



Department of Climate Change, Energy, the Environment and Water

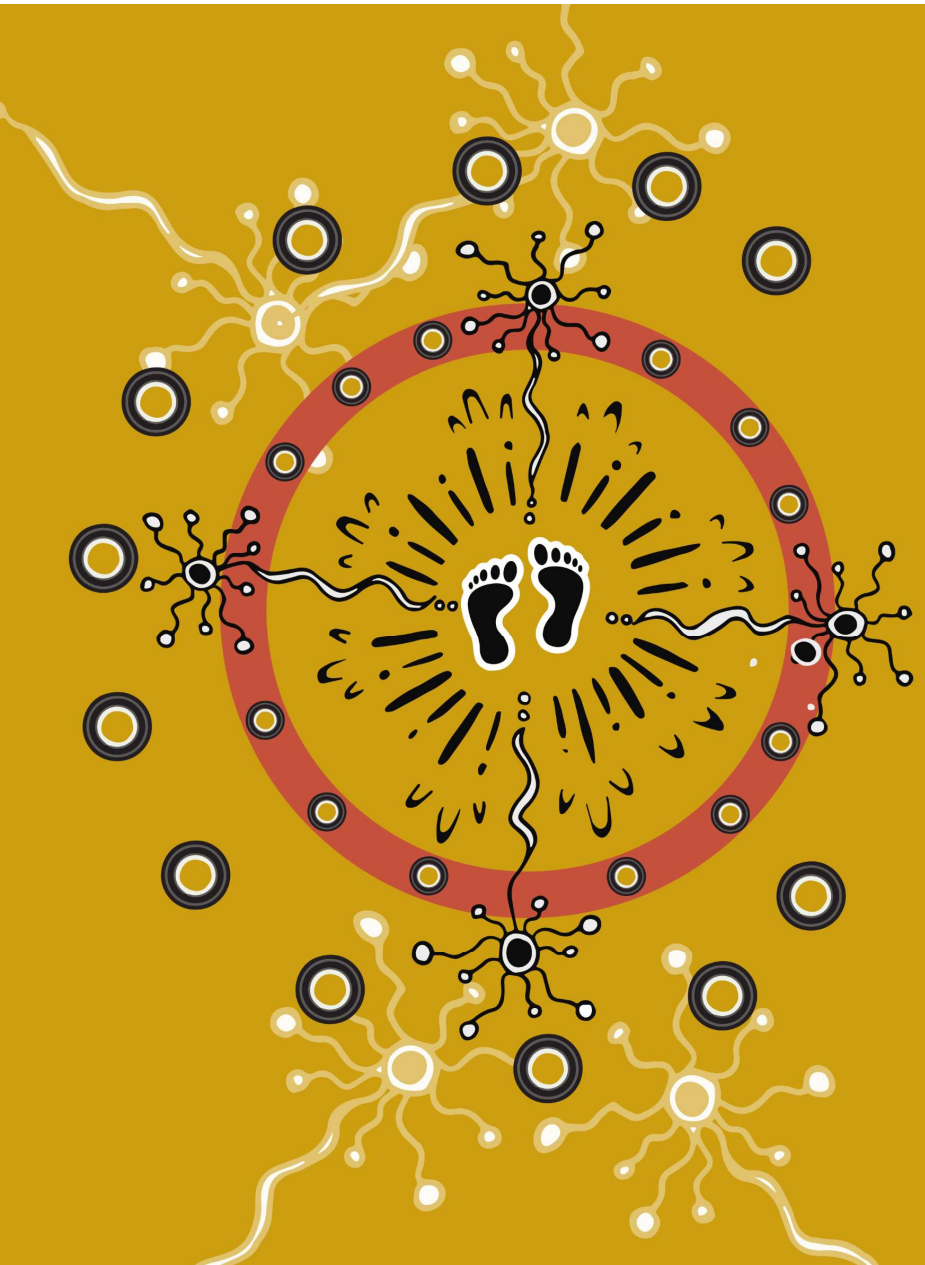


Customer Advisory Group (CAG) afternoon sessions Greater Sydney

Water Group

Peter Hansen
Engagement, Water Group

March-April 2026



Acknowledgement of Country



The Department of Climate Change, Energy, the Environment and Water acknowledges that it stands on Aboriginal land.

We acknowledge the Traditional Custodians of the land and water, and we show our respect for Elders past, present and emerging.

We do this through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

Artist and designer Nikita Ridgeway from Aboriginal design agency – Boss Lady Creative Designs, created the People and Community symbol.



Department of Climate Change, Energy, the Environment and Water



Acknowledgement of local community

I would also like to acknowledge our farmers, graziers, councils and local communities and the support they provide to their communities and the country.

Department of Climate Change, Energy, the Environment and Water

Non-urban metering update

David Andersen
Manager Metering Implementation

Greater Sydney CAG meeting
23 April 2026





Understanding requirements



Metering rules depend on:

- total entitlement volume
- the size and number of works

Apply to works taking licensed water under a:

- water supply works approval
- water access licence

From the following water sources:

- regulated river
- unregulated river
- groundwater

Why metering matters – benefits for water users and the system



- 1. Fair and Transparent Water Sharing** to Promotes equitable access to water, protects entitlements, and strengthens trust through transparent and accurate allocation.
- 2. Consistent Nationally Water Measurement** to supports entitlement integrity, trading, and fair pricing (e.g., lower tariffs).
- 3. Better Data for Decision-Making** to improve accurate data resource allocation and monitor irrigation and pump performance.
- 4. Strong Accountability and Compliance**, by encouraging responsible water use, reduces risk of overuse.
- 5. Confidence for Community and Industry Confidence**, by fostering trust and social license to strengthen industry and community confidence in water governance.

Metering requirements matrix

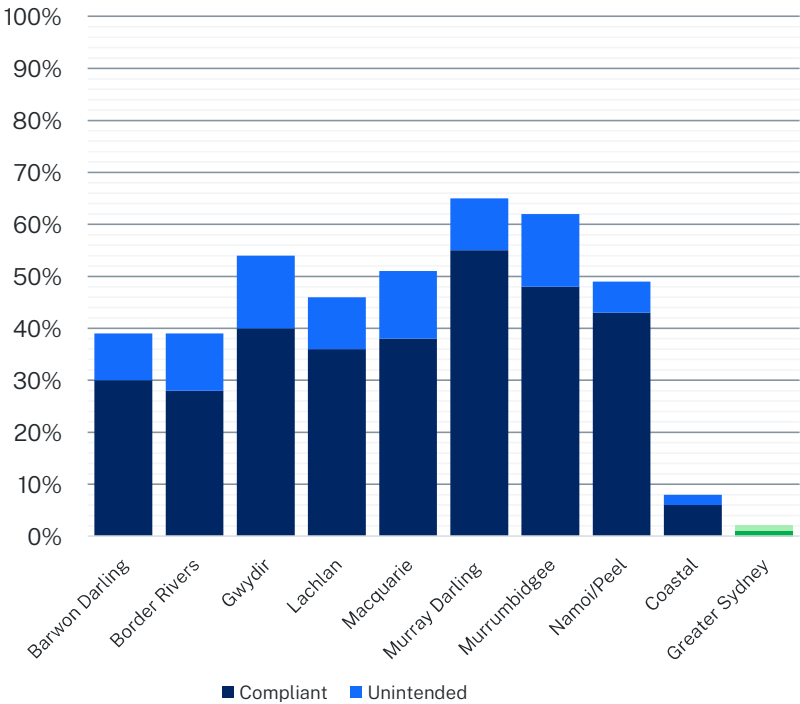
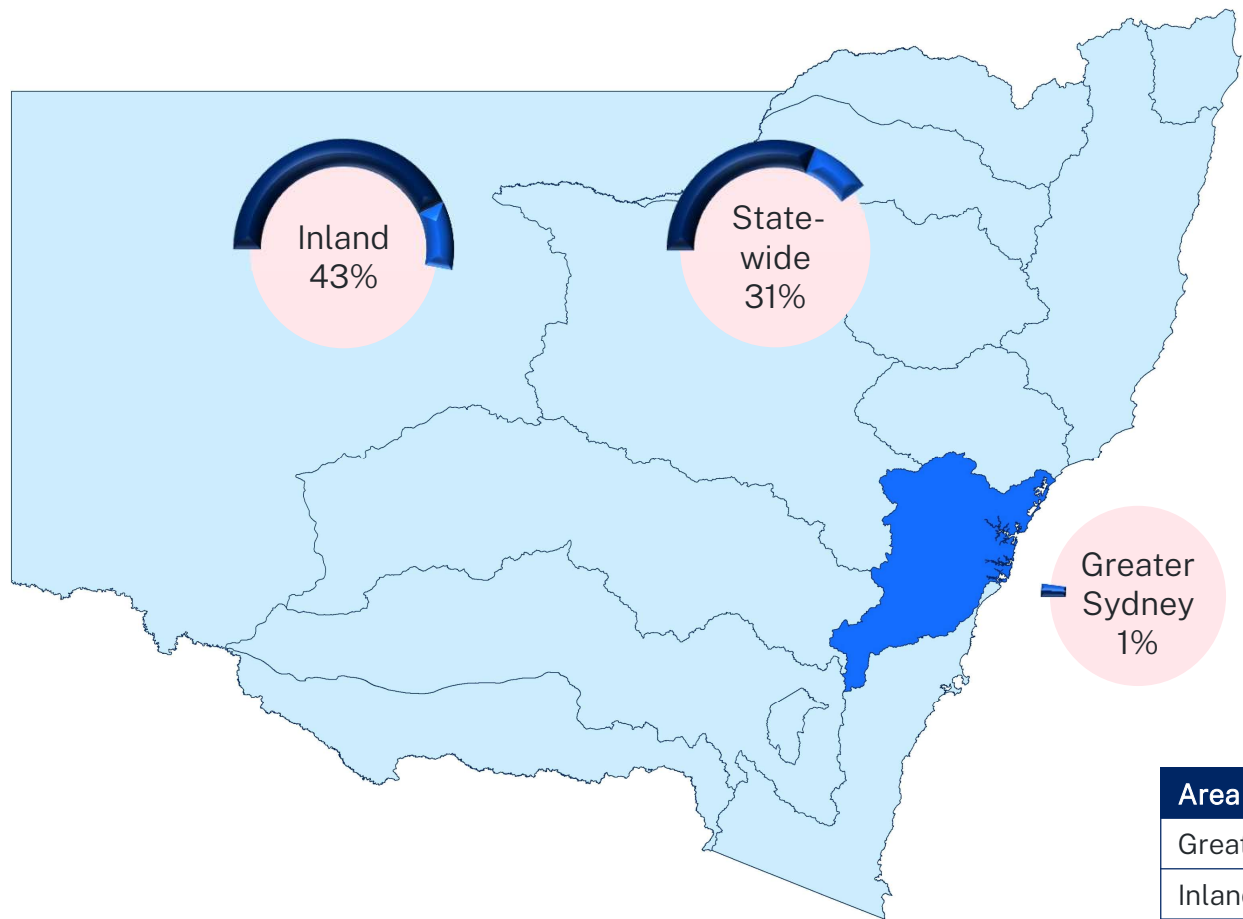
	≥ 100 ML of total entitlement	<100 ML and > 15 ML of total entitlement	≤ 15 ML of total entitlement
Surface water pumps greater than 500mm in diameter	AS4747 compliant meter, LID and telemetry – DQP validation	AS4747 compliant meter, LID and telemetry – DQP validation	AS4747 compliant meter, LID and telemetry – DQP validation
All other water supply works that take water	AS4747 compliant meter, LID and telemetry – DQP validation	Pattern approved meter	Metering optional
Works below the size thresholds or below the multiple work's threshold	Metering optional	Metering optional	Metering optional

Compliance dates	
Must comply now	
<u>Inland</u> Must comply now	<u>Coastal</u> 1 December 2026
1 December 2027 or work approval renewal date (whichever is later)	

Note:

- There are several other exemptions to metering which a work may satisfy
- That if water is traded, then metering is required

Current compliance rate of works



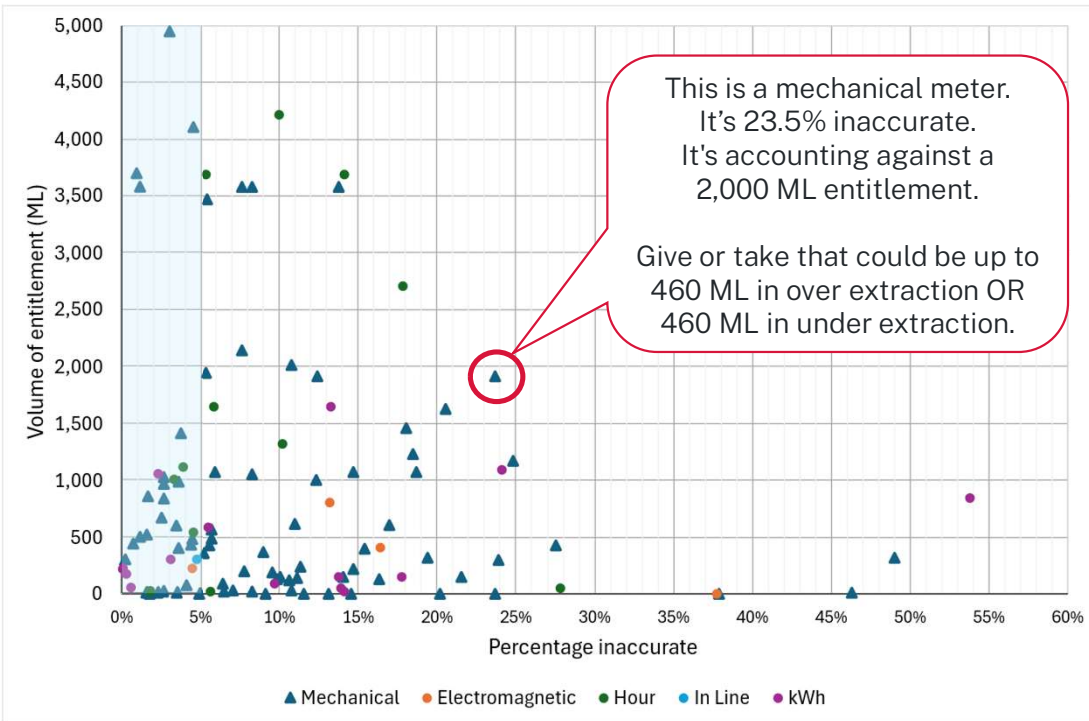
Area	Compliance rate	Classification opportunity
Greater Sydney	1%	1%
Inland	43%	10%
Coastal	5%	2%
Statewide	31%	9%

Compliance rate; water users with 100 ML or more entitlement, & exclusion of unmeterable works and inactive works. All data sourced from NRAR
Current as at date 24/02/2026.

Meter accuracy in the Greater Sydney region

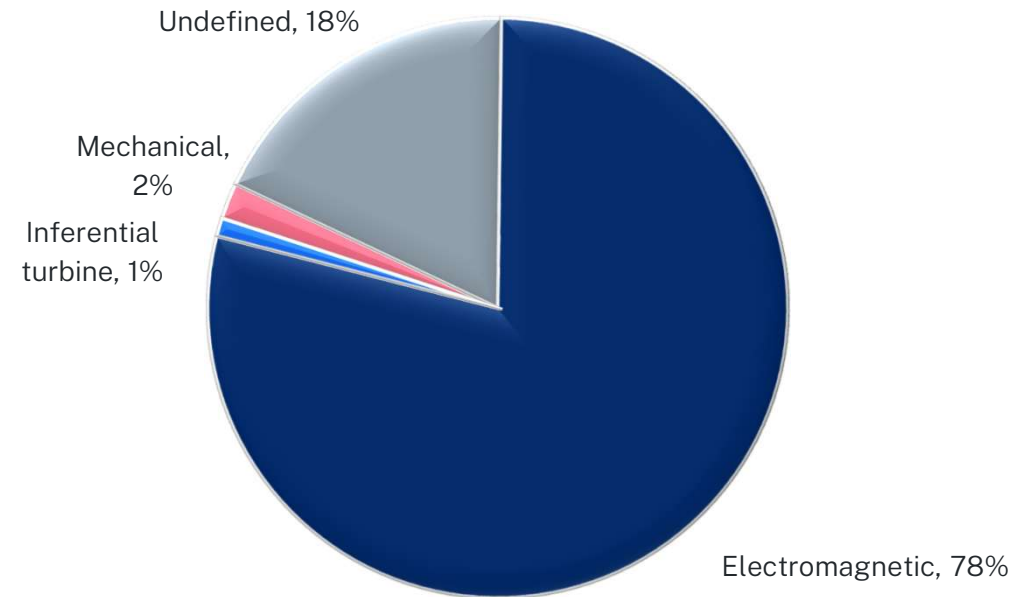


Survey before commencement of metering reform*



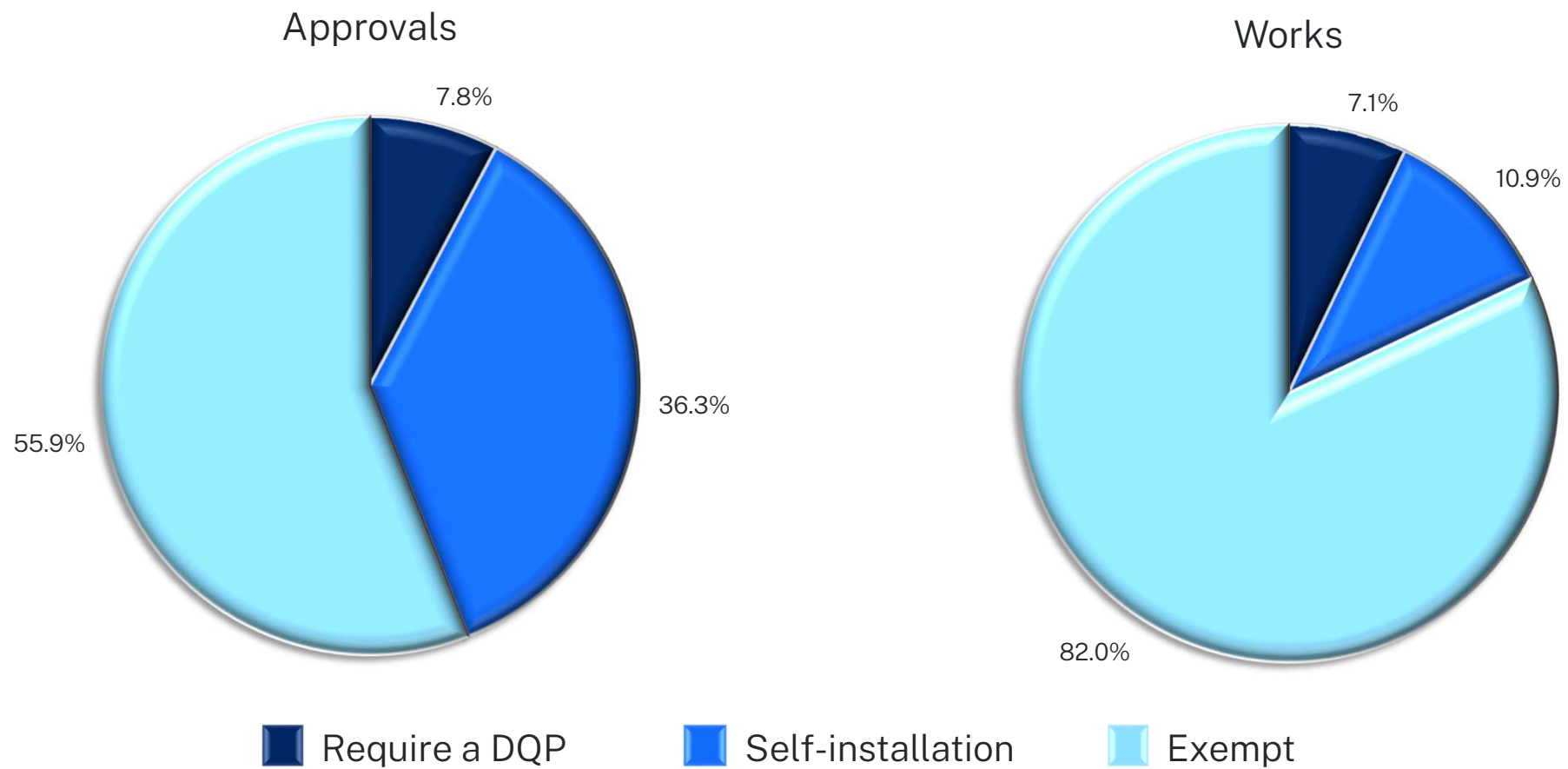
*Graph has been limited to 5,000 ML and 50% inaccurate to improve visual

Existing meters in the Greater Sydney region



2% need an upgrade
18% are unknown
78% are compliant or could be
1,015 meters currently

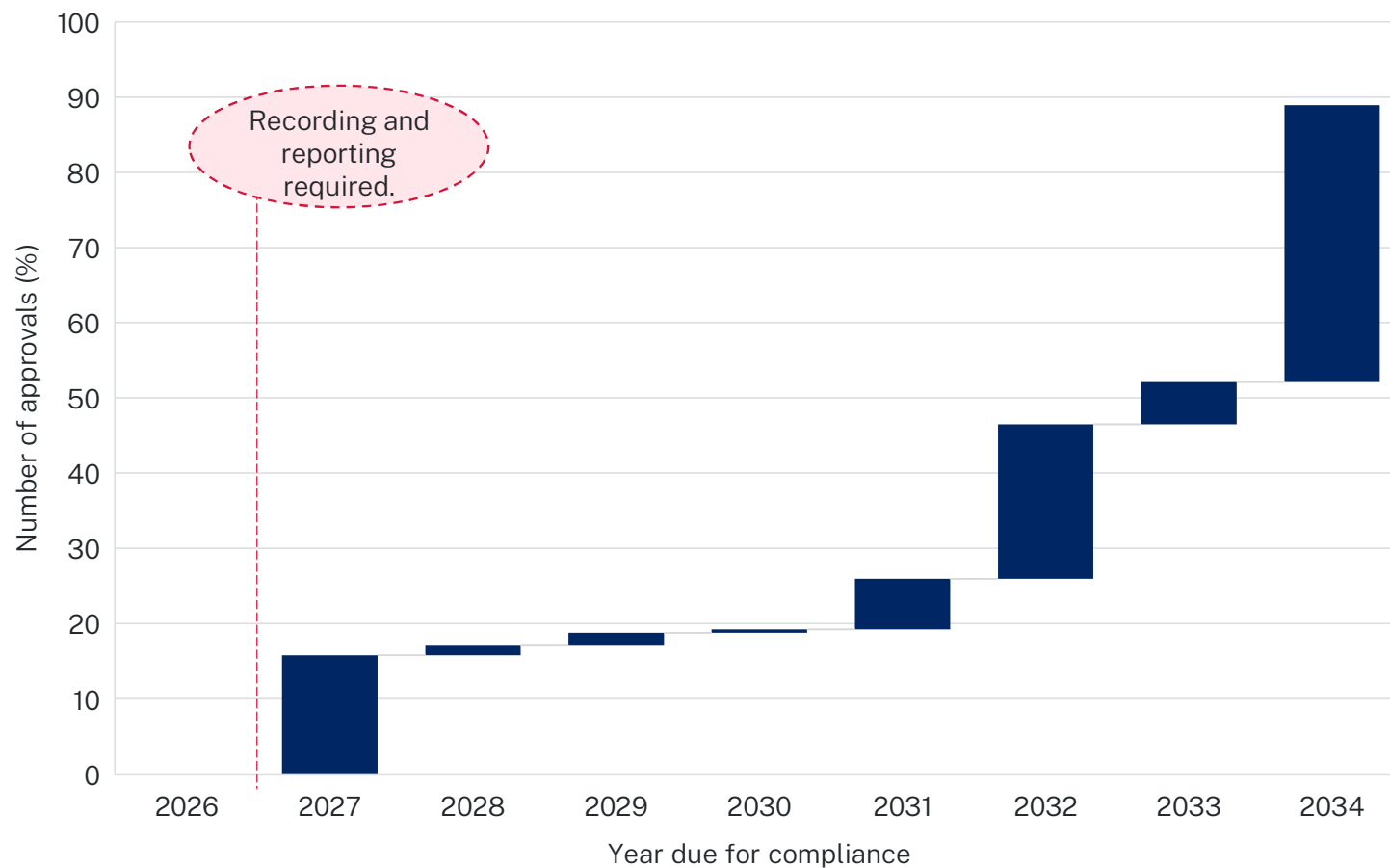
Water user profile across the Greater Sydney



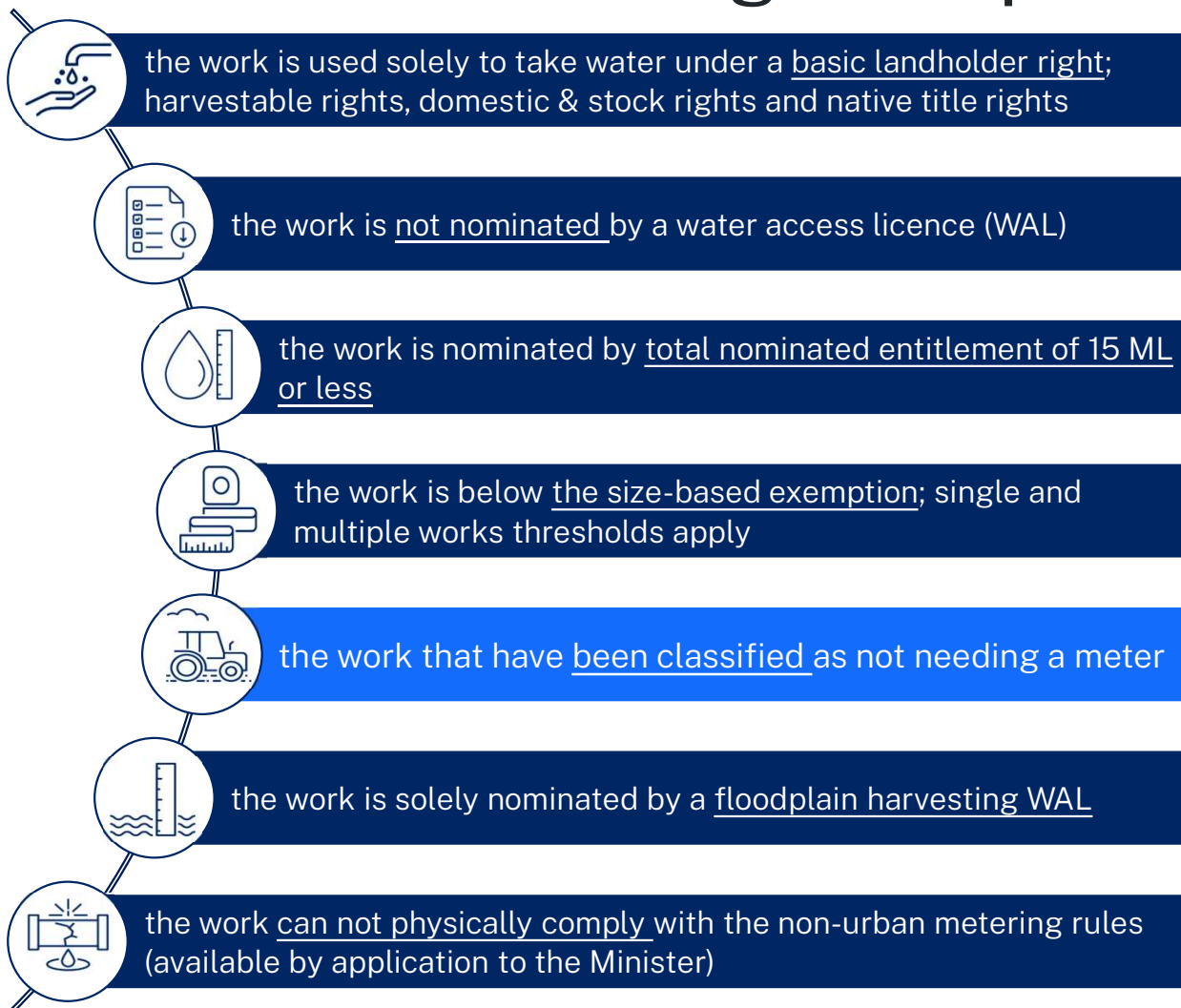
Smaller water user compliance dates in the Greater Sydney area

Despite extension for meter installations. Recording and reporting requirements Water take commences **1 December 2026**.

Having a meter installed assists substantially with reporting and provides water account tariff options.



Non-urban metering exemptions



Type of work	Number	Maximum size
Surface water (pumps)	1 pump	99mm
Surface water (pumps)	2 pumps	74mm
Surface water (pumps)	3 pumps	49mm
Surface water (pumps)	4 pumps	39mm
Groundwater (bores)	1 bore	199mm
Groundwater (bores)	2 bores	159mm
Groundwater (bores)	3 bores	129mm
Groundwater (bores)	4 bores	119mm

Works Classifications

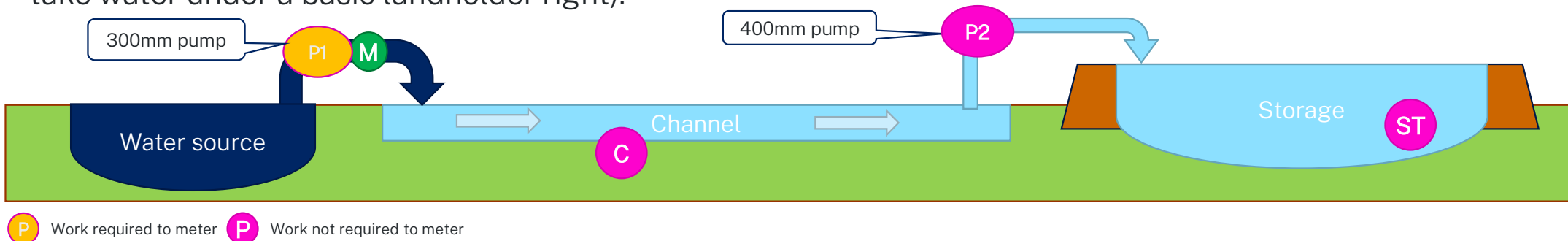
If a work is classified as:

- Constructed, non-taking work
- Constructed, basic landholder rights only
- Constructed, approval holder declared not taking water
- Not constructed
- Decommissioned

Works not classified or classified as constructed are required to be metered

The work is exempt from metering requirements, with no physical modifications required.

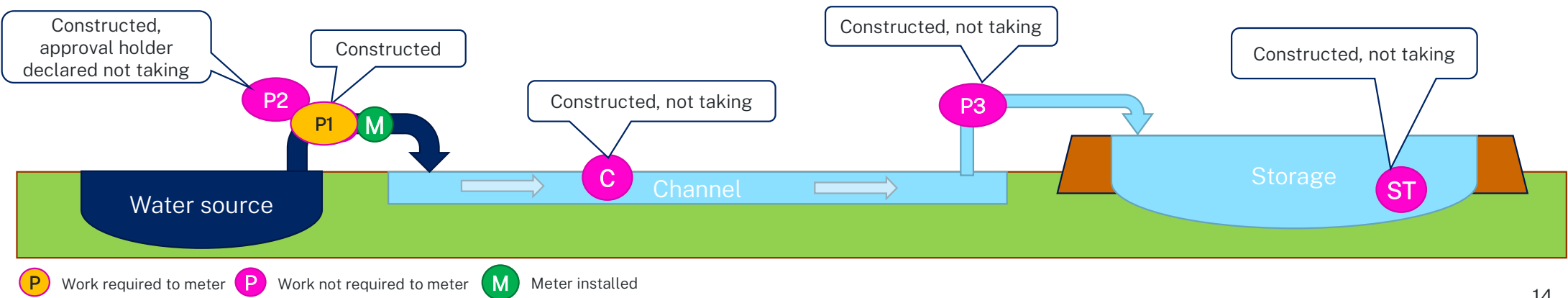
However, they are **conditioned not to take water** (excluding Constructed, BLR only that is permitted to take water under a basic landholder right).



Check your Works Classifications in NSW Water Register



Kind of Approval			Issue Date		Expiry Date	Approval Number		Status		Water Source			
Water Supply Works And Water Use			01-JUL-2016		01-JUL-2026	90CA123456		Current		NSW Border Rivers Regulated River Water source			
Work Type	Description	Diameter	Status	No. of works	Location (Lot/DP)	Suffix	Work ID	ESID	Lat/Long	Authorised / Constructed	Takes Water	BL R	Classification
Pump	300mm Axial Flow Pump	N/A	Active	1	Lot 1, DP750789	Whole lot	100023456	1234	-34.0000 145.0012	Constructed	Y	N	Constructed
Pump	300mm Axial Flow Pump	300	Active	1	Lot 1, DP750789	Whole lot	100023457	1234	-34.0012 145.0012	Constructed	Y	N	Constructed, approval holder declared not taking water
Channel		N/A	Active	1	Lot 1, 2, 3 DP750789	Whole lot	100023458	1235	-34.0034 145.0158	Constructed	N	N	Constructed, not taking
Pump	400mm Centrifugal Flow Pump	N/A	Active	1	Lot 2, DP750789	Whole lot	100023459	1234	-34.0085 145.0096	Constructed	N	N	Constructed, not taking
Pump	200mm Centrifugal Flow Pump	200	Active	1	Lot 3, DP750789	Whole lot	100023460	1235	-34.0975 145.0123	Authorised	Y	Y	Not constructed
Storage	Storage - Off river	N/A	Active	1	Lot 1, 2, 3 DP750789	Whole lot	100023461	1364	-34.0000 145.0000	Constructed	N	N	Constructed, not taking



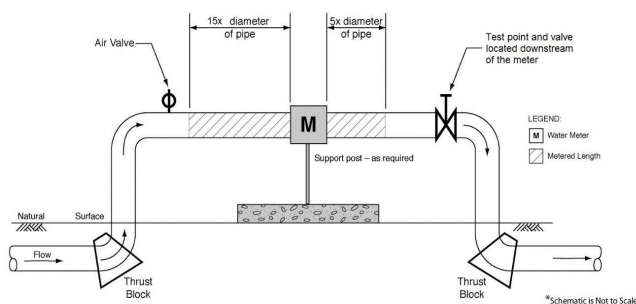
How to approach meter self-installation

Self-installation of meters is permitted if a DQP is not required for your works. There are some key steps:

1. Buy a pattern-approved meter from your local agricultural supplier. A list of pattern-approved meters is maintained by the Commonwealth DCCEEW. Visit dcceew.gov.au > search 'pattern approved meters', click on Non-urban water metering framework.
2. Install the meter according to the meter instructions, the work type and extraction method
3. Register your installation with WaterNSW, comms.watarnsw.com.au/meterforms

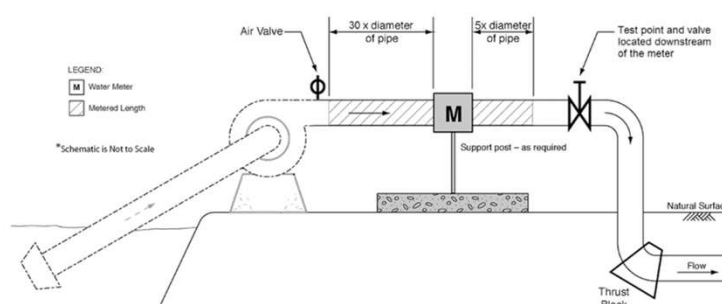
If a water user would still like to have a DQP install their meter, that is fine, the option to self-install is just that – an option

Meter Installation Plan for Two Elbows, in Plane



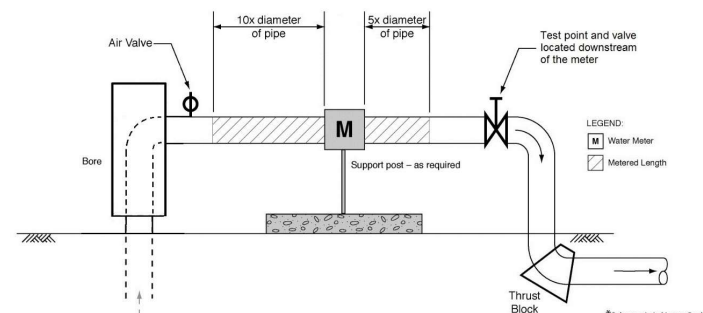
MIP-4

Meter Installation Plan for Pump causing Spiral Flow



MIP-3

Meter Installation Plan for Underground Bore Pump



MIP-6

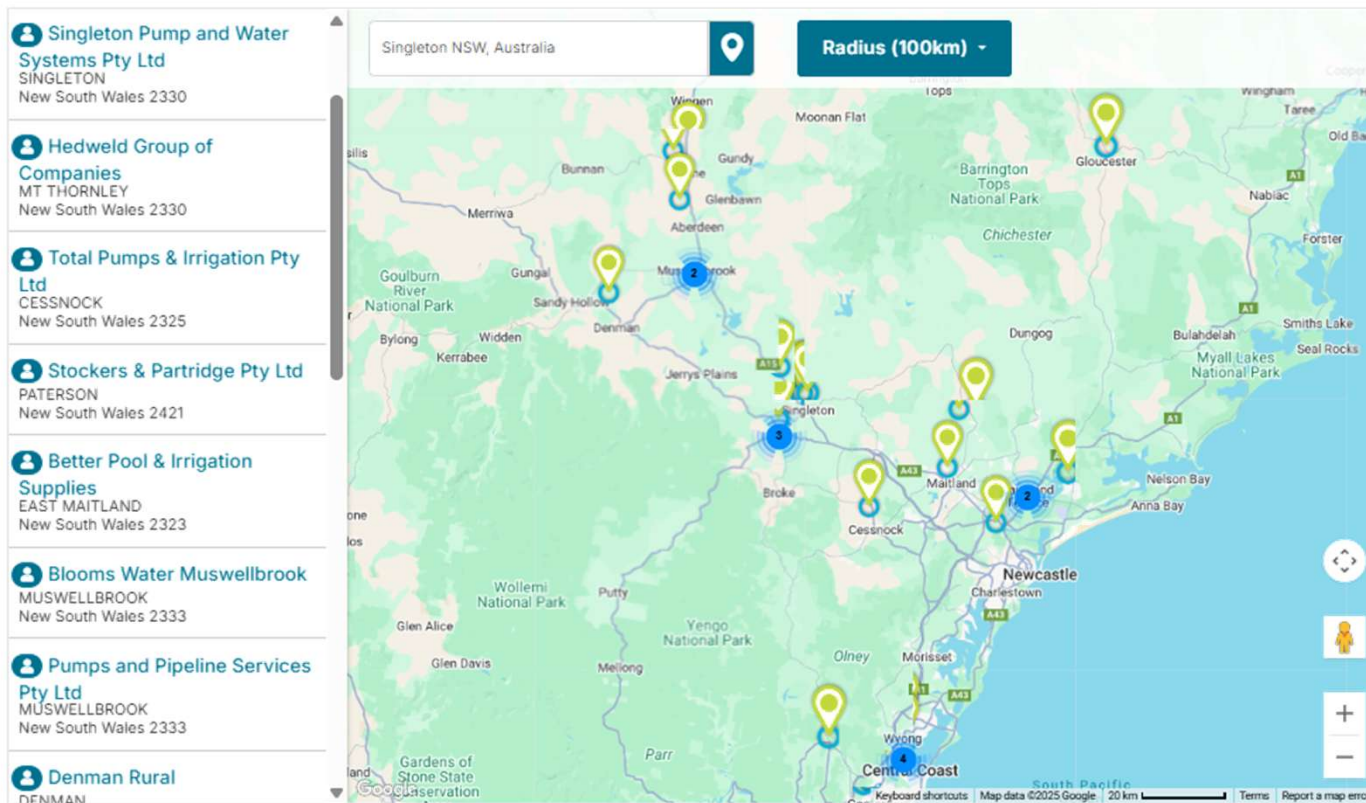
What is a local intelligence device?

A local intelligence device or LID is a combined data logger and telemetry unit

It is used to record and transmit water take data to WaterNSW via a cloud-based platform known as the Data Acquisition Service (DAS)



How to contact a DQP



Find an installer or duly qualified person (DQP) on the Irrigation Australia website

www.irrigationaustralia.com.au/directory
(See Certification Directory)

Joint Campaign efforts DCCEEW/WaterNSW/NRAR Outreach



May 2026: Campaign launches

- Early social media begins (NRAR/DCCEEW) promoting the 3 compliance pathways and the metering guidance tool to users.
- NRAR sends first Coastal NUM information letter sent to approval holders (WaterNSW sends licensing/works communications in parallel)

May–September 2026:

- Media, digital ads, and social media continues.
- Education materials distributed through key industry groups.
- Targeted education sessions and field days.

Outreach Presence at Field Days



Key events

- Hawkesbury Show (24–26 April)
- Tocal Field Days (1–3 May)
- CWA AGM in Forster (5–6 May)
- Primex Field Days in Lismore (21–23 May)
- Mudgee Small Farm Field Days (10–11 July)
- NSW Farmers Conference in Rosehill (21–22 July)
- AgriShow Farm Field Days in Moss Vale (28–29 August)
- South Coast Lifestyle and Farm Expo (11–12 September)
- Murrumbateman Field Days (17–18 October)
- Local Government Water Management Conference, Wollongong (22-24 November)

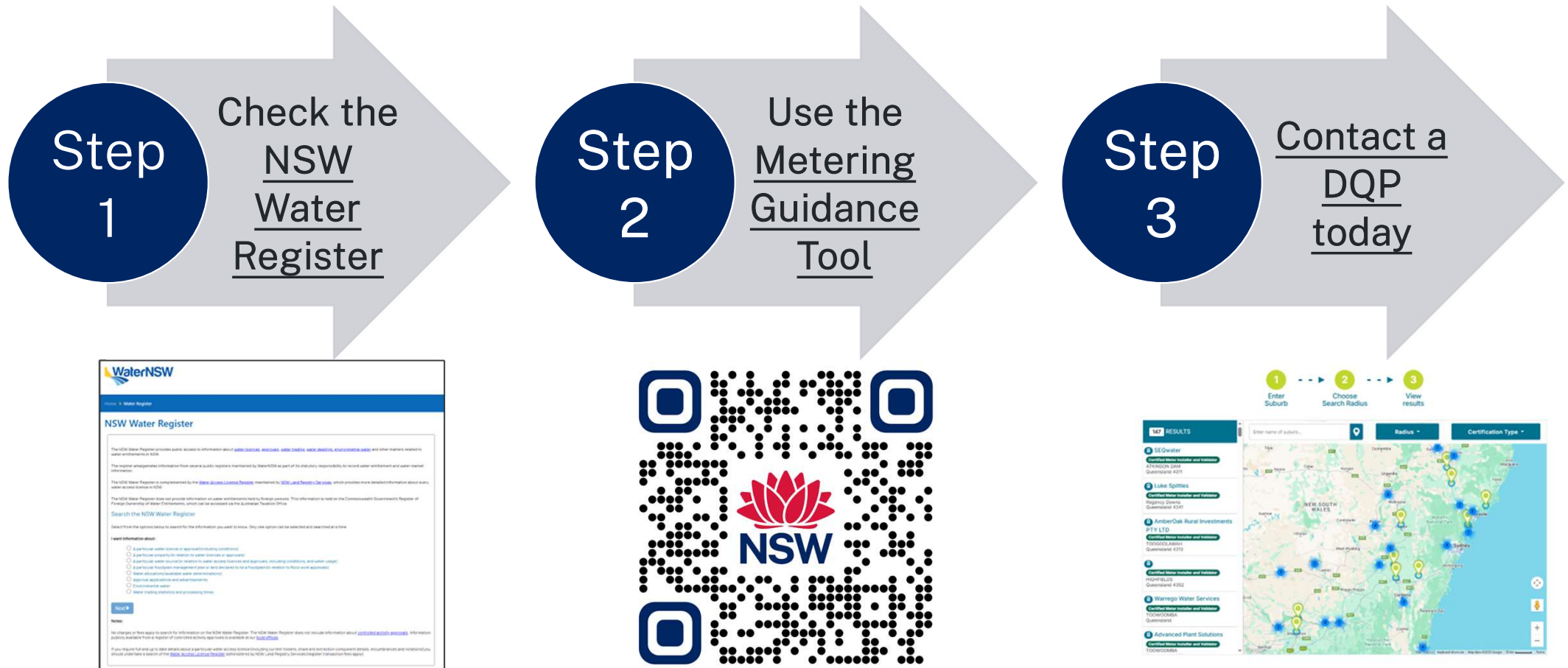
July–October 2026:

- NRAR site visits – educated-focused, checking compliance readiness.
- Advisory meetings with complex users such as councils, mines, and other operators.

October – November 2026:

- NRAR sends a second information letter to approval holders
- Cross-agency aligned media messaging highlighting the deadline.
- NRAR follow-up phone calls to approval holders.

Three key steps to be meter-ready



Questions



For metering and licensing enquiries contact WaterNSW

- 1300 662 077 (Monday to Friday 8am-5pm)
- Customer.Helpdesk@waterNSW.com.au
- Make an online appointment with a metering expert



For more information about metering policy please contact Water Enquiries

- 1300 081 047 (business hours)
- water.enquiries@dcceew.nsw.gov.au



Department of Climate Change, Energy, the Environment and Water

Drought management for Greater Sydney

Zahra Anver

Director Urban Water Strategy, Policy and Programs Branch

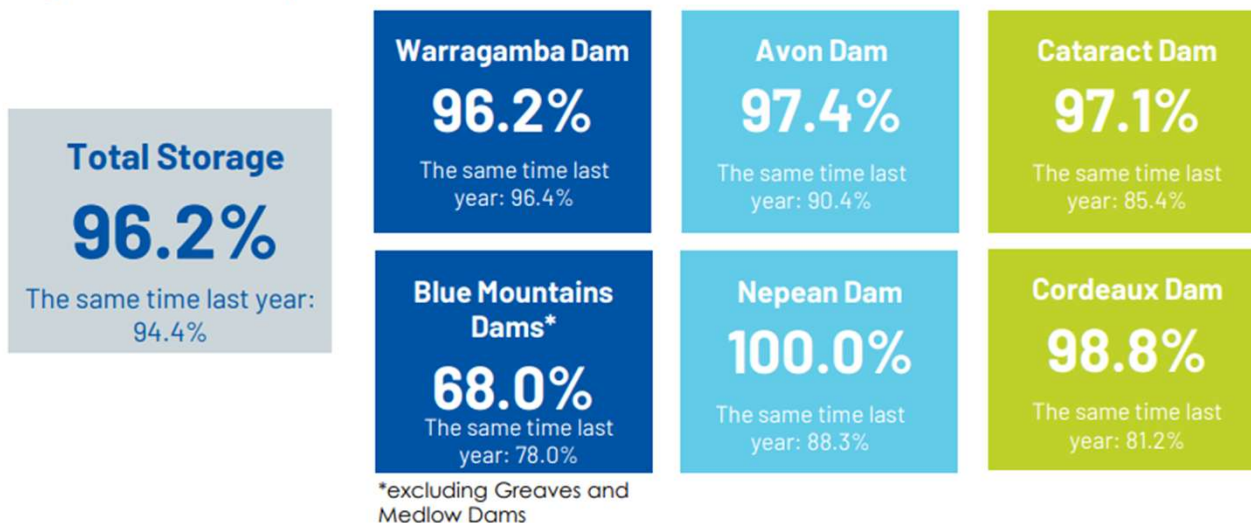
April 2026

Summary

-
- Total Sydney storage level is at 96.2% as of 1 April 2026.
 - Current drought risk in Greater Sydney remains low as storage levels are high.
 - The Greater Sydney Drought Response Plan sets out how utilities and government will respond to water supply challenges and risks through different stages of drought, i.e. normal operation, preparing for drought and responding to drought.
 - The Greater Sydney Drought Response Plan assumes that major supply augmentation is needed and will be implemented outside the drought and not as part of drought responses.
 - The Drought Response Plans include supply and demand actions, and governance activities.

Greater Sydney supply

Storage levels as of 01 April 2026



- Drought risk in Greater Sydney currently remains low as storage levels are high and catchment inflows continue to generate regular spills in the Upper Nepean and Shoalhaven.
- Climate outlooks indicate below-median rainfall and above-median maximum temperatures over the next three months.

BOM's Outlook

- 3-month rainfall outlook for GS catchments indicates **below median** (30-45%) chance of exceeding median rainfall.
- Maximum temperatures are likely to be above median (over 80% chance) for Greater Sydney catchments.

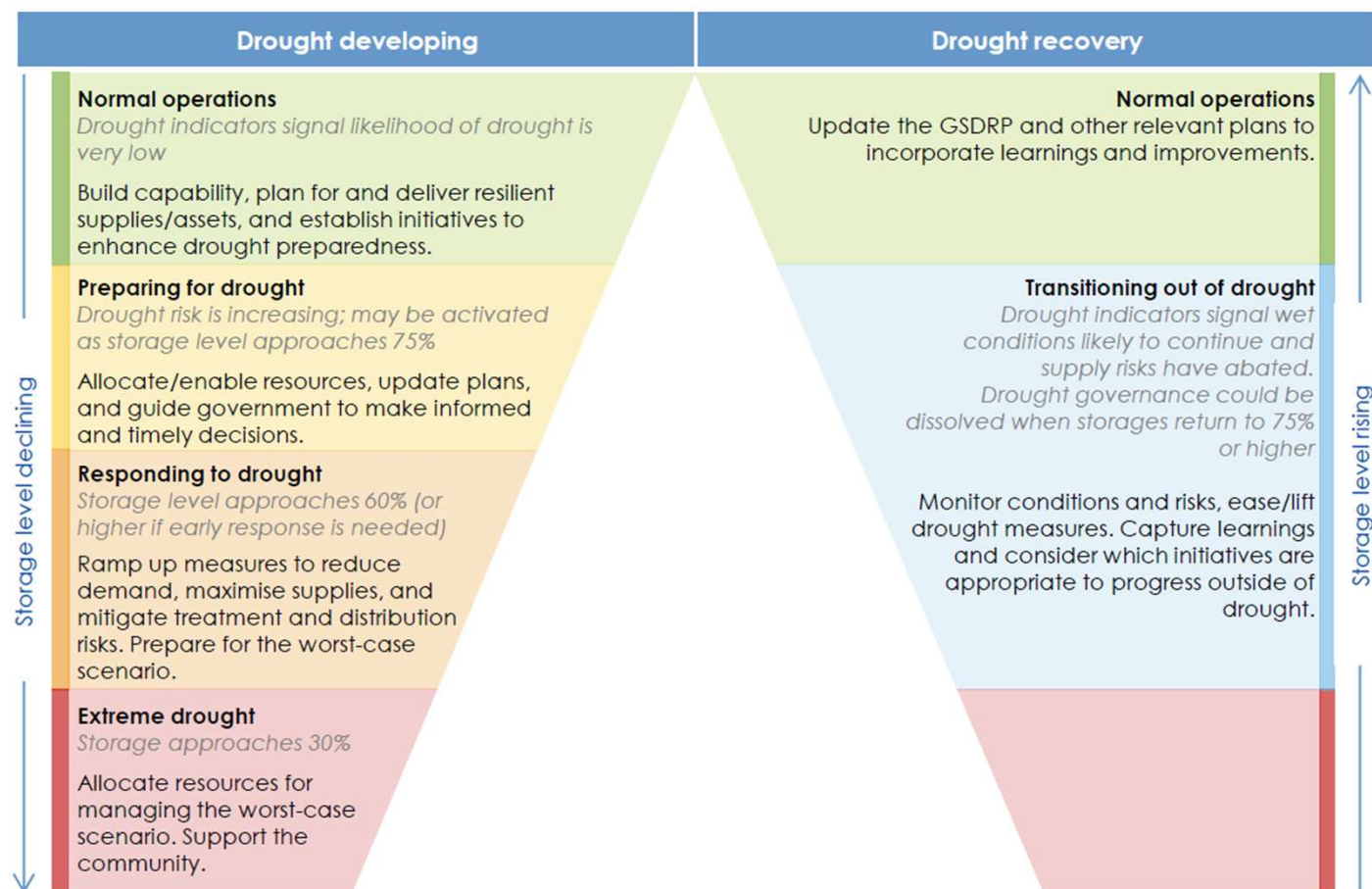
Climate drivers

- Oceanic and atmospheric indicators of the El Niño–Southern Oscillation (ENSO) reflect an ENSO-neutral state.
- The Indian Ocean Dipole (IOD) remained neutral from late January to early March. Model predicts IOD to remain neutral until at least the end of autumn 2026.

Greater Sydney Drought Response Plan



- The Greater Sydney Drought Response Plan sets out how to respond to water supply challenges and risks through different stages of drought.
- Outlines the key decisions and actions and their timing, and the roles and responsibilities of each agency.
- Reviewed annually
- Complemented by Sydney Water's Drought Asset Response Plan which supports evaluation and planning for water supply assets which may be needed in drought.



Actions since the last drought

- Completion of the Decision Framework for the Sydney Desalination Plant to enable flexible full-time operation.
- Ongoing use of the Sydney Desalination Plant to respond to adverse water quality events.
- Work progressed on expansion planning.
- Ongoing water conservation outside of drought – joint NSW DCCEEW and Sydney Water water conservation plan to save 38 billion litres by 2030.
- Opening of the Purified Recycled Water demonstration plan at Quaker's Hill.
- Publication of a scoping report for Sydney Water's Securing our water supply – Quakers Hill to Prospect purified recycled water project.
- Government release of the Recycled Water Roadmap.



Questions?



[Link to Sydney Water website: Greater Sydney Drought Response Plan overview](#)



Department of Climate Change, Energy, the Environment and Water



For more information:

Water website

www.water.dcceew.nsw.gov.au

Water Publications Library

publications.water.nsw.gov.au

Water Hub (Water datasets)

water-hub.seed.nsw.gov.au

Discussion



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