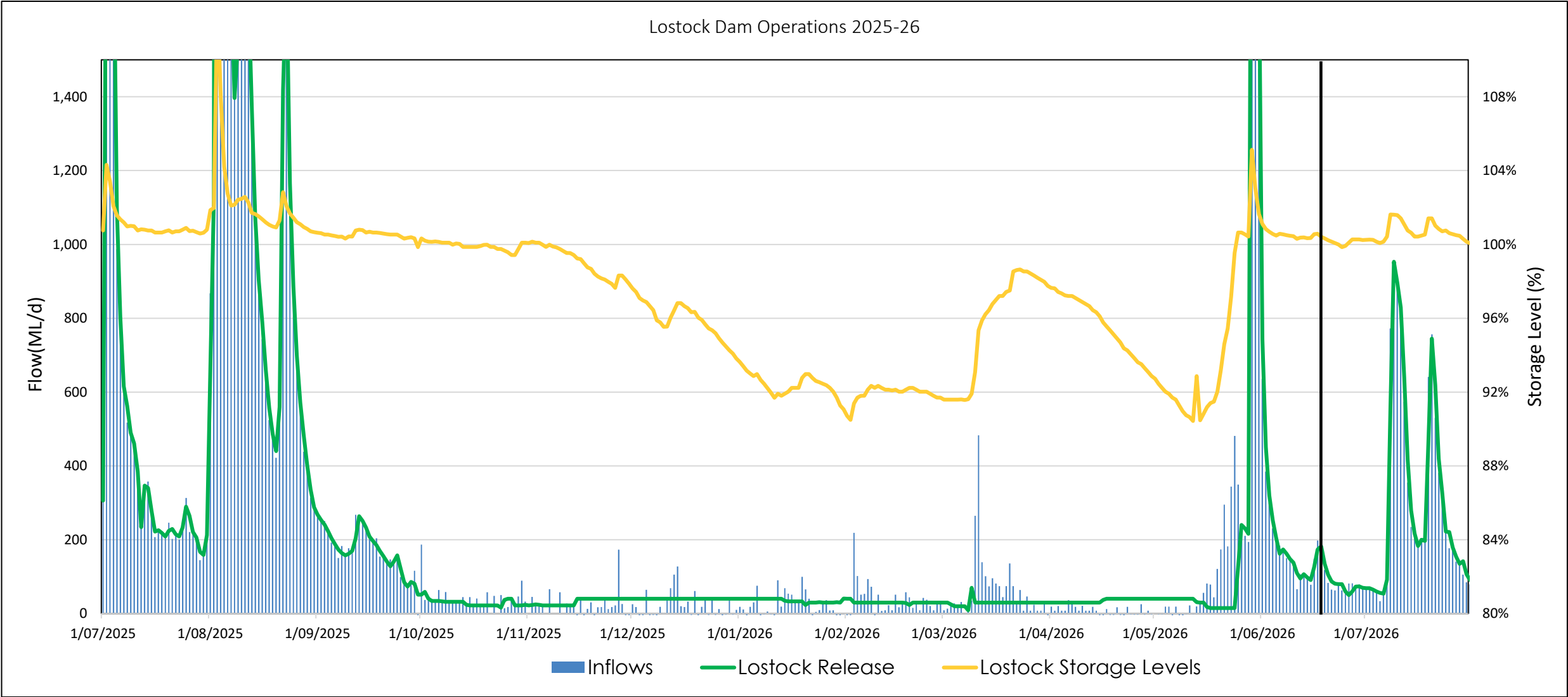
Glenbawn Operations 2025-26



Glennies Creek Operations 2025-26



Lostock Operations 2025-26



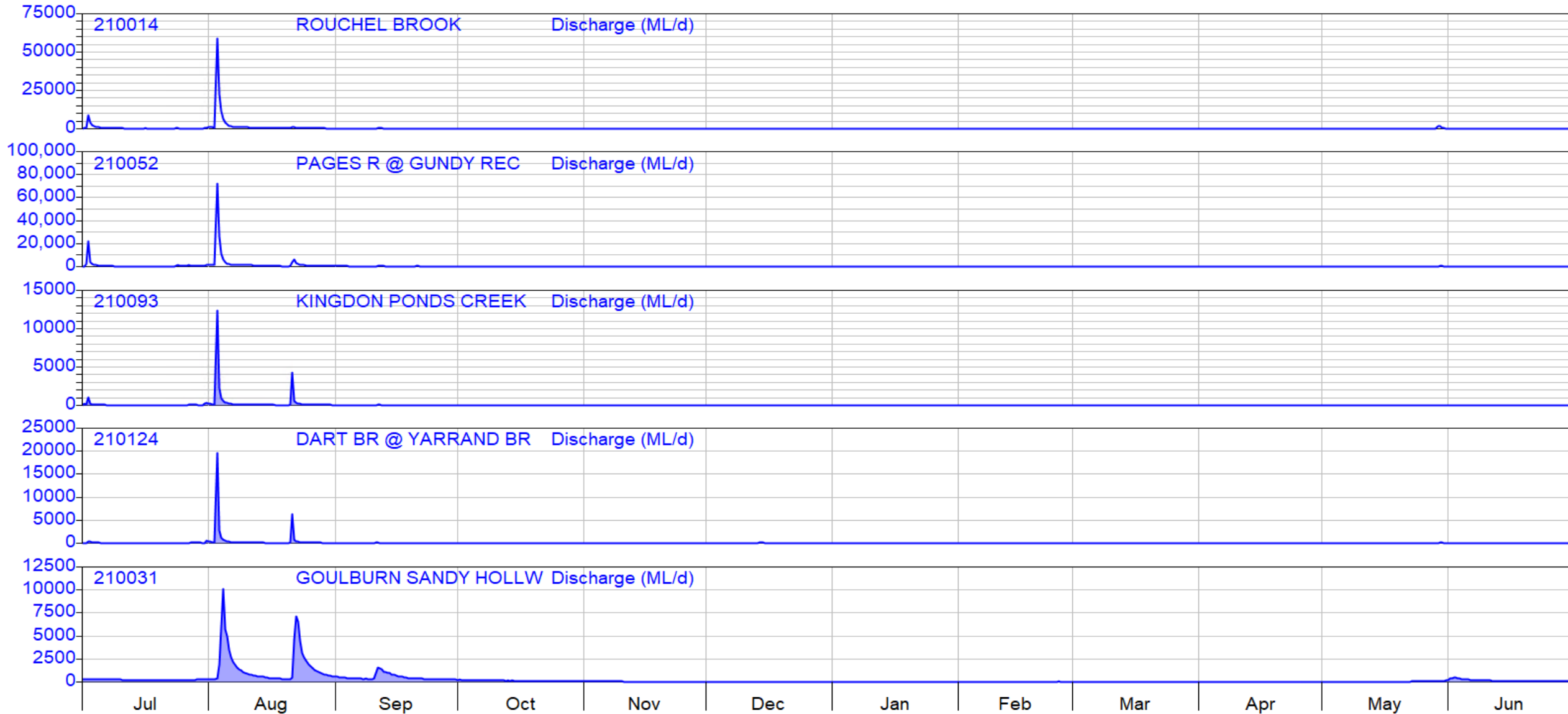
Hunter d/s flows 2025-26

WaterNSW

HYPLOT V135 Output 18/08/2026

Period 12 Month 01/07/2025 to 01/07/2026

2025-26



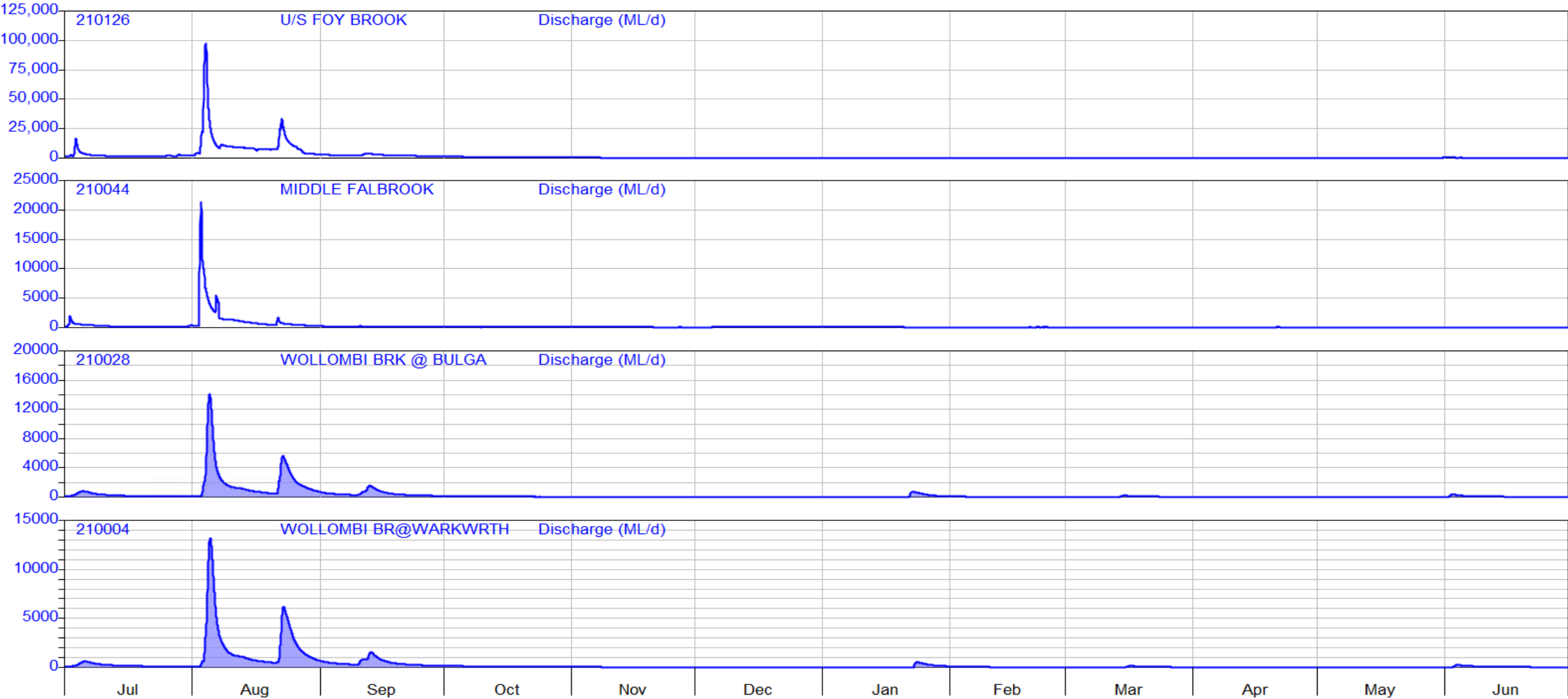
Hunter d/s flows 2025-26

WaterNSW

HYPLOT V135 Output 18/08/2026

Period 12 Month 01/07/2025 to 01/07/2026

2025-26



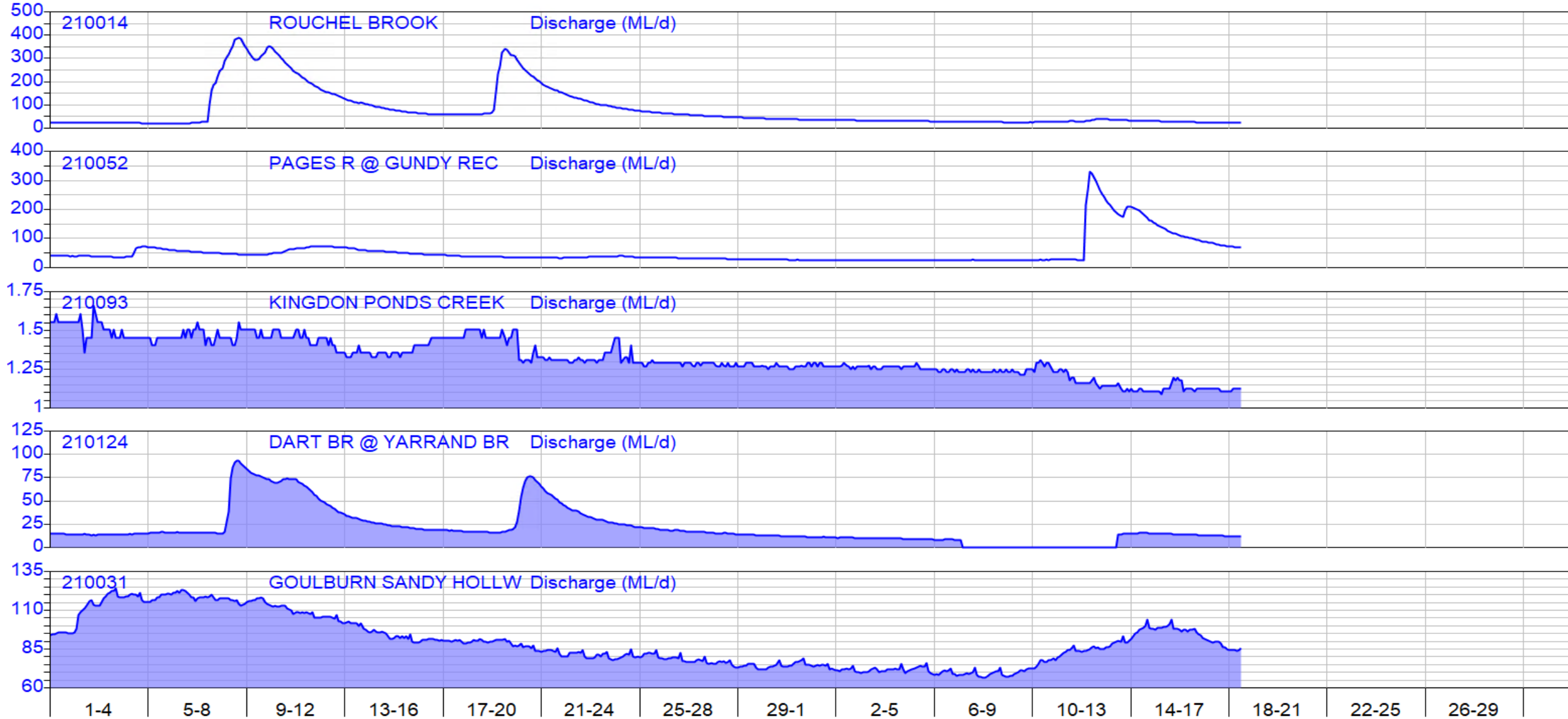
Hunter d/s flows 2026-27

WaterNSW

HYPLOT V135 Output 18/08/2026

Period 2 Month 01/07/2026 to 01/09/2026

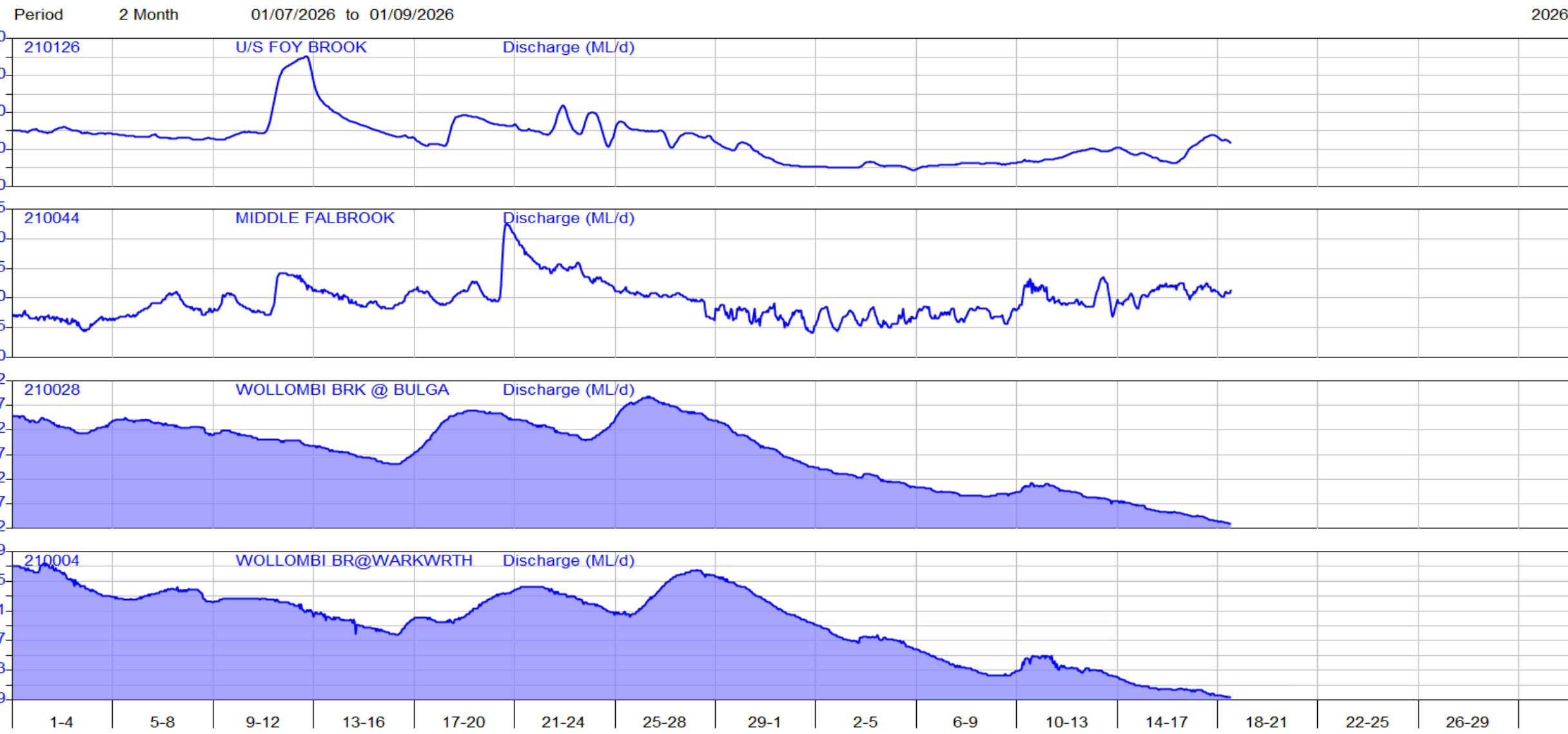
2026



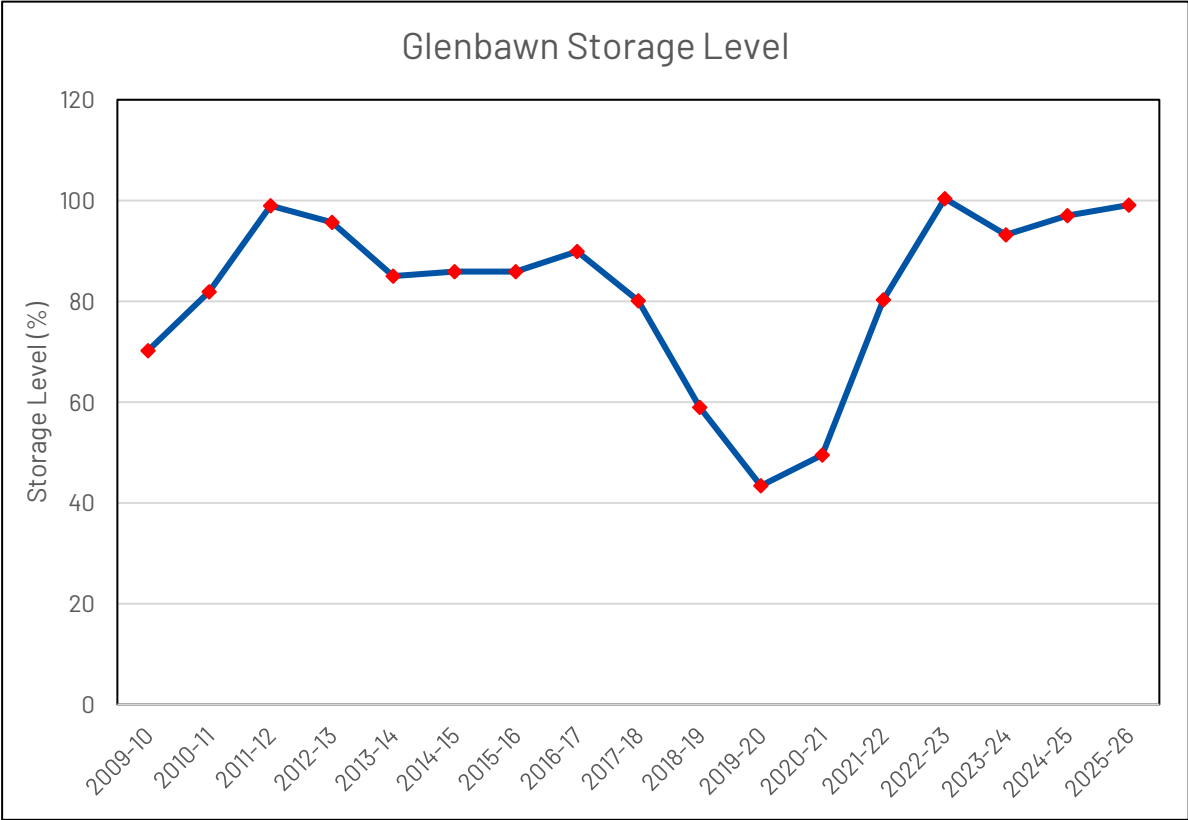
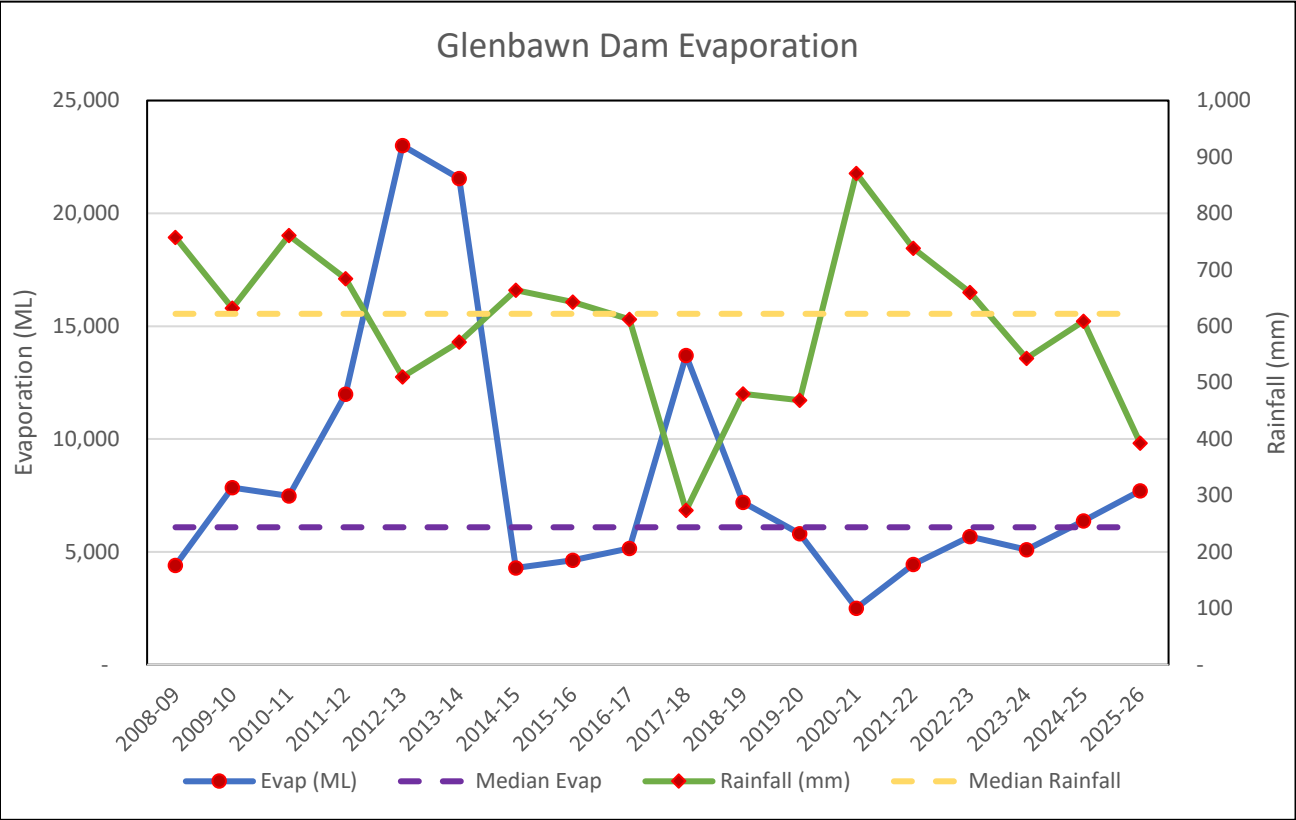
Hunter d/s flows 2025-26

WaterNSW

HYPLOT V135 Output 18/08/2026

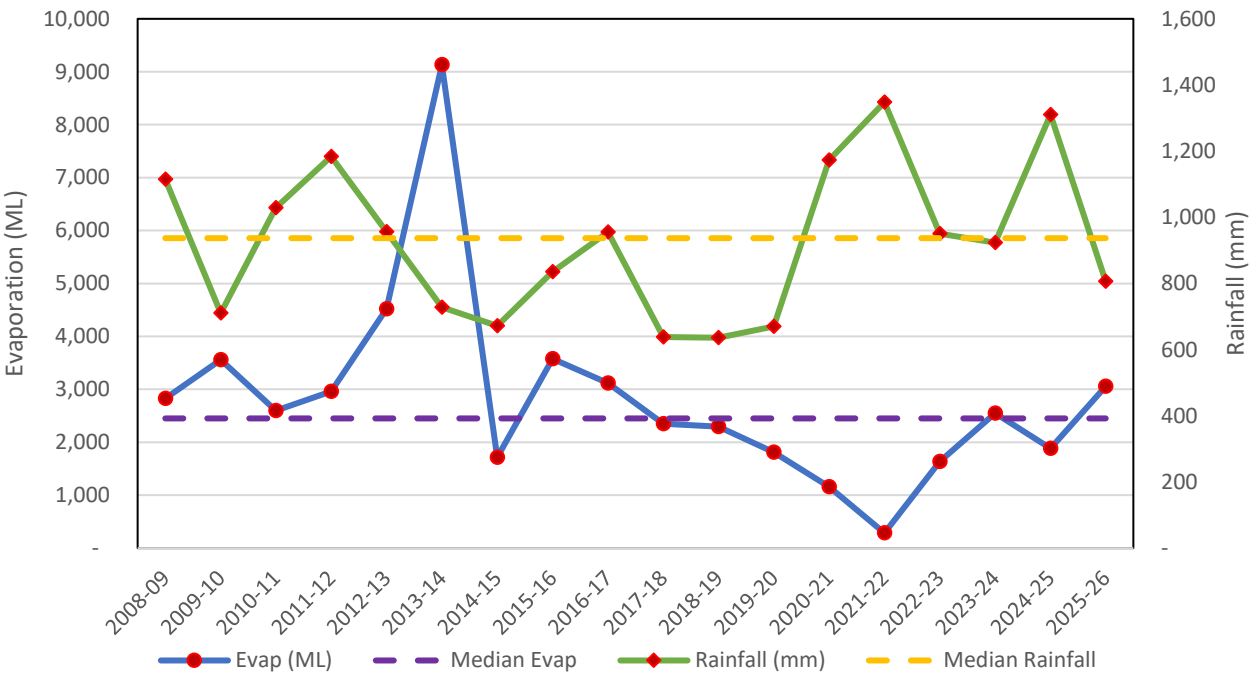


Evaporation from Glenbawn and Glennies Creek Dams

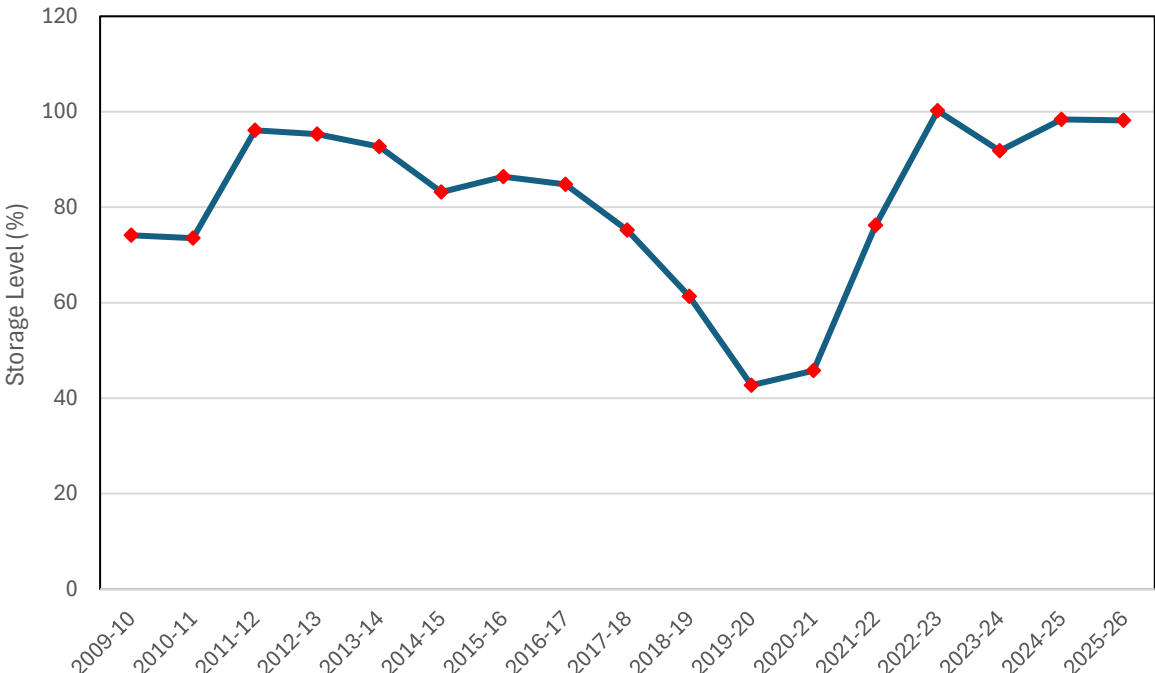


Evaporation from Glenbawn and Glennies Creek Dams

Glennies Creek Dam Evaporation



Glennies Creek Storage Level



Water Allocation Summary 2026-27

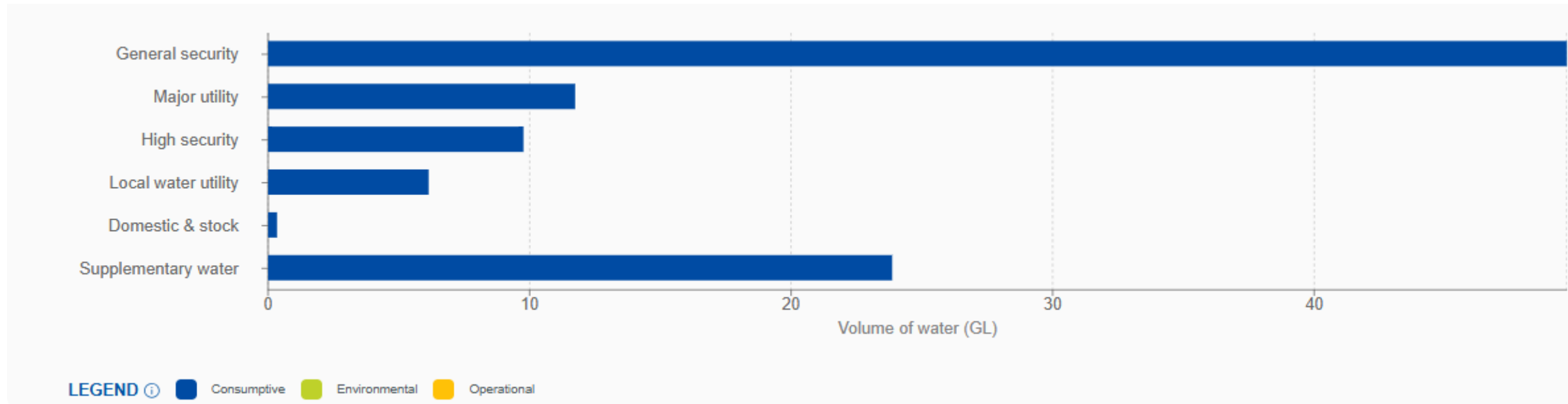
Hunter

- 100% AWD to S&D, LWU, MWU, HS
- 100% to GS
- 100% AWD – Supplementary
- 20 GL to EWA

Paterson

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

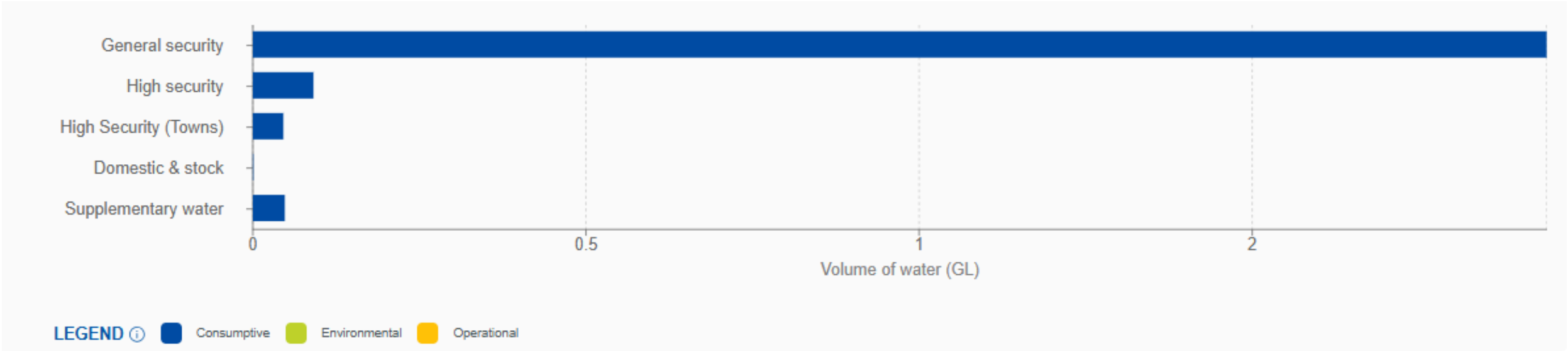
Water Usage/Balance 2025-26 - Hunter



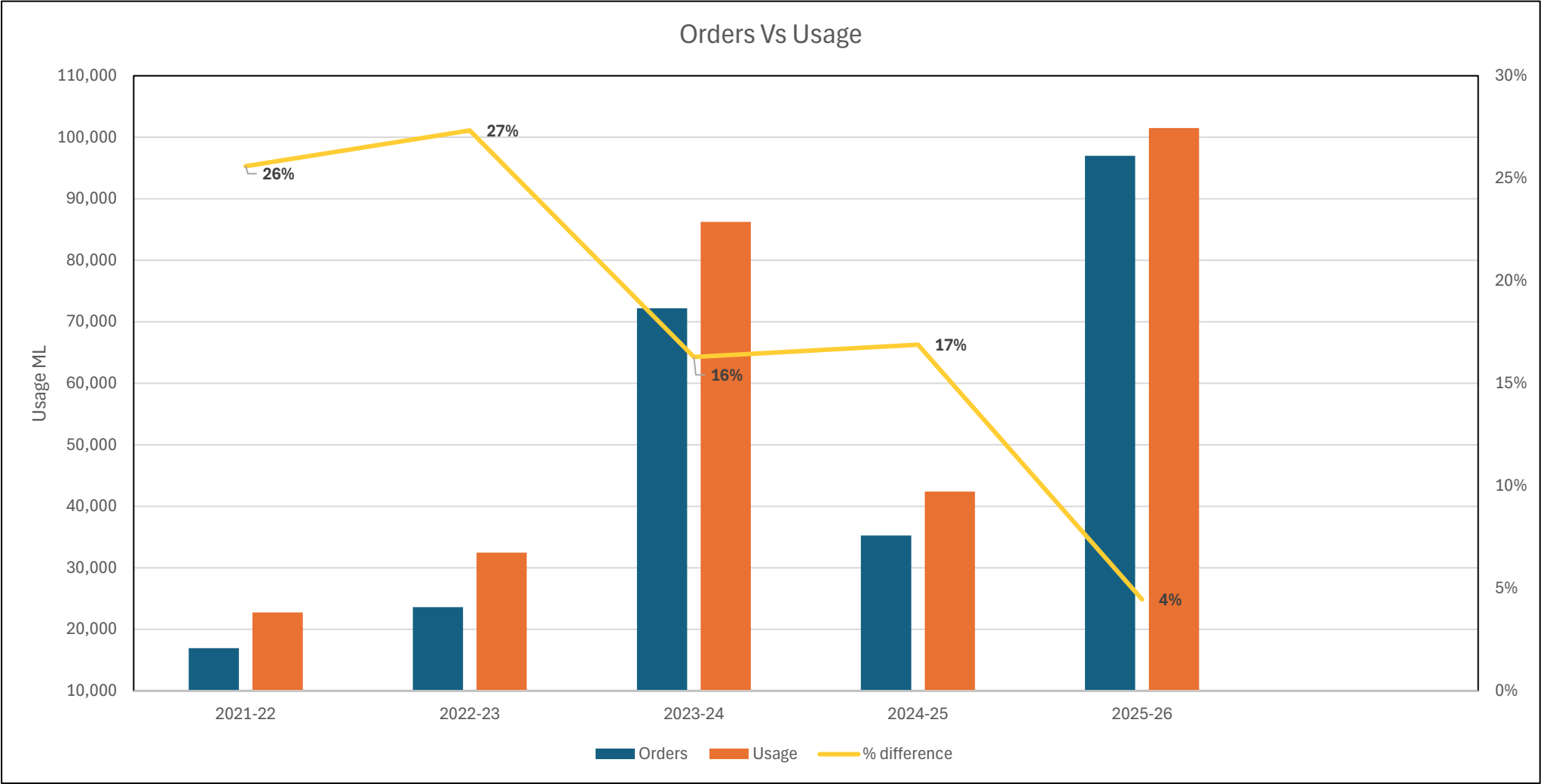
- EWA Usage in 2025-26 : 0 ML

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

Water Usage/Balance 2025-26 - Paterson



Orders Vs Usage



Taking more water than ordered can impact availability to downstream users , on river health and water delivery

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.

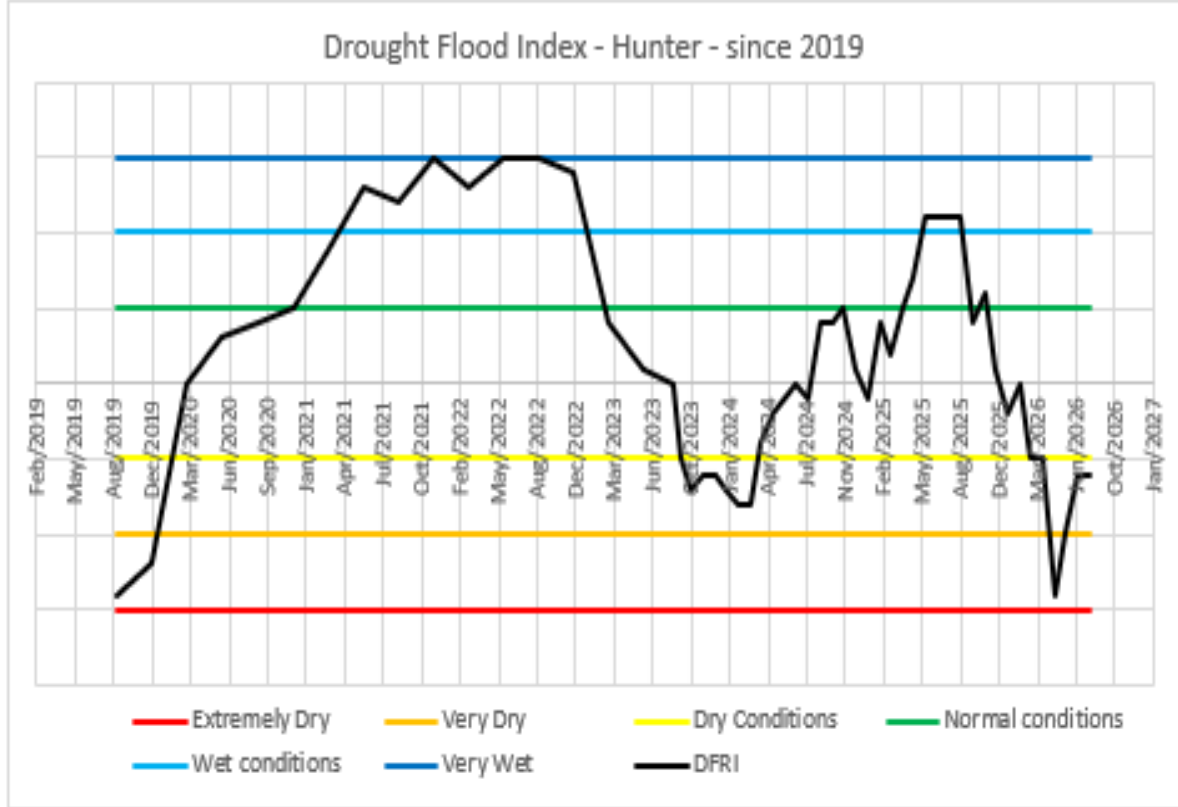
Current Status: No Water Lead Time Required

Proposal: Implement Water Order Lead Time

Engagement Plan:

- ✓ Start conversation with customers during metering runs
- ✓ 1 or 2 Community information sessions from Jan/Feb 2027

Hunter Valley Water Resource Monitoring Dashboard

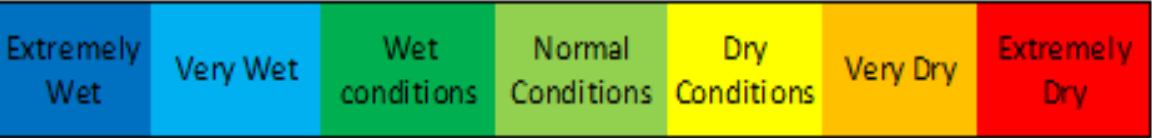


Combined Indicators moving average

Drought Flood Risk Index	DRY CONDITIONS
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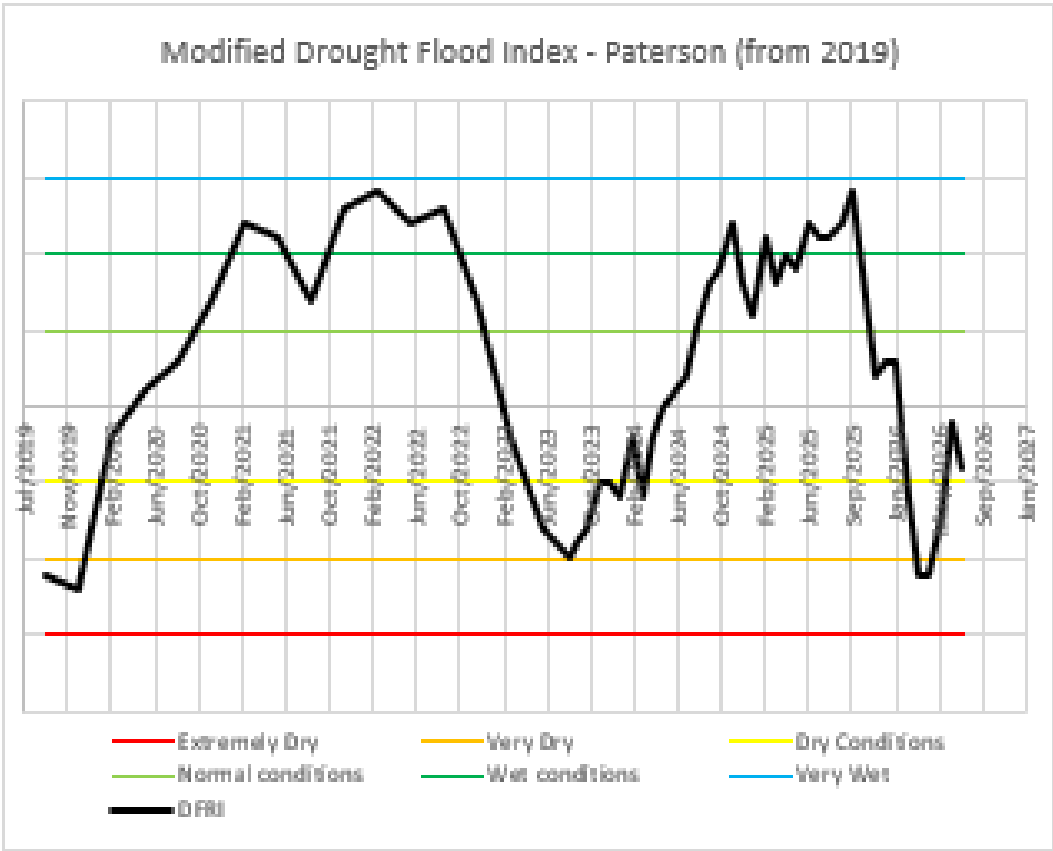
Indicator	Score
Recent Rainfall - 6 months	
Relative Soil Moisture	
Storage Inflows - 12 months	
Water Allocations	
3 month Rainfall Outlook	

DFRI Colour key	DFRI value
-----------------	------------



Individual indicators

Paterson Valley Water Resource Monitoring Dashboard



Combined Indicators moving average

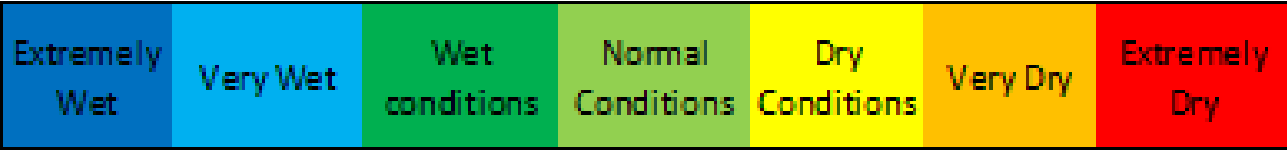
Drought Flood Risk Index (Modified)

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



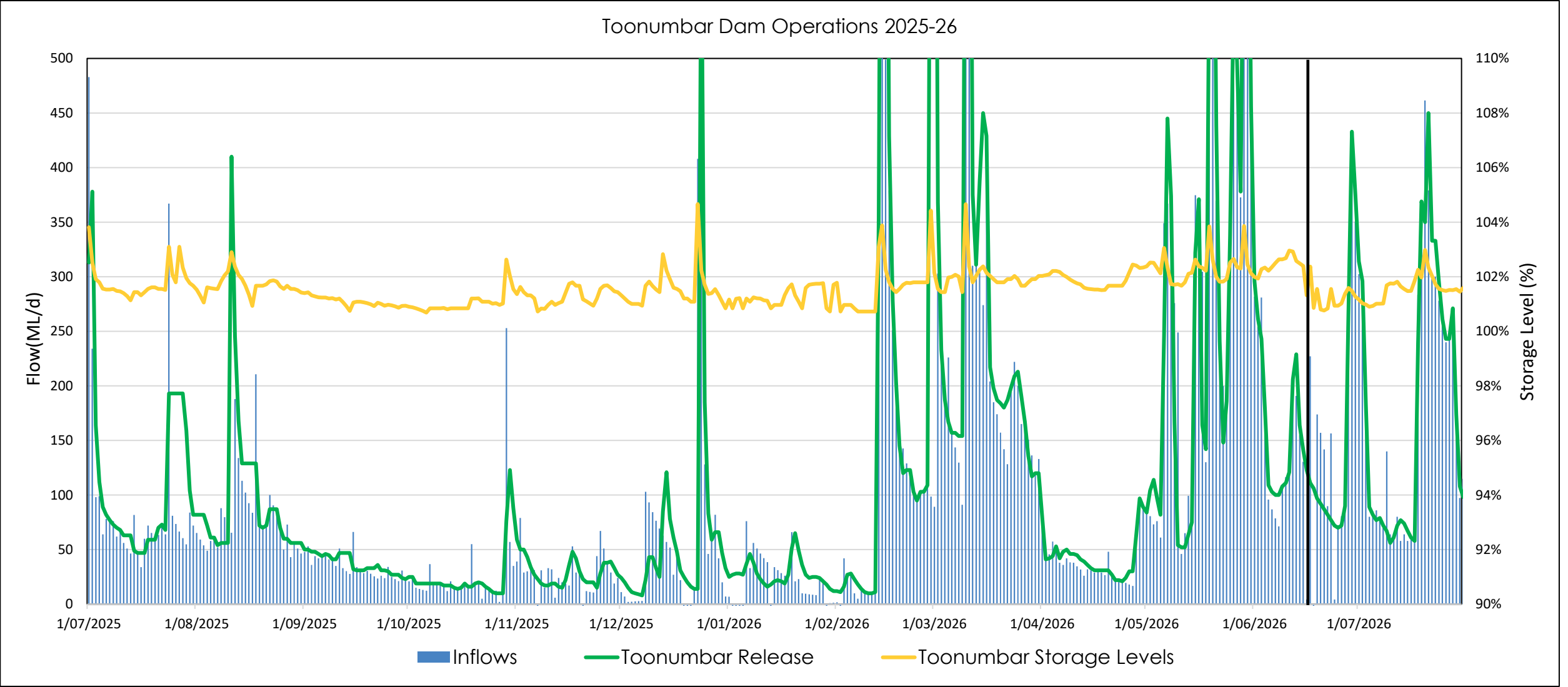
Individual indicators

Current Storage Status – Richmond

Toonumbar: 18 August 2026

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

Toonumbar Operations 2025-26



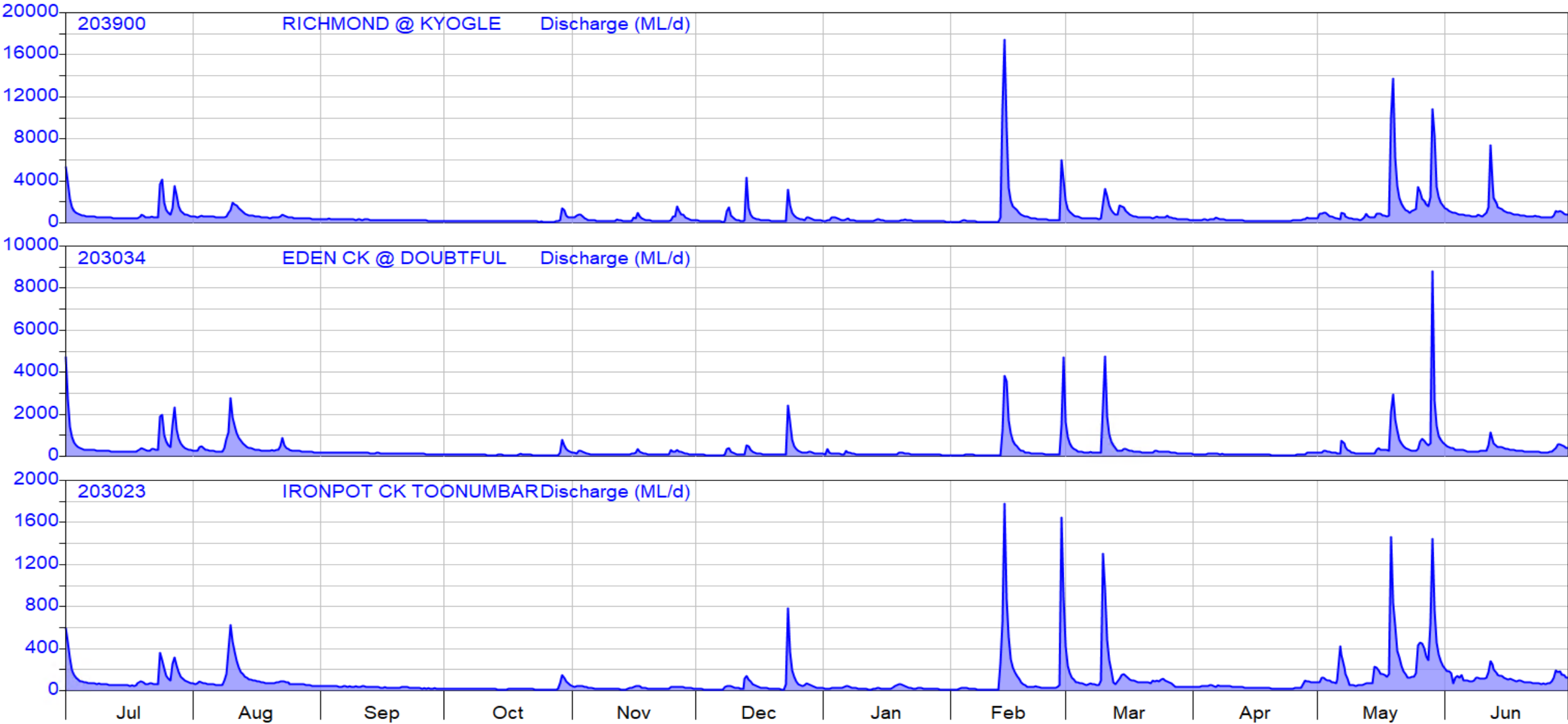
Richmond d/s flows July 25– Jun 26

WaterNSW

HYPLOT V135 Output 19/08/2026

Period 12 Month 01/07/2025 to 01/07/2026

2025-26

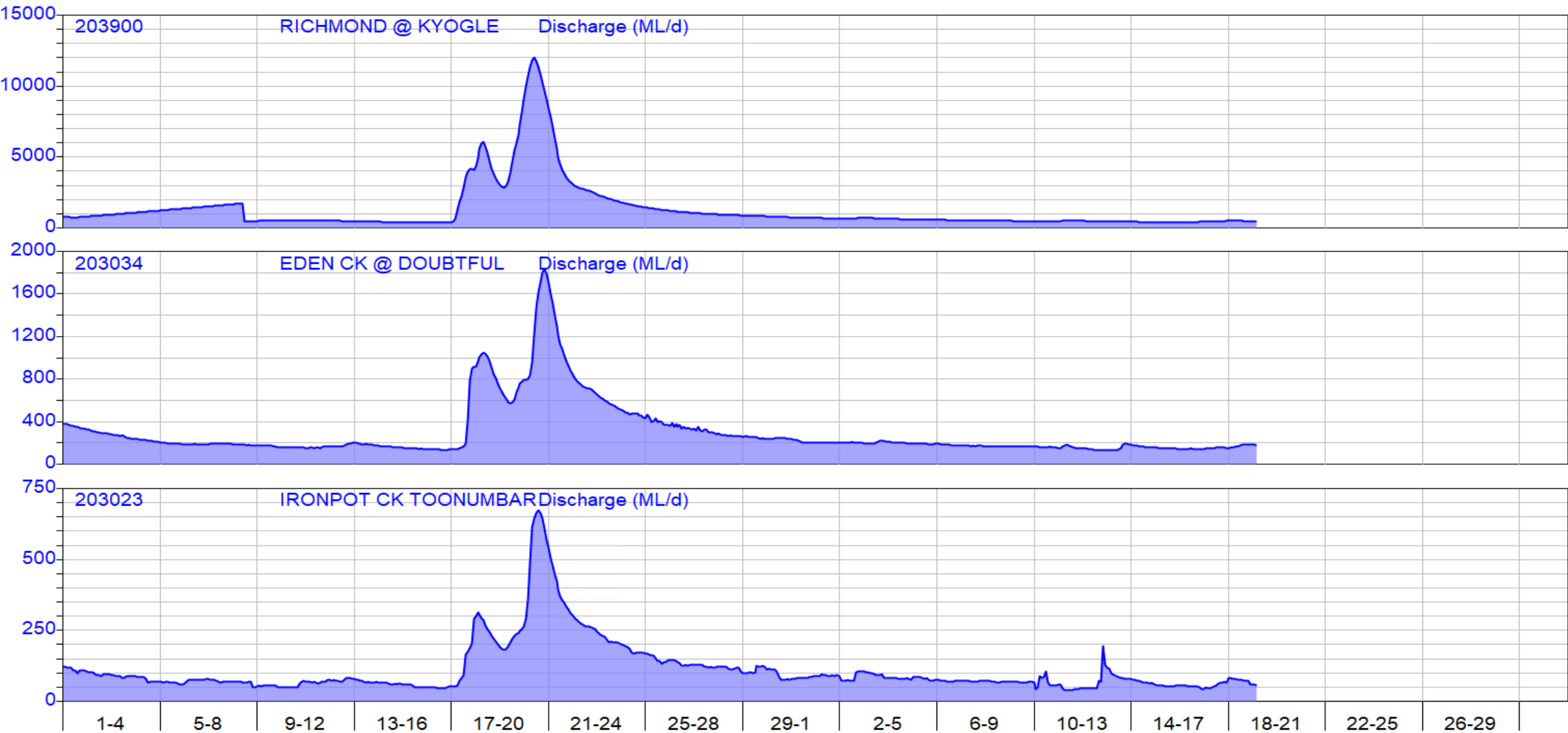


Richmond d/s flows July 26– Aug 26

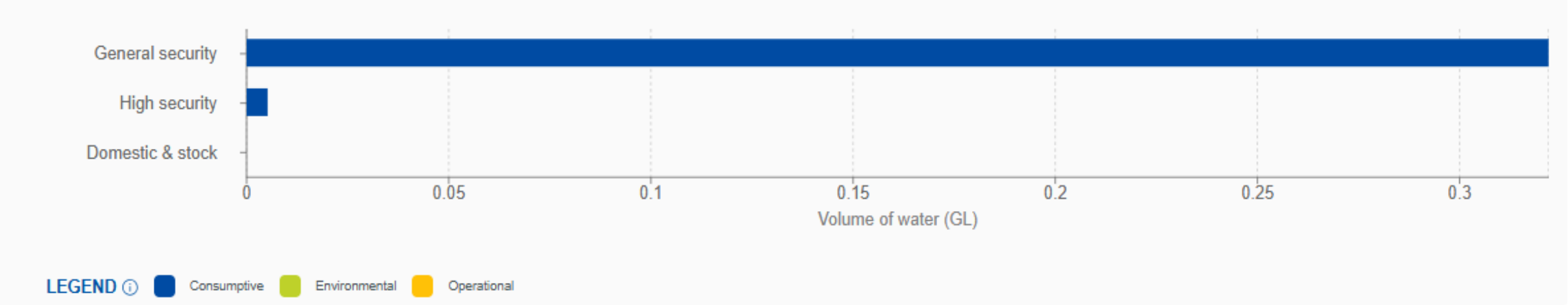
WaterNSW

HYPLOT V135 Output 19/08/2026

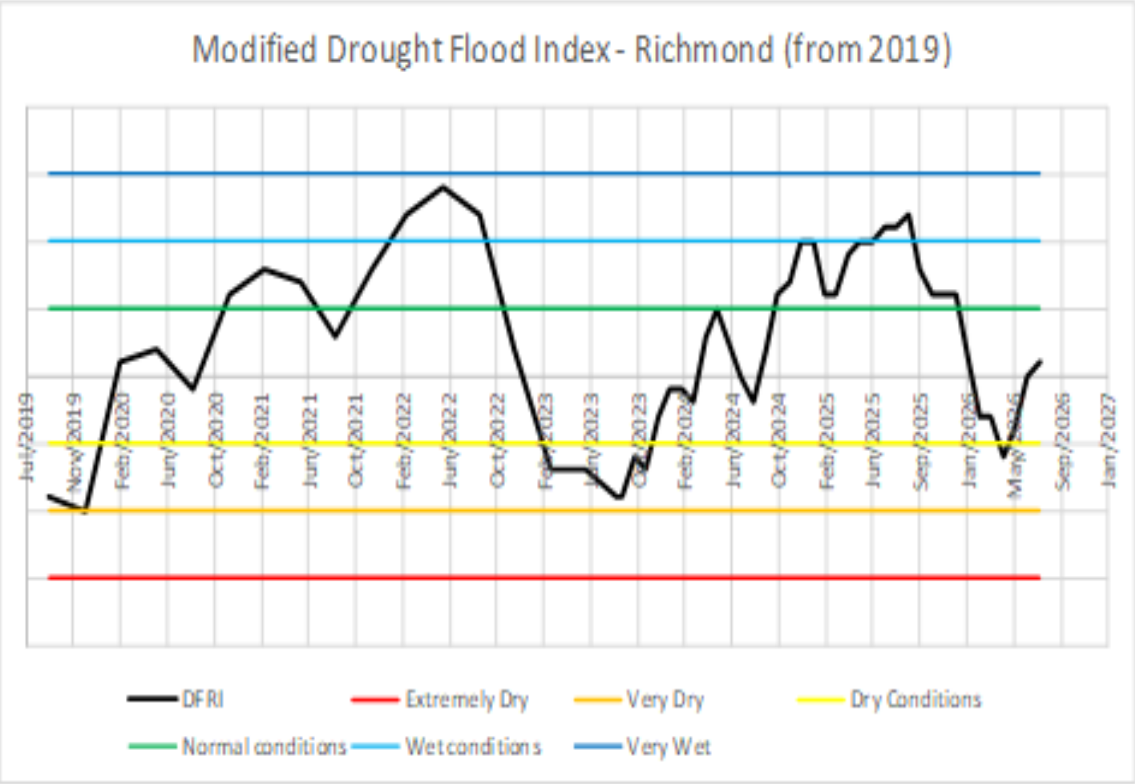
Period 2 Month 01/07/2026 to 01/09/2026 2026



Water Usage/Balance 2025-26 – Richmond



Richmond Valley Water Resource Monitoring Dashboard

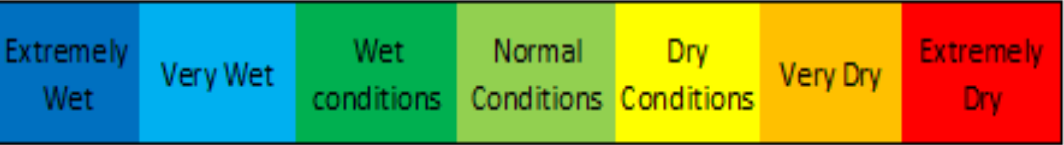


Combined Indicators moving average

Drought Flood Risk Index (Modified)	NORMAL CONDITIONS
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Indicator	Score
Recent Rainfall - 6 months	
Relative Soil Moisture	
Storage Inflows - 6 months	
Water Allocations	
3 month Rainfall Outlook	

DFRI Colour key	DFRI value
-----------------	------------

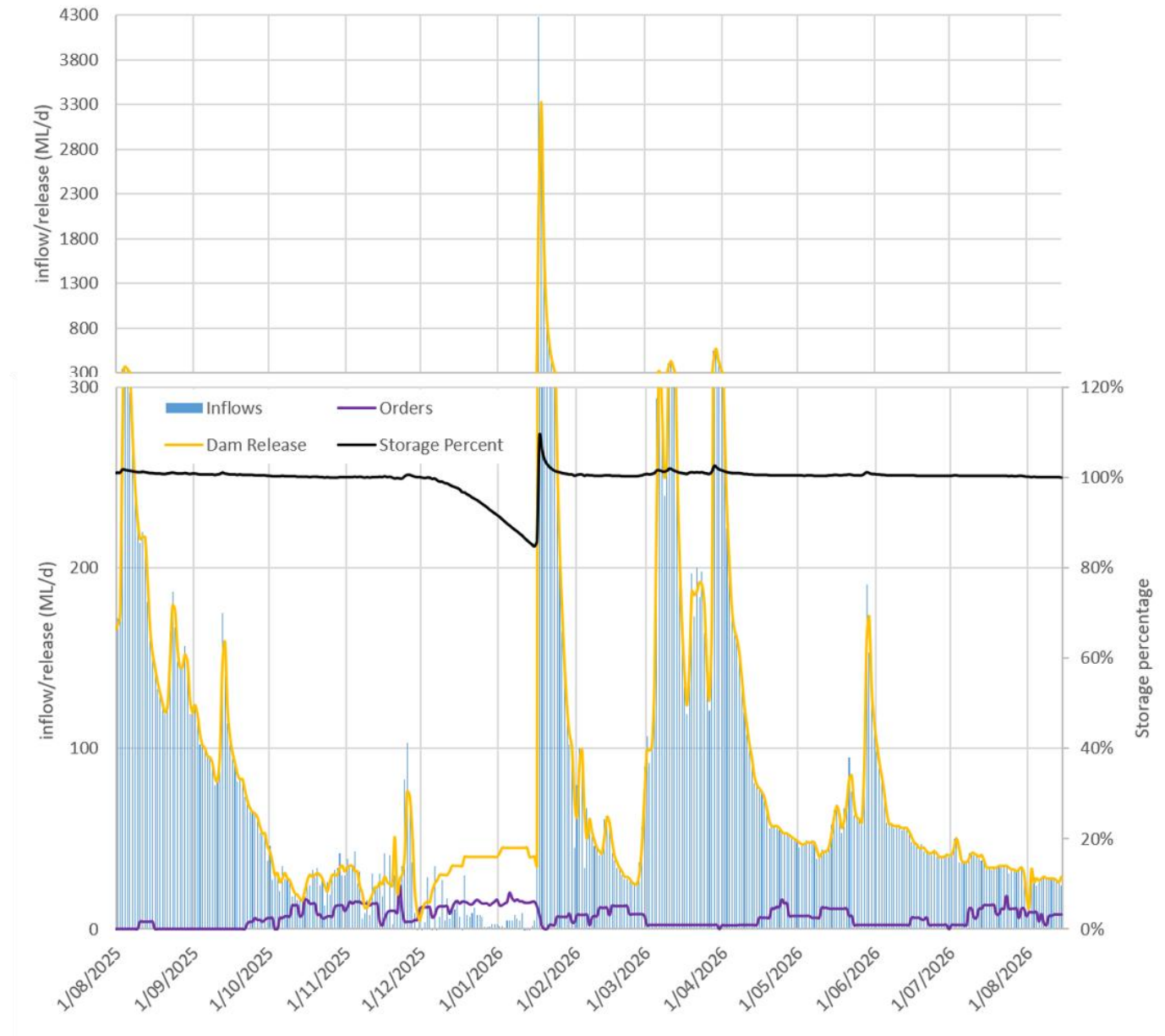


Individual indicators

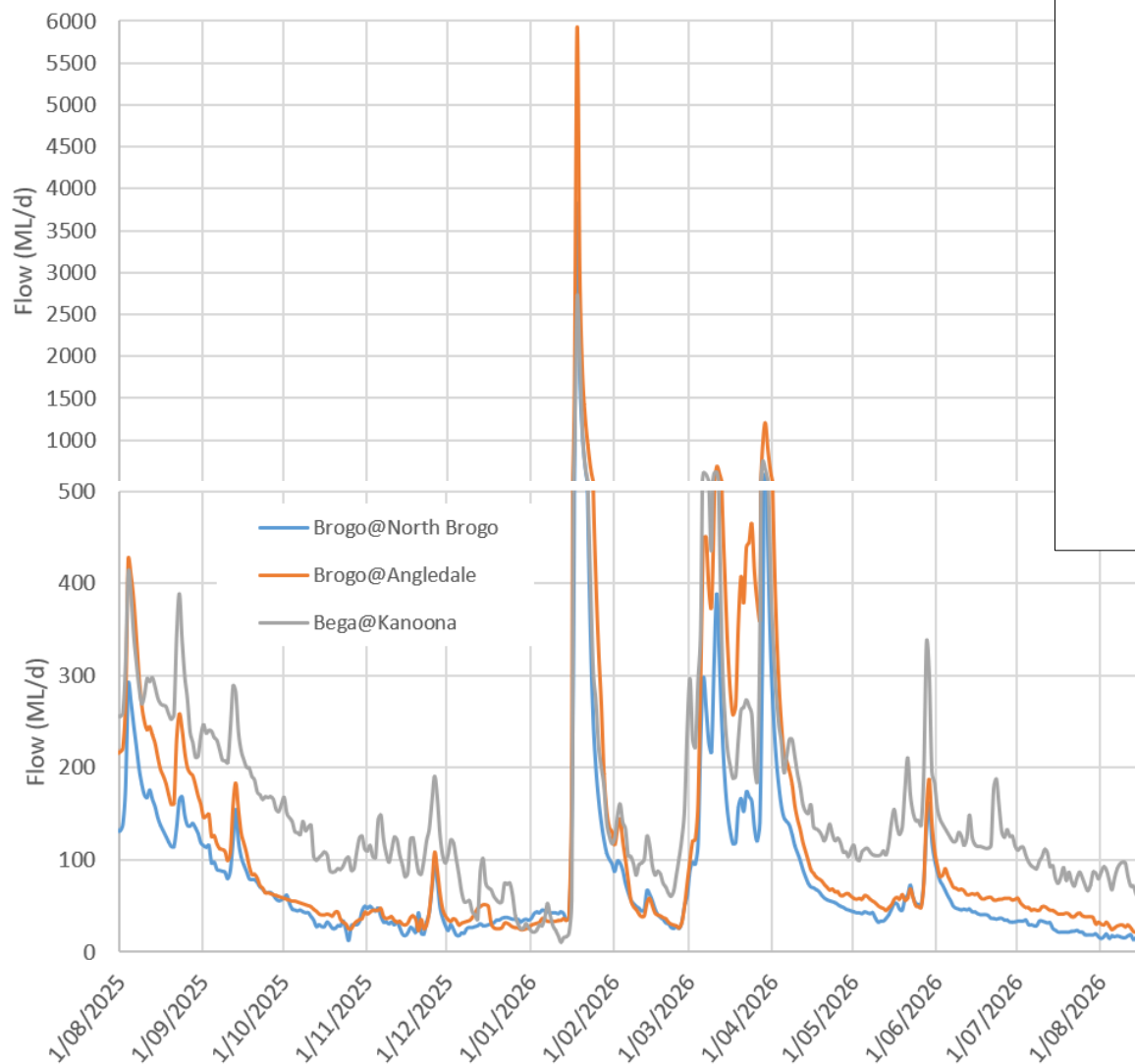
Brogo Dam - Storage status

@ 20 August 2026

- Storage Volume: 8,988 ML
- Storage Percent: 100.1%
- Release (spillway): 3 ML/d
- Release (valves): 24 ML/d

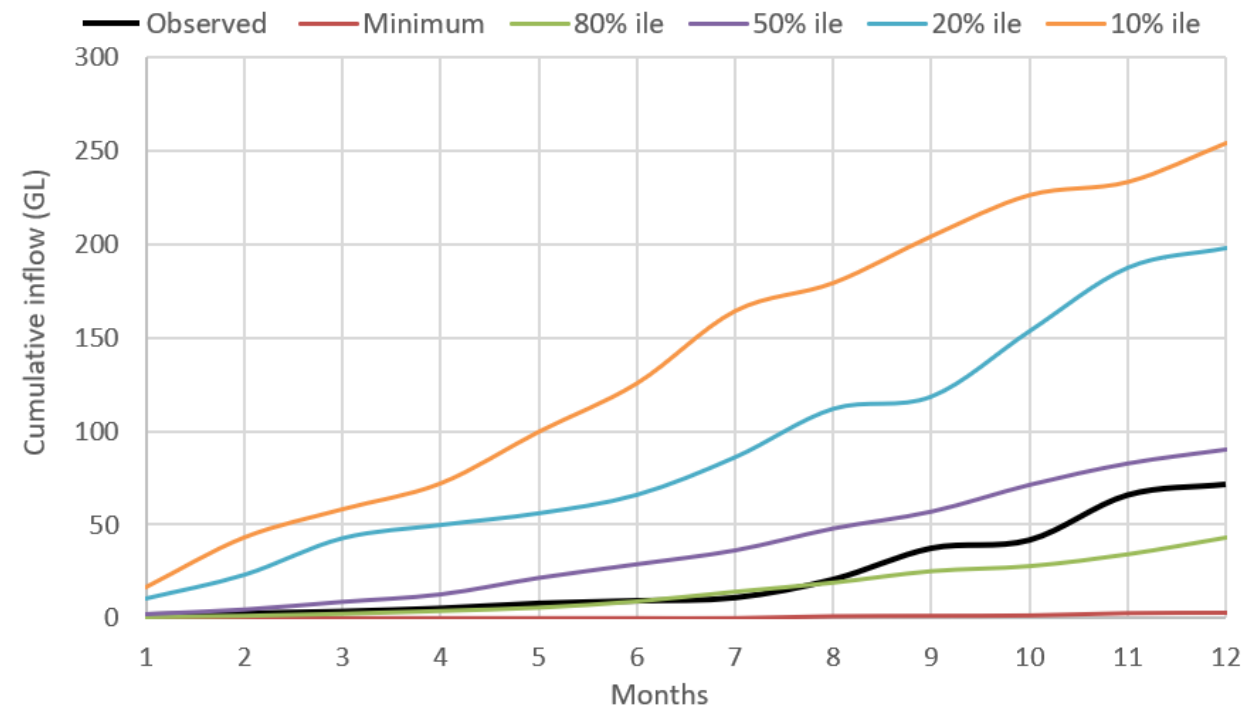


Brogo Catchment – river flows

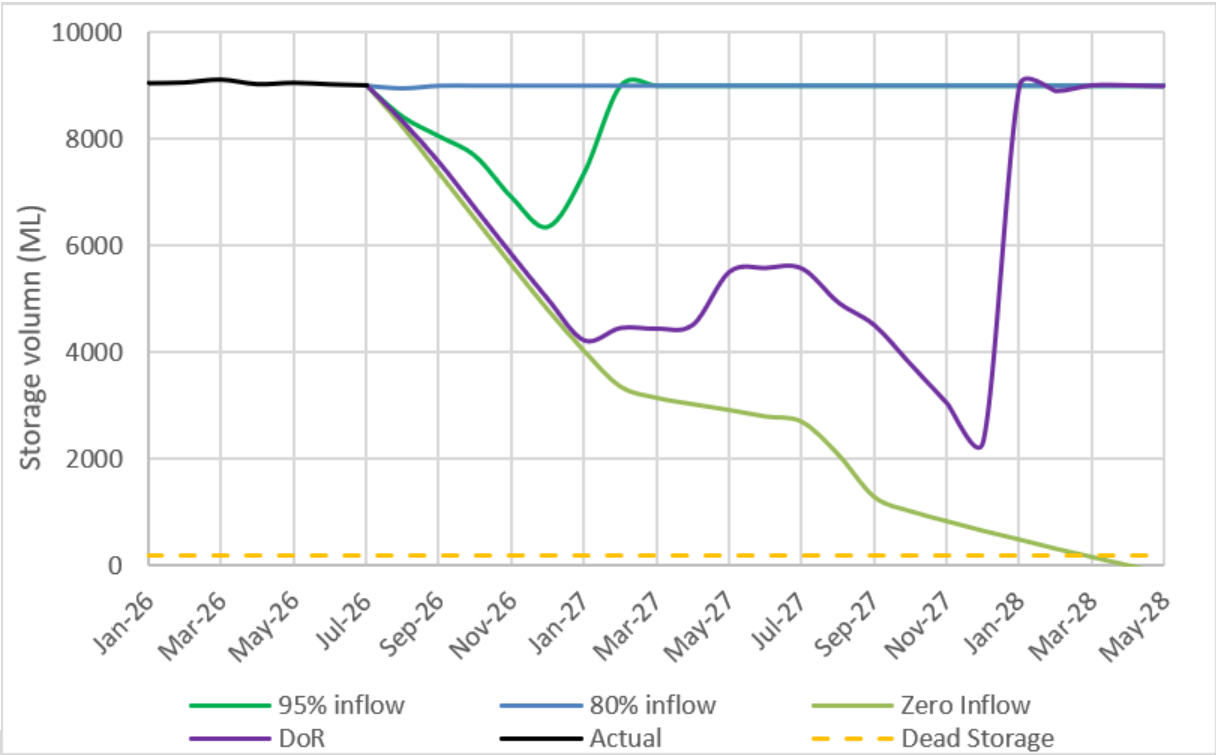


Brogo Dam – Inflow and Depletion

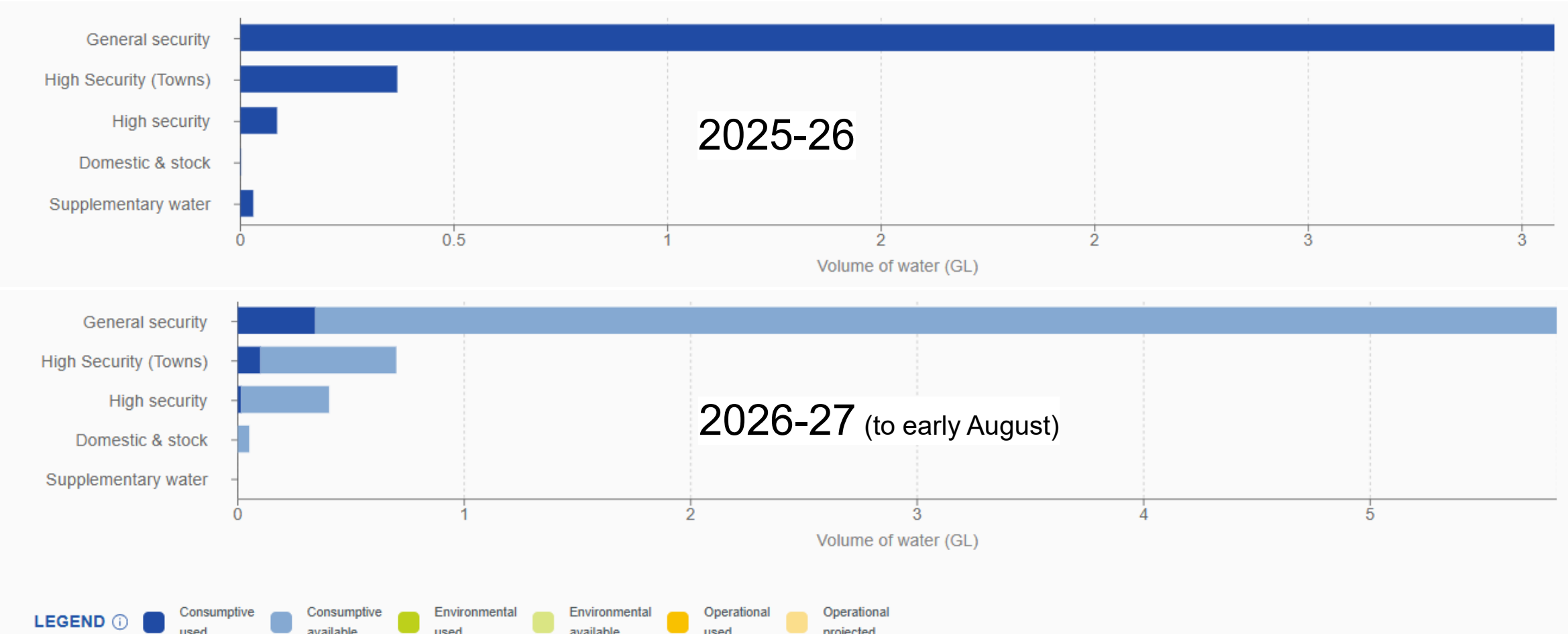
Cumulative inflows since August 2025



Brogo Dam depletion curve



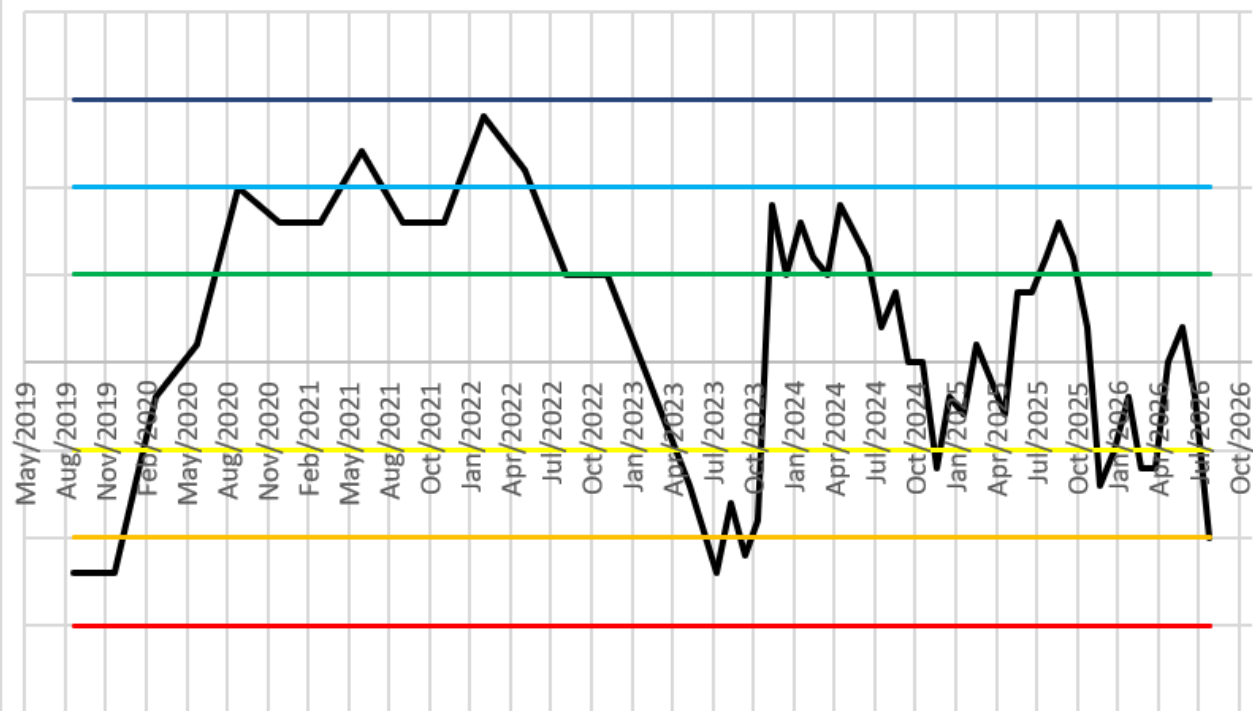
Bega and Brogo – Water Usage



- General Security commenced 2026-27 at 40%

Water Resource Monitoring Dashboard (July 2026)

Modified Drought Flood Index - Bega (from 2019)



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

Extremely Wet	Very Wet	Wet conditions	Normal Conditions	Dry Conditions	Very Dry	Extremely Dry
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Brogo Dam – Operations summary

- Spill mid-Jan '26 – Start August, valve release currently.
- Periods of Supplementary (Supp) and Uncontrolled (UCF) flow have been available since start of year, ceasing end July with reduced spill and flow.
- Low rainfall since April recorded at the dam (~50 mm, only a single fall above 20mm; Ave for same period ~200 mm @ Bega), however dam maintaining or near spill crest.

Customer Assessments & Approvals

Amanda Fuller

Head of Customer Assessments & Approvals

Customer Service Standards – Actual vs Target

	May	Jun	Jul	CSS KPI	Status month	Avg days
Water Access Licences	6	7	7	80% in 40 days		14
Dealings Assign	51	68	56	90% in 20 days		14
Temporary Trades	447	1,090	577	various		
BLR bores	77	111	111	90% in 10 days		7
Approvals (exclude BLR bores)	35	51	47	80% in 60 days		24
Approval extensions	10	375	393	90% in 20 days		
IDAS applications	26	30	20	90% in 21 days		

We are currently experiencing longer processing times for some applications while resources are supporting the NUMR classifying works program.

Most applications continue to be processed well within expected timeframes and additional temporary staff have been engaged to minimise delays and improve turnaround times.

We expect to see improvements by October 2026.

Classifying Works

Classifying Works

- Since we last met, we have leveraged the feedback from our customers to improve the level of support offered on our website, including:
- Factsheets
- Guides
- Videos
- Links to book an appointment with WaterNSW to let us guide you through the process
- Scheduled face to face meetings – now focused on Coastal approval holders

Before you begin to classify your works, we recommend checking the works on your approval/s are correct, and if not contact us to resolve.

Thank you for your feedback on the Customer Portal. We have shared this feedback with our technology teams and improvements are being prioritised based on customer needs.

Questions in Advance

Question: Does each individual work require a unique lat/long and is it the lat/long of the works or the meter?

Answer: Each work does require its own lat/long to be recorded, and it is the lat/long of the work, not the meter.

WaterNSW recently published a Factsheet to help you find the correct co-ordinates

water.nsw.gov.au/documents/publications/customer-services/guides/How-to-find-your-work-location-coordinates.pdf

Update on cut-off date for end of water year trade submissions

10 business days before 30 June



Why we introduced a June trade submission deadline

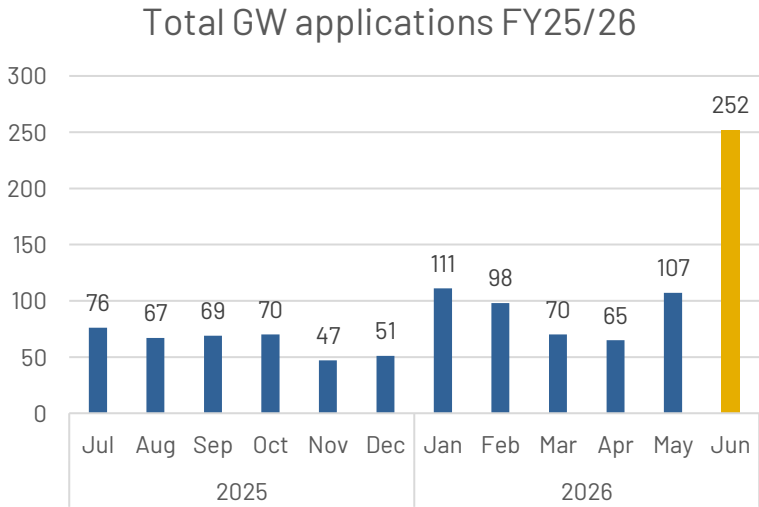
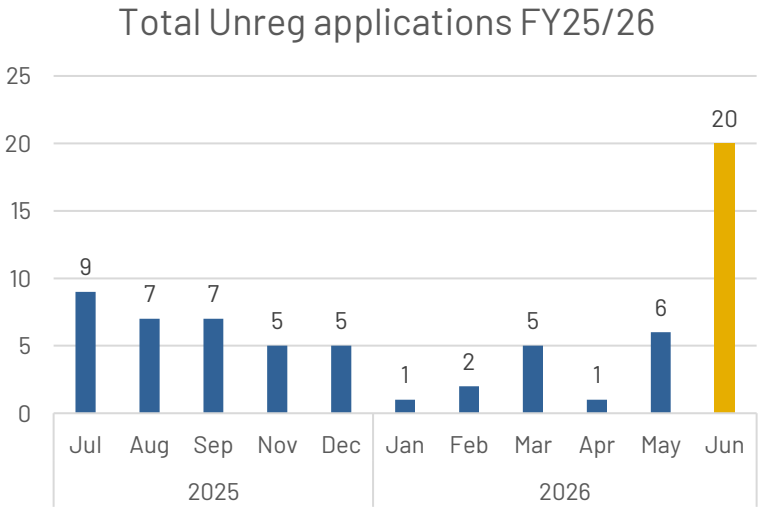
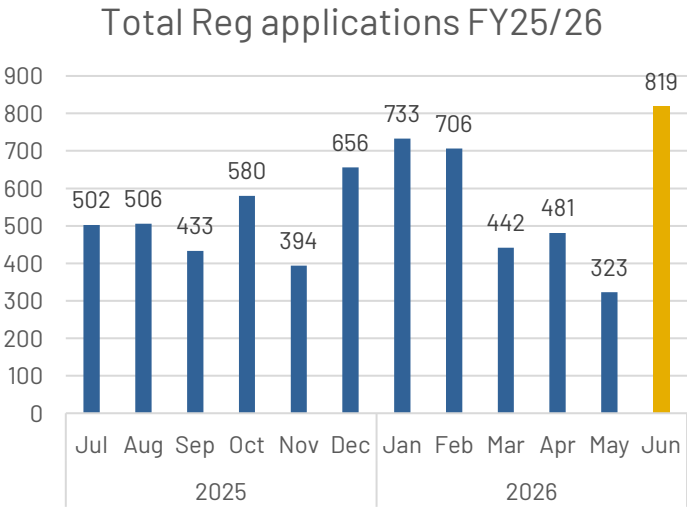
The new June trade deadline helps ensure temporary trade applications are processed before the end of the water year, delivers accurate end of water year account balances while reducing the risk of delays during a peak period.

WaterNSW has worked closely with NSW DCCEEW to minimise impacts on customers.

Business benefits:

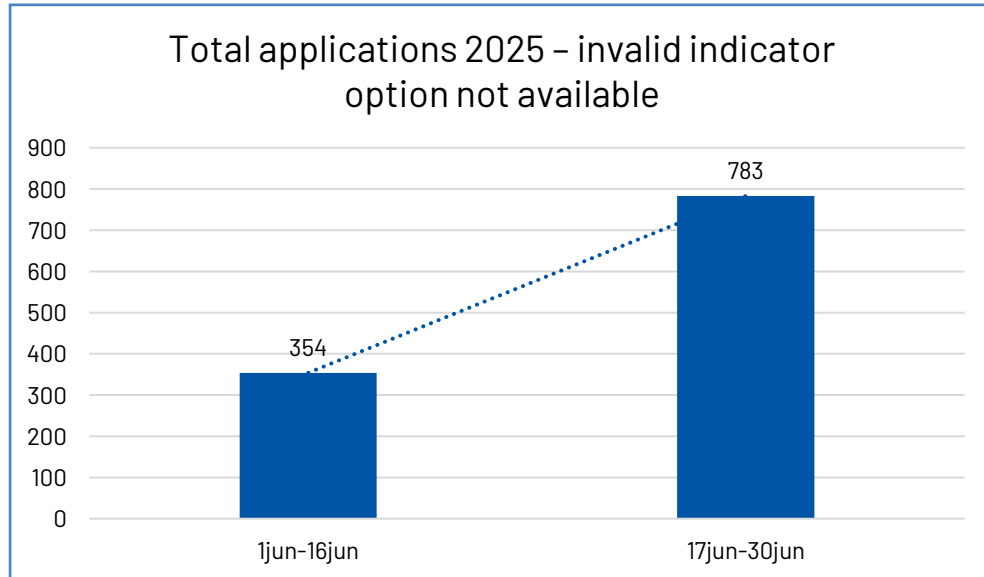
- 93% of trades received before 16 June 2026
- Efficient processing of trades
- Reduced staff overtime to nil
- Alignment to the other states in the Murray Darling Basin
- More accurate reconciliation of water accounts
- Complying with Standard Level Agreements
- Flexible approach on late submissions to avoid water forfeiture for customers

Temporary trade application volumes water year 2025/26

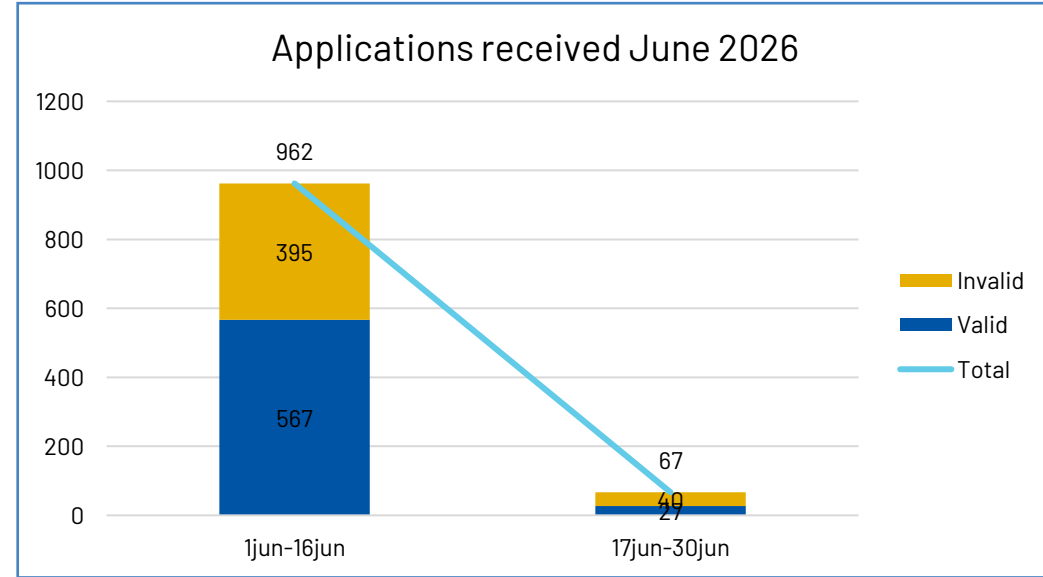


June is the highest volume month in the water year, and we needed a new approach to ensure all applications could be processed in time without increasing operational and financial pressures .

Comparison: 2025 to 2026 water year



- 70% of applications received in the last fortnight
- 30% received in last 5 days of the month
- Extensive staff overtime, backdating applications, and limited time to prepare for Barmah Narrows live event on 1 July.



- Strong response with 93% of applications received by submission date
- Flexible approach to those applications received after submission date
- We will work with customers to improve the rate of compliant applications

Opportunities for Improvement

Many temporary trade applications could not be processed upon receipt as they required follow up due to:

- Application incomplete
- Fee not paid
- Fee paid and no application form submitted

We will continue to work with customers to improve the number of valid applications submitted, which will improve the turnaround time for those applications.

Customer sentiment

The main concern for customers was water forfeiture if allocations were credited after the cut-off date

WaterNSW worked closely with NSW DCCEEW to minimise allocation announcements after the cut-off date and had a flexible approach to accepting late applications due to unplanned events.

Australian Water Brokers Association (AWBA)

concerns addressed regarding supplementary events, permanent trades, carryover trades, and compliant meter certifications.

Namoi Water

concerns aligned with AWBA feedback, and both were addressed through clarification of the flexible application process.

Environment and Water Holdings

raised concerns about new metering legislation, policy changes, and implementation timeframes, addressed.

Volume of calls

47% increase in customer calls taken by water trade team compared to May, which is the usual increase for this time of year.

Conclusion

90% of market participants submitted applications on time.

WaterNSW implemented a flexible approach for low-volume late submissions and still achieved efficiencies

WaterNSW intends to continue with the same 10 business day deadline in June 2027

Third Party Consent – Temporary Trades

Under Consideration – temporary trade third-party consent

- WaterNSW consulted with the CAGs on a proposal to discontinue the temporary trade third-party consent process
- More than 50% of CAGs and stakeholder groups were supportive of WaterNSW's decision to discontinue temporary trade, however there continues to be objections to our proposal which are being considered and discussed with key stakeholders
- If we do decide to cease this offering it will not be immediate, WaterNSW is committed to a thorough change and communications plan being implemented before we discontinue third party consent
- WaterNSW will continue to communicate with the CAGs

Business Papers

Taken as read

General Business

H5 Avian Influenza



Current situation

- Australia has confirmed detections of H5 high pathogenicity avian influenza (H5 bird flu) in wild birds in SA, WA, VIC, NSW, TAS and QLD.
- There has been local transmission between wild birds in VIC and SA and a mass mortality event in wild birds in SA.
- Detections remain limited to wild birds and there are no detections in poultry or our agricultural system.
- The current risk of bird flu to people in Australia is low. Human infections of this H5 bird flu strain are rare, and there has been no human case of this strain reported in Australia.
- If you see multiple sick or dead birds or other animals, do not touch them.
- **Avoid** contact. **Record** what you see. **Report** it to the **Emergency Animal Disease Hotline** on **1800 675 888** from anywhere in Australia.

What is WaterNSW doing?

- WaterNSW is working with the Department of Climate Change, Energy, the Environment and Water (DCCEEW) and the Department of Primary Industries and Regional Development (DPIRD) to monitor the situation and ensure we are prepared to respond as H5 bird flu continues to spread.
- DPIRD is the lead combat agency in NSW.
- WaterNSW has developed operational response protocols.
- Higher-risks sites have been identified, and we are assessing the potential risks to water quality and water supplies.
- There is currently no evidence of avian influenza being spread to humans through drinking water.
- We are working with DCCEEW on strategies for managing priority sites for wildlife including Lake Brewster and Menindee Lakes.

Town Water Risk Reduction Program (TWRRP)

Town Water Risk Reduction Program

WaterNSW is supporting Local Water Utilities (LWUs) across regional NSW strengthen raw water quality risk management through the Town Water Risk Reduction Program (TWRRP).

Funded by the NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW), the program supports regional communities in managing water quality risks and building long-term drinking water resilience.

Under the TWRRP, WaterNSW leads the source water component of the program, focusing on identifying raw water quality risks and supporting local water utilities to proactively manage those risks at the source, recognising source water protection as the first and most effective barrier to safe drinking water.

Aligned with WaterNSW's **Raw Water Quality for Drinking Water Suppliers Policy**, the program supports:

- Identification of priority raw water quality risks and potential mitigations
- Enhanced water quality monitoring
- Early warning systems and proactive risk management
- Improved access to water quality data and information for LWUs

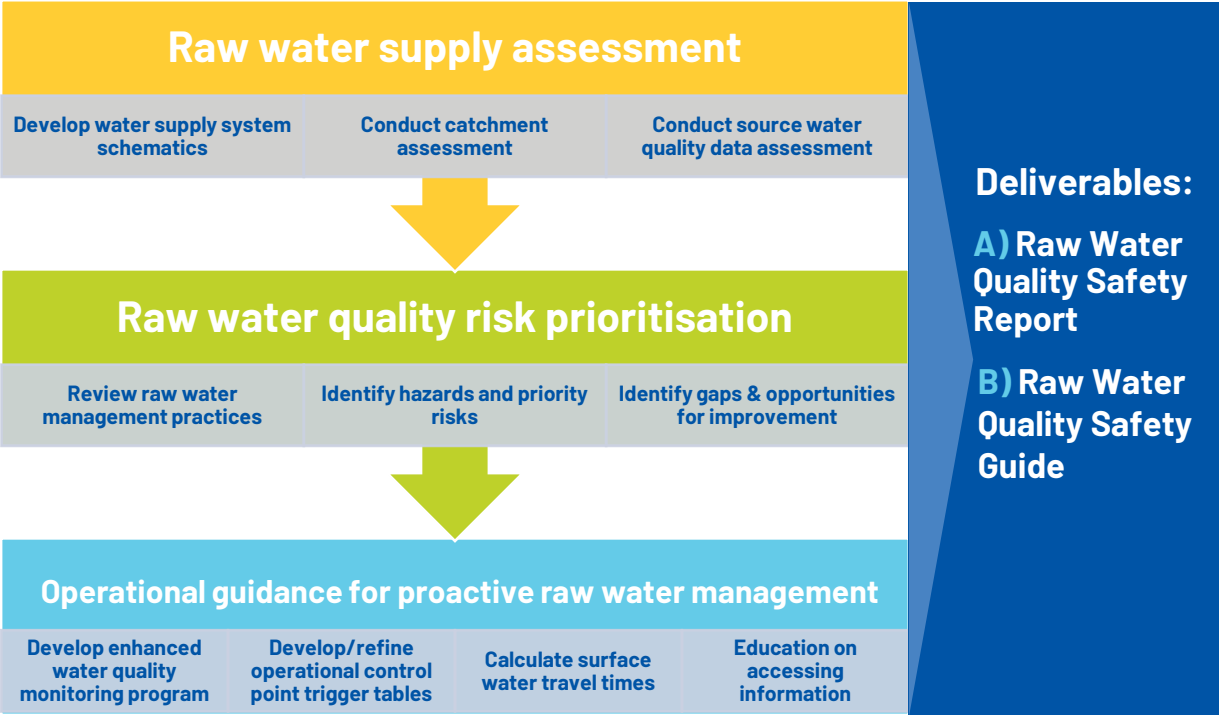
The program aims to reduce treatment system pressures, lower operational risks, and improve long-term public health outcomes.

Funded by DCCEEW at no additional cost to LWUs.

Town Water Risk Reduction Program

Program scope of works

We will support each LWU with the following items:



Timeframe

We will progressively contact LWUs to onboard into the program over the next 1-2 years

IN PROGRESS		UPCOMING - FROM (APPROX.)*				
		Late 2026	Early 2027	Mid 2027	Late 2027	Early 2028
LACHLAN	COASTAL/ MURRUMBIDGEE	MURRUMBIDGEE /MURRAY	MURRAY	MURRAY	BORDER RIVERS/ NAMOI/ PEEL	MURRUMBIDGEE/ MACQUARIE
Parkes	Bega	Goldenfields (Bland, Junee, Temora)	Federation	Central Darling	Moree	Bogan
Forbes	Muswellbrook	Cootamundra- Gundagai	Berrigan	Wentworth	Walgett	Cobar
Lachlan	Hay	Riverina Water (Wagga Wagga, Hume, Lockhart)	Albury	Essential Water (Broken Hill, Menindee)	Inverell	Warren
Cowra		Edward	Murray	Balranald	Tamworth	Narrandera

*Dates are indicative, based on current planning assumptions and may be subject to change.

To learn more about:

- Our **Raw Water Quality for Drinking Water Suppliers Policy**, please visit our [website](#).
- To learn more about **TWRRP**, you can also visit our [website](#) or email: info.TWRRP@waternsw.com.au

Useful Links & Resources

- [**WaterNSW**](#) – we’re the people taking care of the state’s water at the source – capturing, storing, delivering
- [WaterNSW Customer Portal](#) – submit available applications online, track the application process, manage your profile and amend the status of your work
- [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
- [Subscribe](#) to receive our monthly e-Newsletter, trade and market updates, state-wide customer notifications, Murrumbidgee IVT notifications and advertised applications
- Register for our [Early Warning Network \(EWN\)](#) for notifications and alerts for dam and supply activities, significant dam releases and in emergency situations
- **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



Call us on
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