

Greater Sydney Customer Advisory Group

23 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 – 18 September 2025
- Actions arising from minutes – 18 September 2025

WaterNSW Update

Rob O'Neill

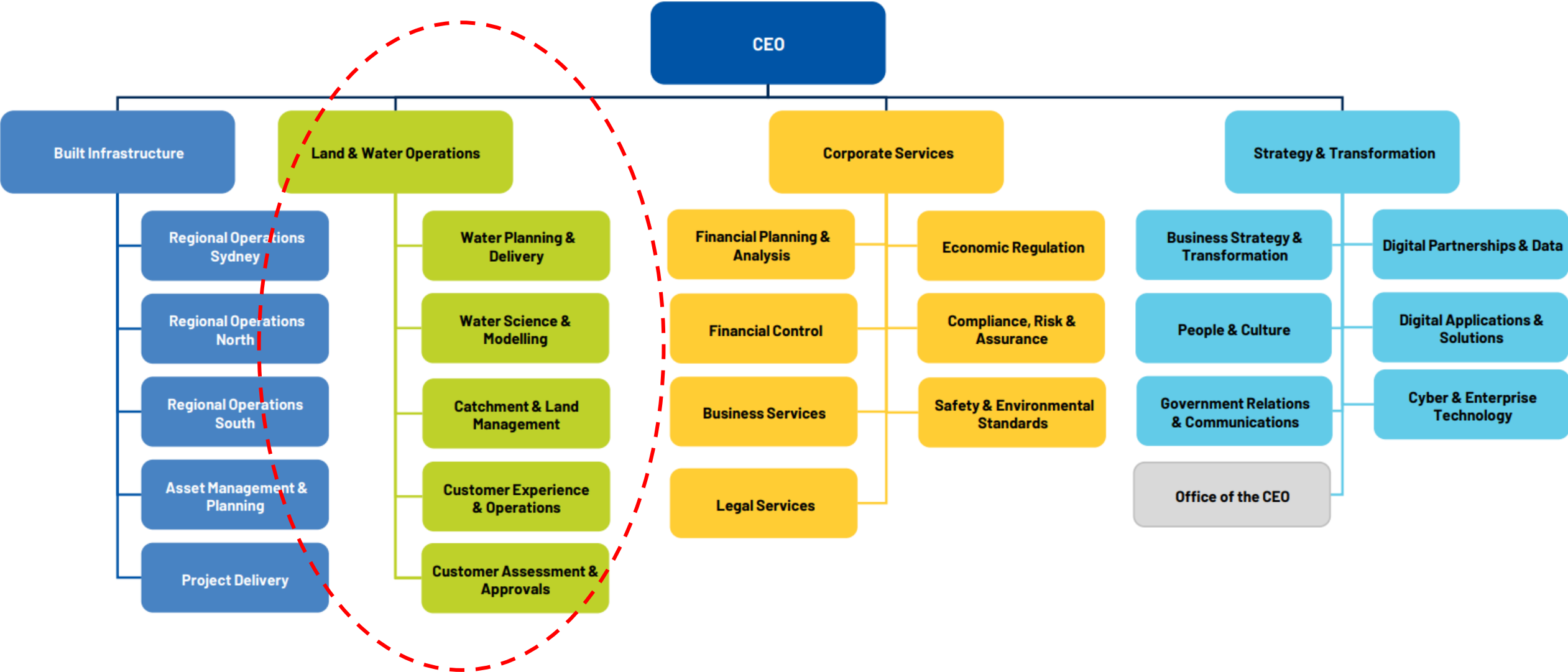
Executive General Manager, Land & Water Operations

Employee Impacts

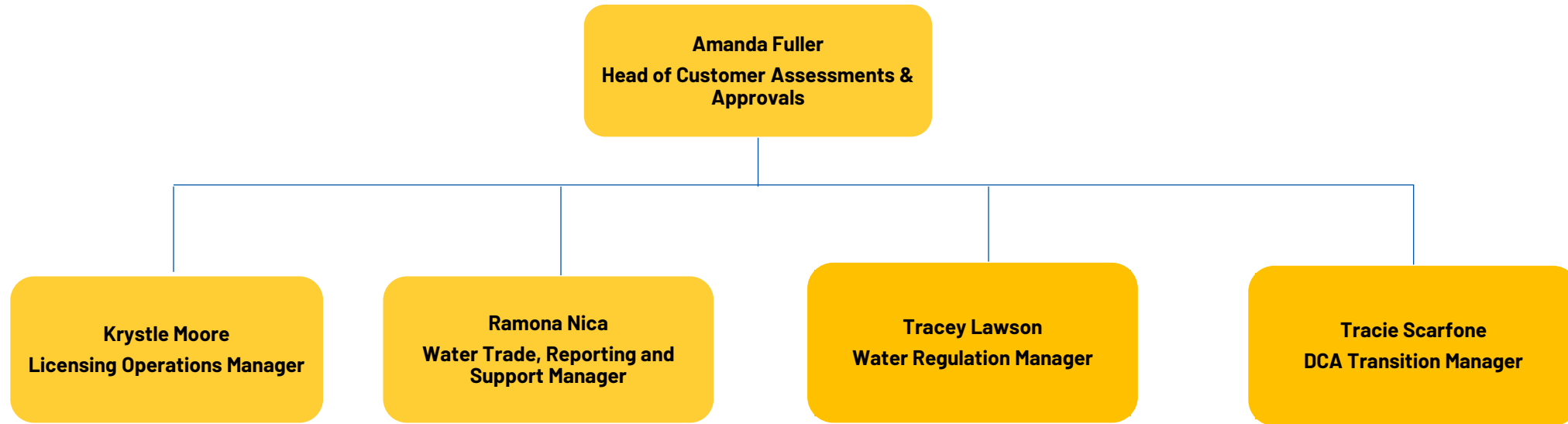
- ~280 FTE positions have been rationalised
- ~200 Voluntary Redundancies approved
- Employee reductions have seen greater impacts in:
 - **metropolitan locations**, with more than 50% of exits from our Parramatta office
 - **Senior leaders and middle management**, with over 30% reduction in layers of 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

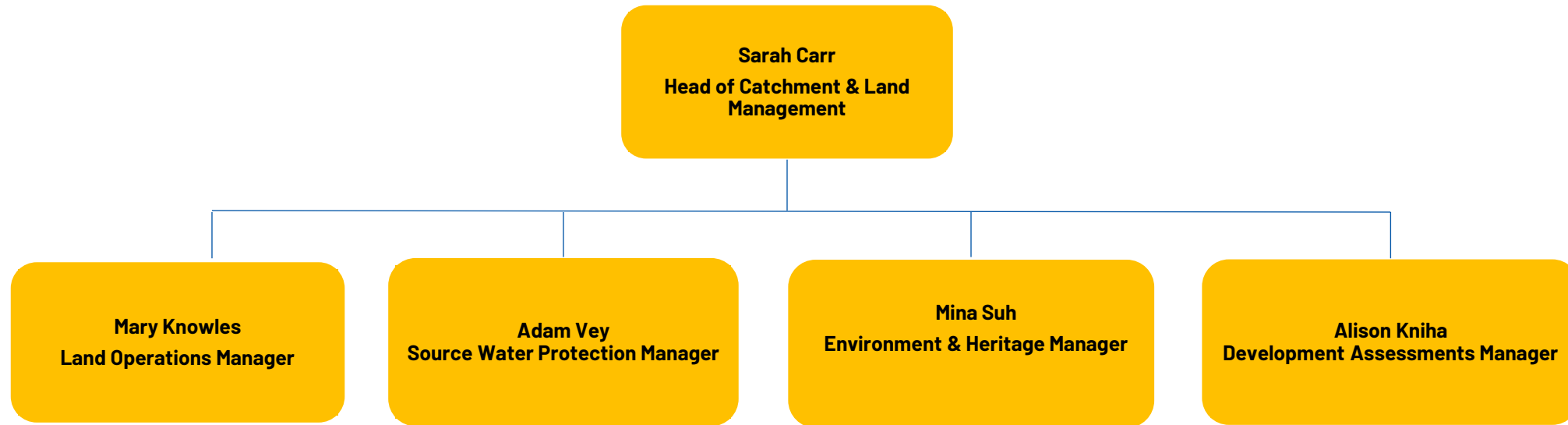
Operating Model



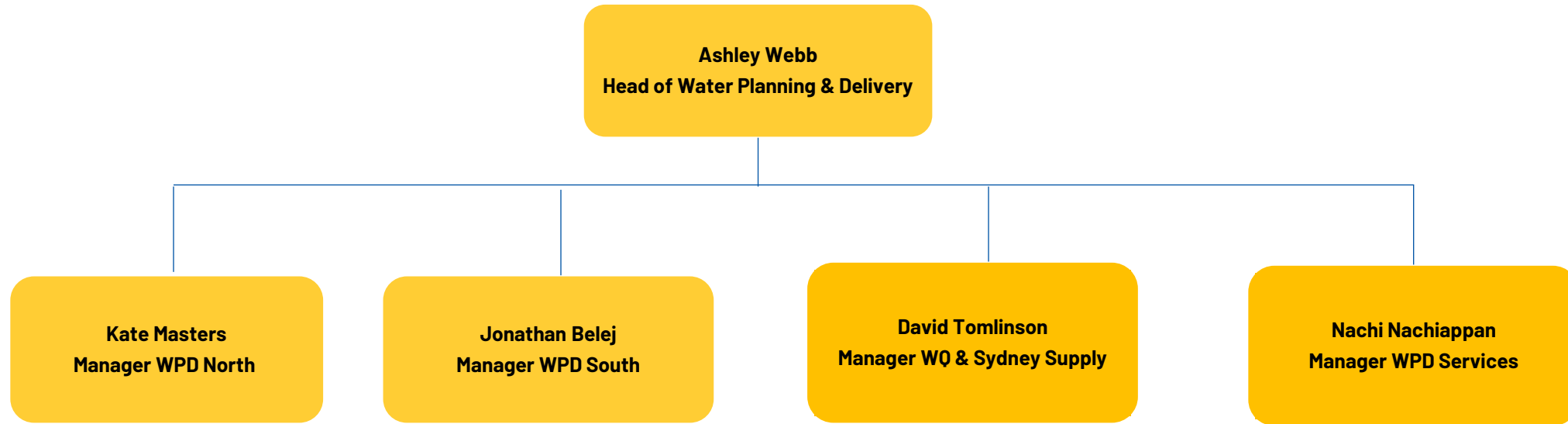
Land & Water Operations – Customer Assessments & Approvals



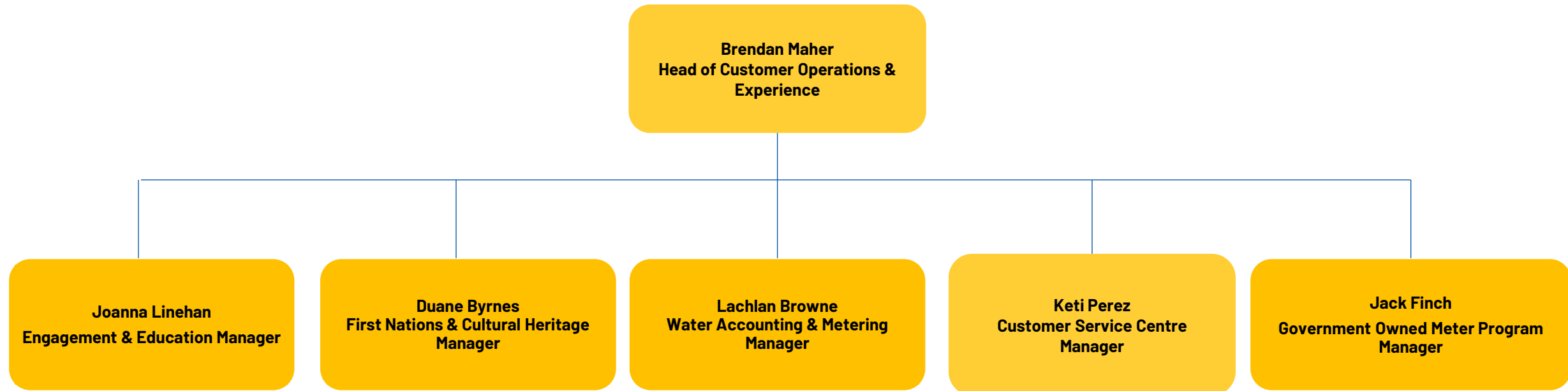
Land & Water Operations – Catchment & Land Management



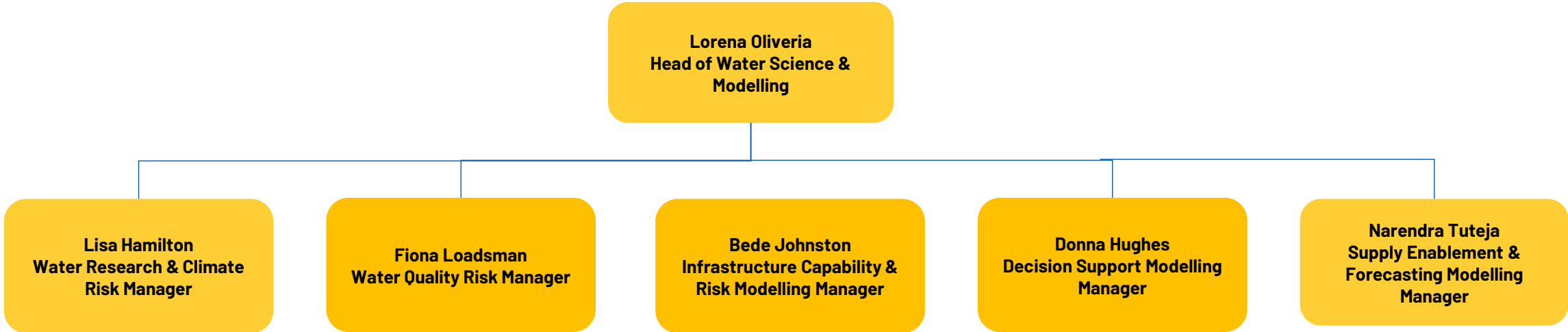
Land & Water Operations – Water Planning & Delivery



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 Greater Sydney CAG

- GOMs (Jack Finch)
- Metering compliance (WaterNSW / NSW DCCEEW)
- Fish River (Brian Mayhew and Dave Tomlinson)

Anything missing?

Water Accounting & Metering

Jack Finch

Government Owned Meter Program Manager



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 DCCEE 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 DCCEEW 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

David Tomlinson

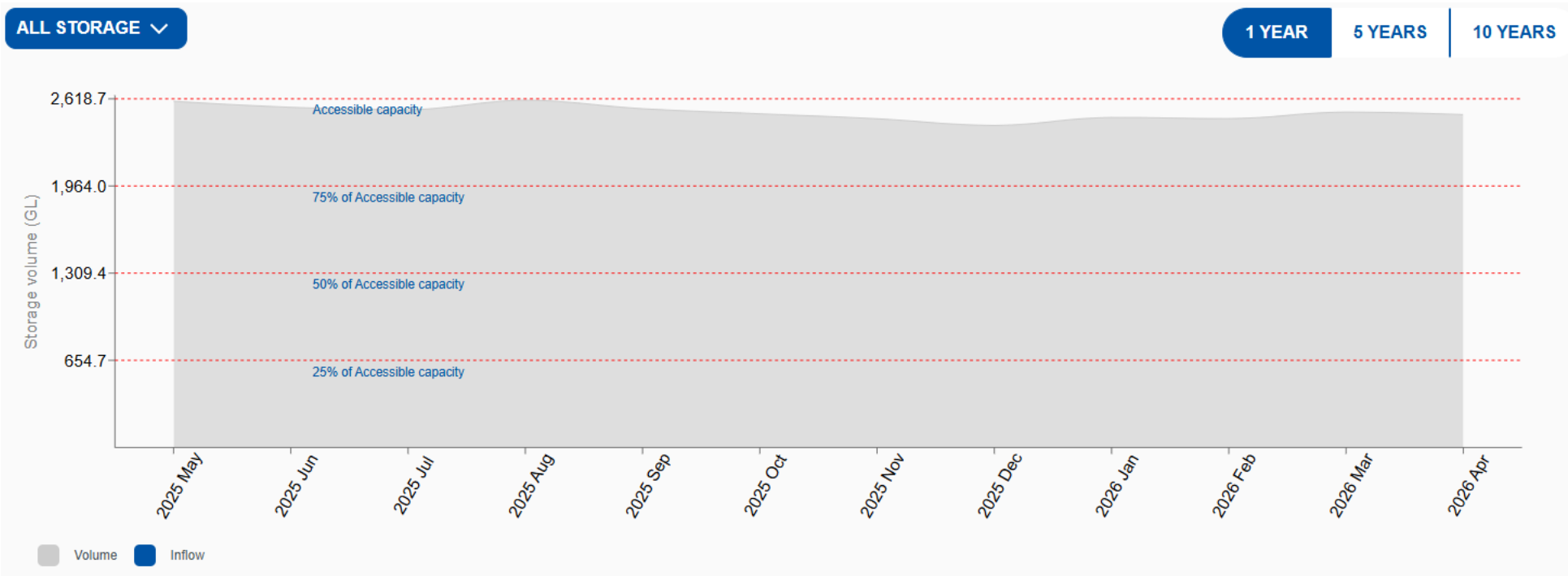
Manager Water Quality and Sydney Supply

Water Planning and Delivery

Total System Storage

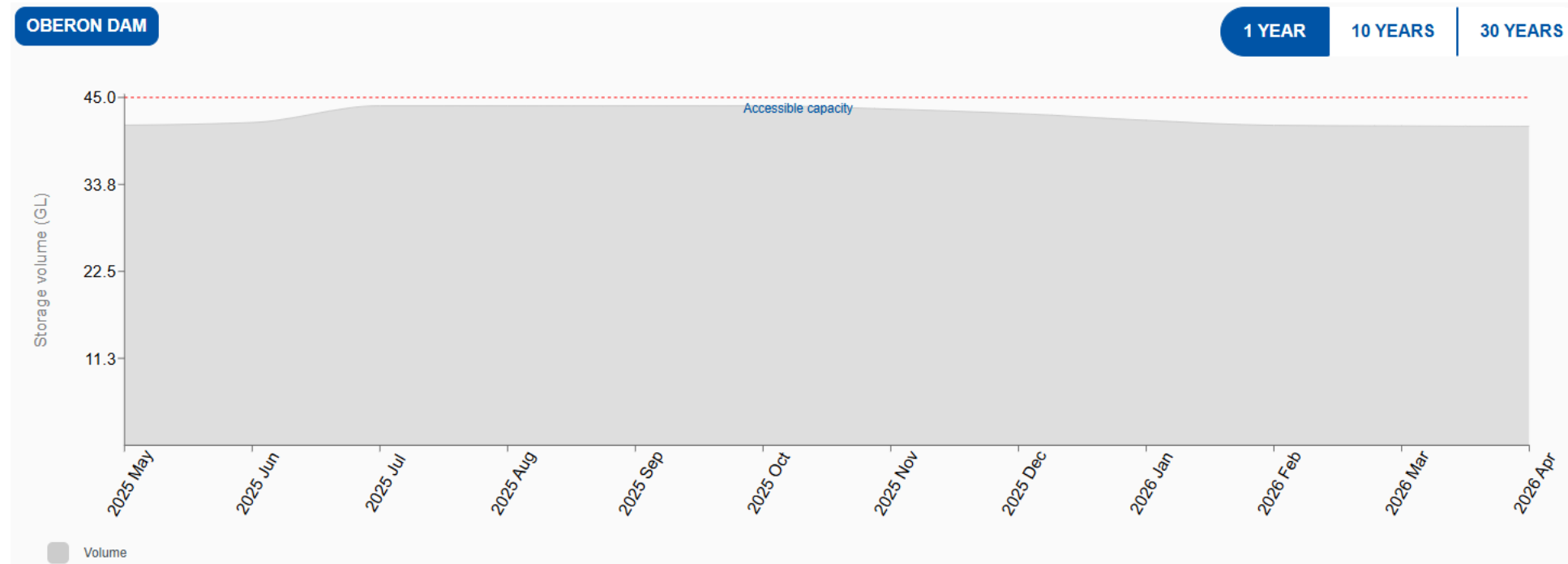


On Wednesday 22nd April 2026, water held in Greater Sydney dams was **95.4%** of total storage volume with Warragamba at 95.8%.



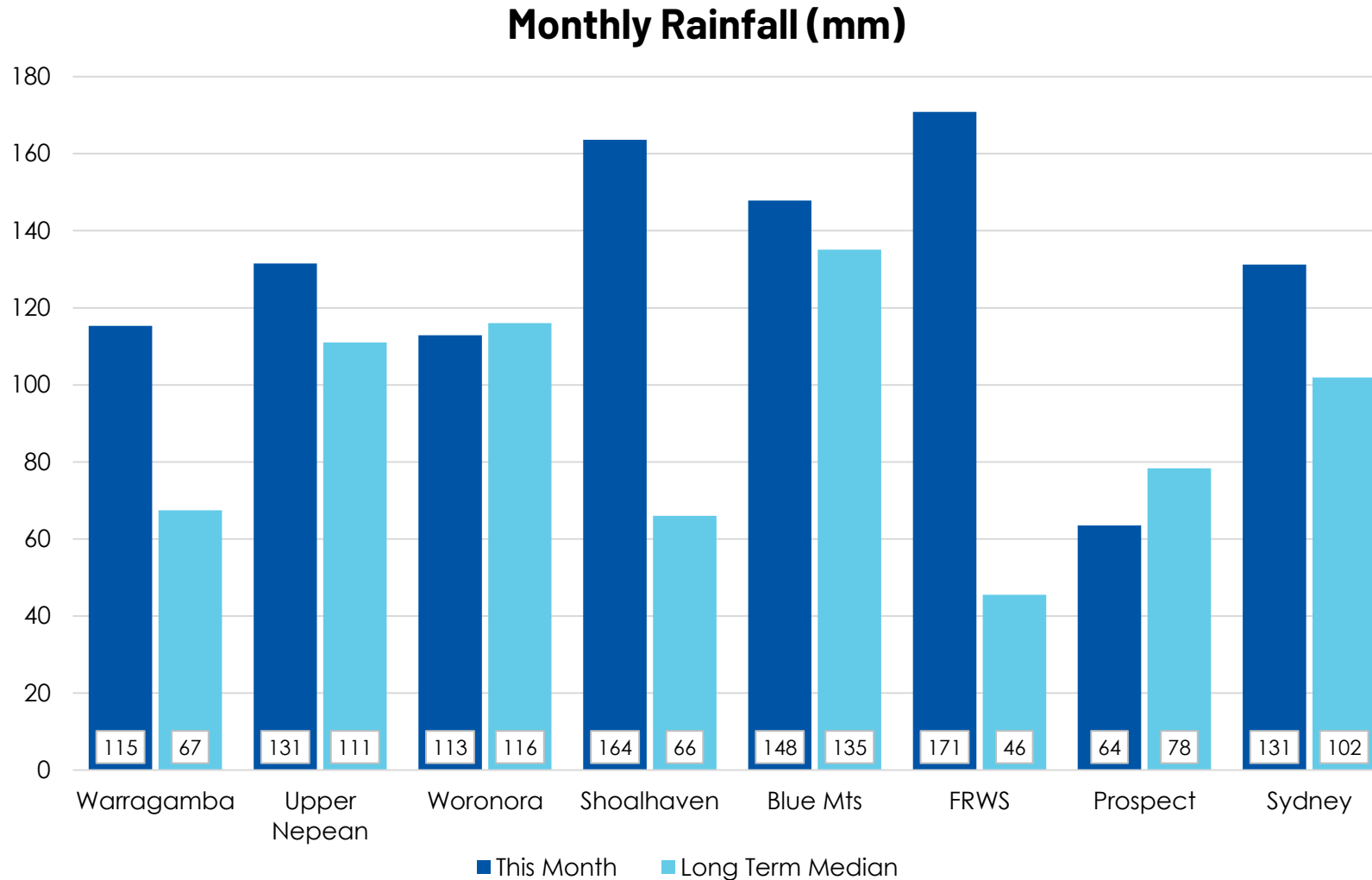
Oberon Dam Storage

Oberon storage volume was at **92.9%** on 20th April 2026



Monthly Rainfall Totals

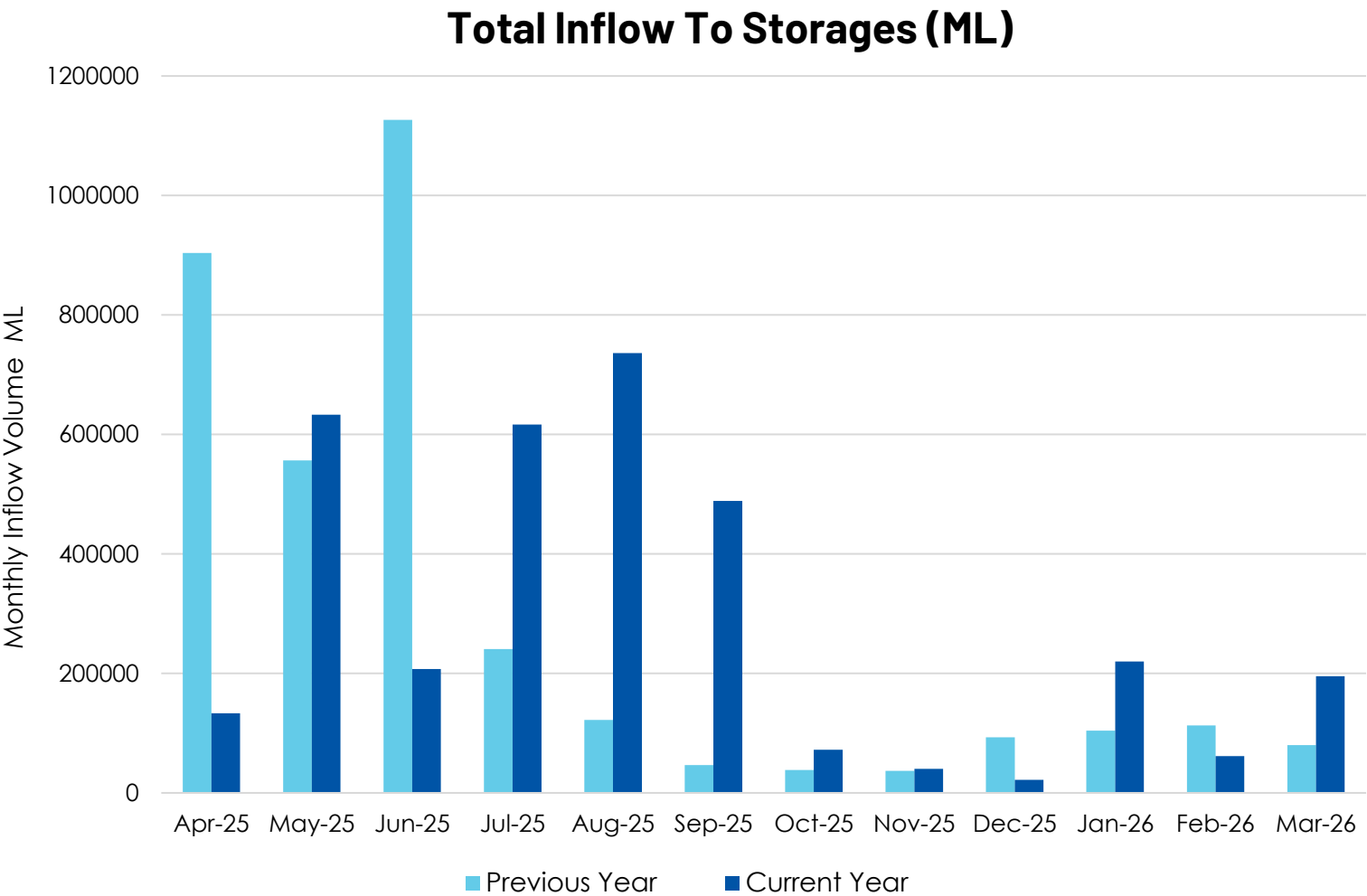
Rainfall across Greater Sydney catchments in March 2026 was well above the long-term median.



Inflows



Inflows in March 2026 were 195GL; inflows in March 2025 were 80GL



Inflows

Calendar Year	Warragamba Inflow (ML)	Upper Nepean Inflow (ML)	Woronora Inflow (ML)	Tallowa Inflow (ML)	TOTAL (ML)
Average Annual	1,069,000	316,000	30,000	1,071,000	2,486,000
2018	103,234	32,199	2,433	136,559	274,425
2019	50,350	35,828	2,755	78,024	166,956
2020	1,745,619	276,838	34,570	1,487,432	3,544,459
2021	2,606,402	282,502	17,907	2,597,847	5,504,658
2022	5,489,571	962,196	125,763	3,621,145	10,198,675
2023	345,584	109,273	11,565	540,736	1,007,158
2024	1,850,844	441,128	44,686	1,274,968	3,611,627
2025	1,174,116	650,922	40,155	1,382,019	3,247,212
2026 to 31 Mar	168,997	119,983	9,833	178,413	477,226

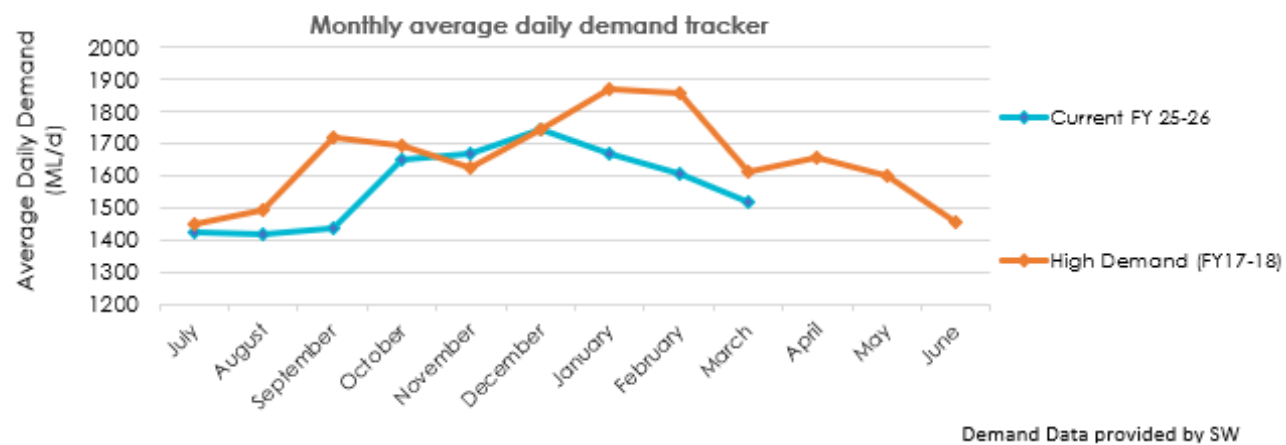
Trigger to recommence Shoalhaven transfers = 75% total system storage

Earliest expected date for storage decline to 75% is early 2027

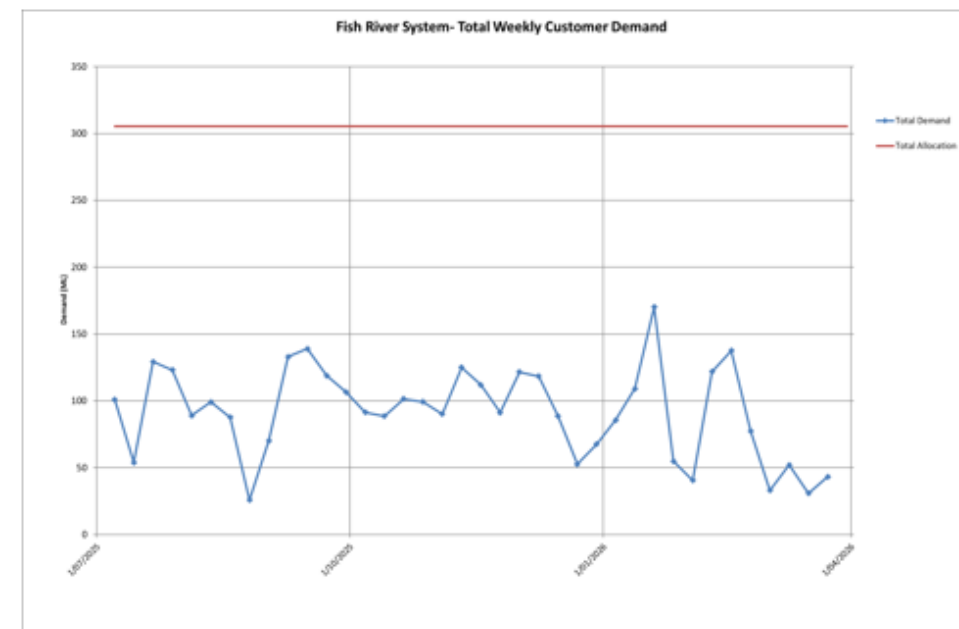
Demand

Total Greater Sydney Demand

March Demand	1516 ML/d
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Total Fish River Demand

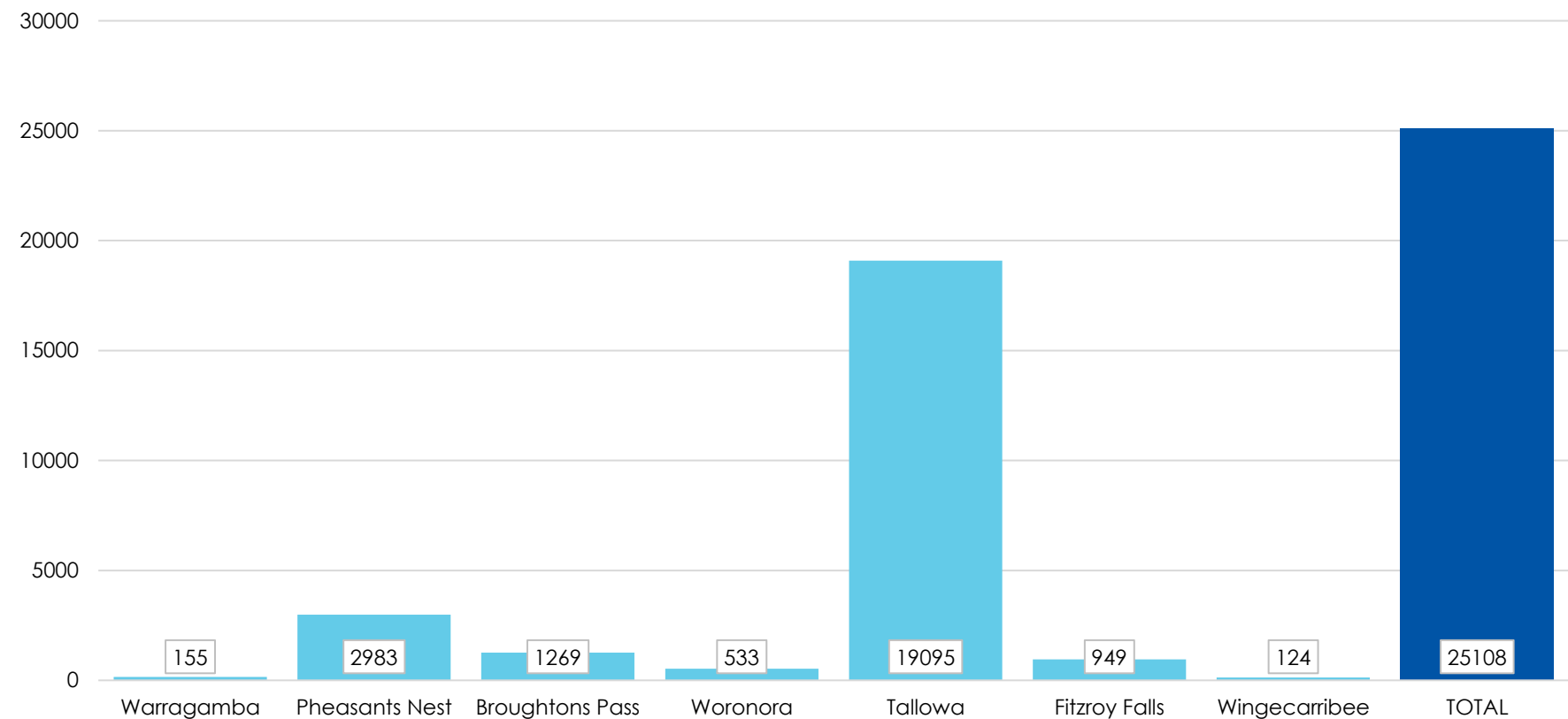


Environmental releases



March 2026 environmental releases for Greater Sydney = 25 GL

Monthly Environmental Flows (ML)

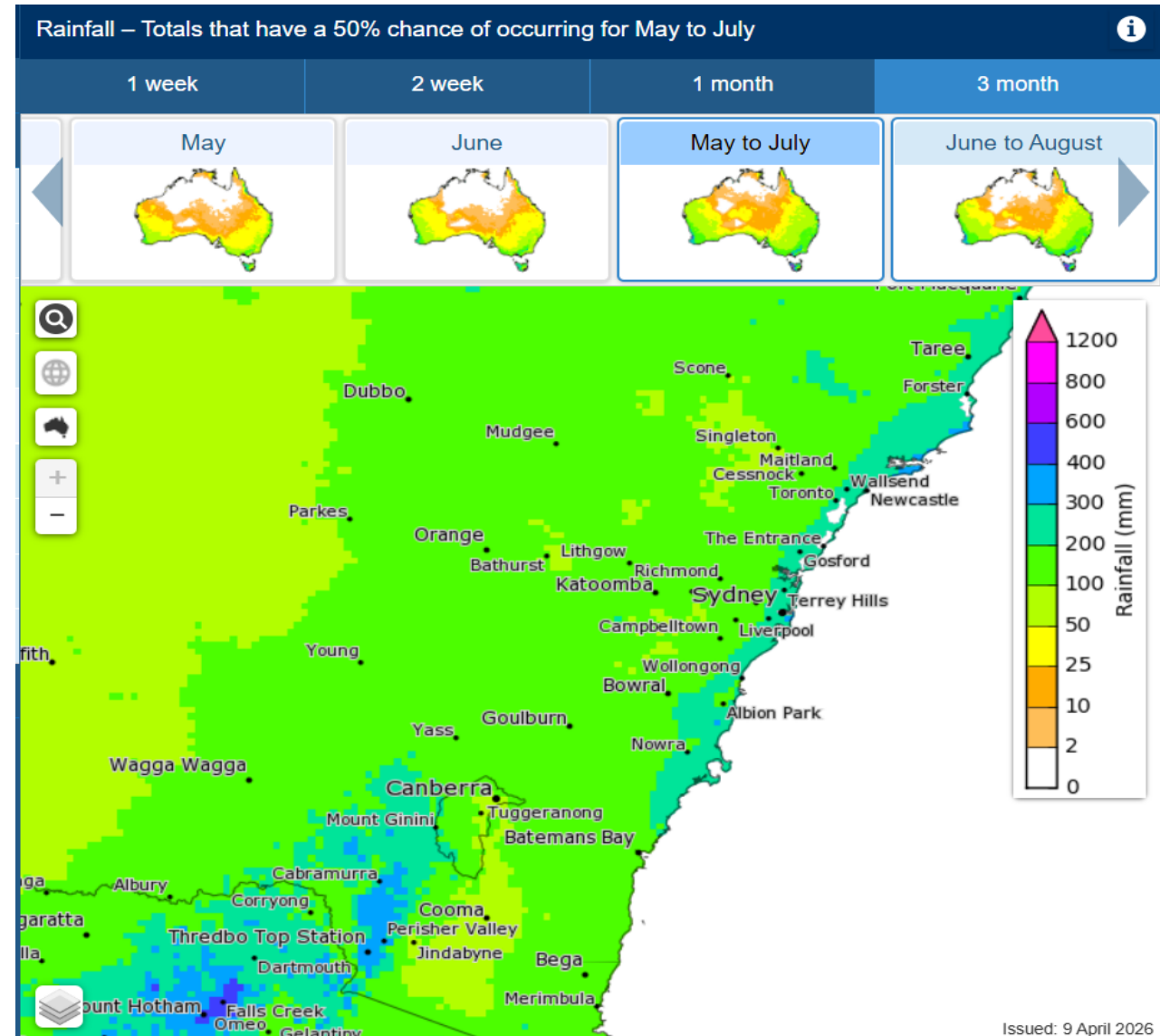


*Complying with Water Sharing Plan/ Works approval 2011

Forecast Rainfall

Bureau of Meteorology forecast outlook:

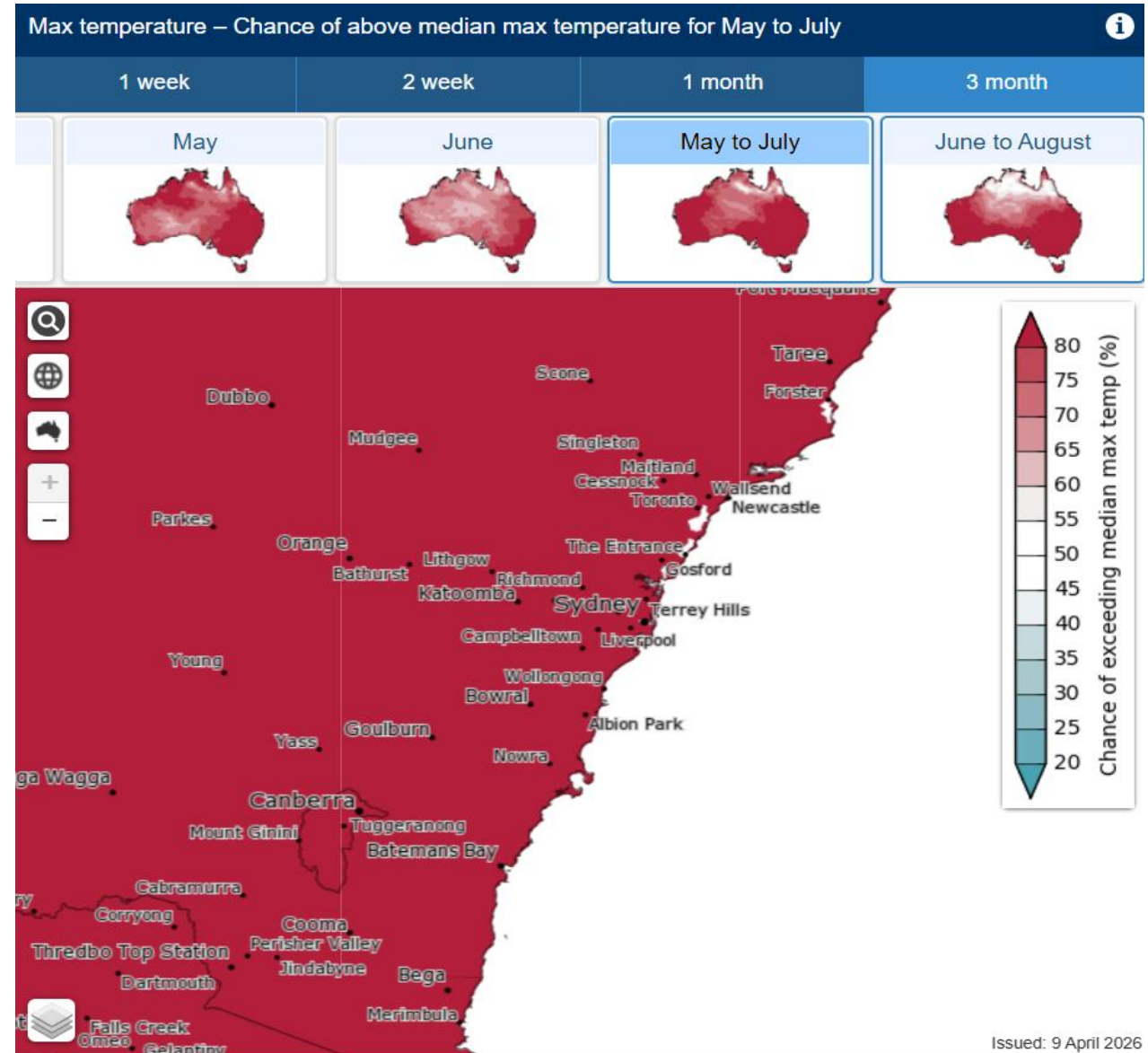
- Rainfall for the 3-month period from May to July is likely to be below average (60% to more than 80% chance) for much of eastern Australia.
- For most other areas, including much of the New South Wales coast, there is no clear signal for either wetter or drier conditions, meaning there are roughly equal chances of above or below average rainfall.



Forecast Temperature

Bureau of Meteorology forecast:

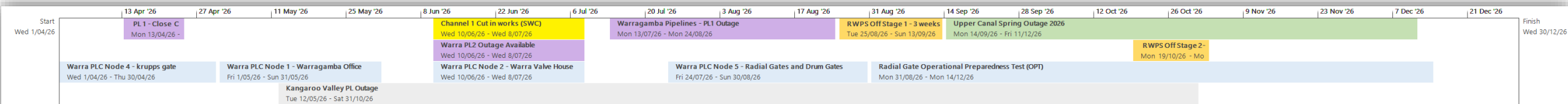
- Maximum temperatures over May to July are likely to be above average (60% to greater than 80% chance) across most of Australia.
- Minimum temperatures are likely (60% to greater than 80% chance) to be above average across Australia.



Major Outage Program 2026

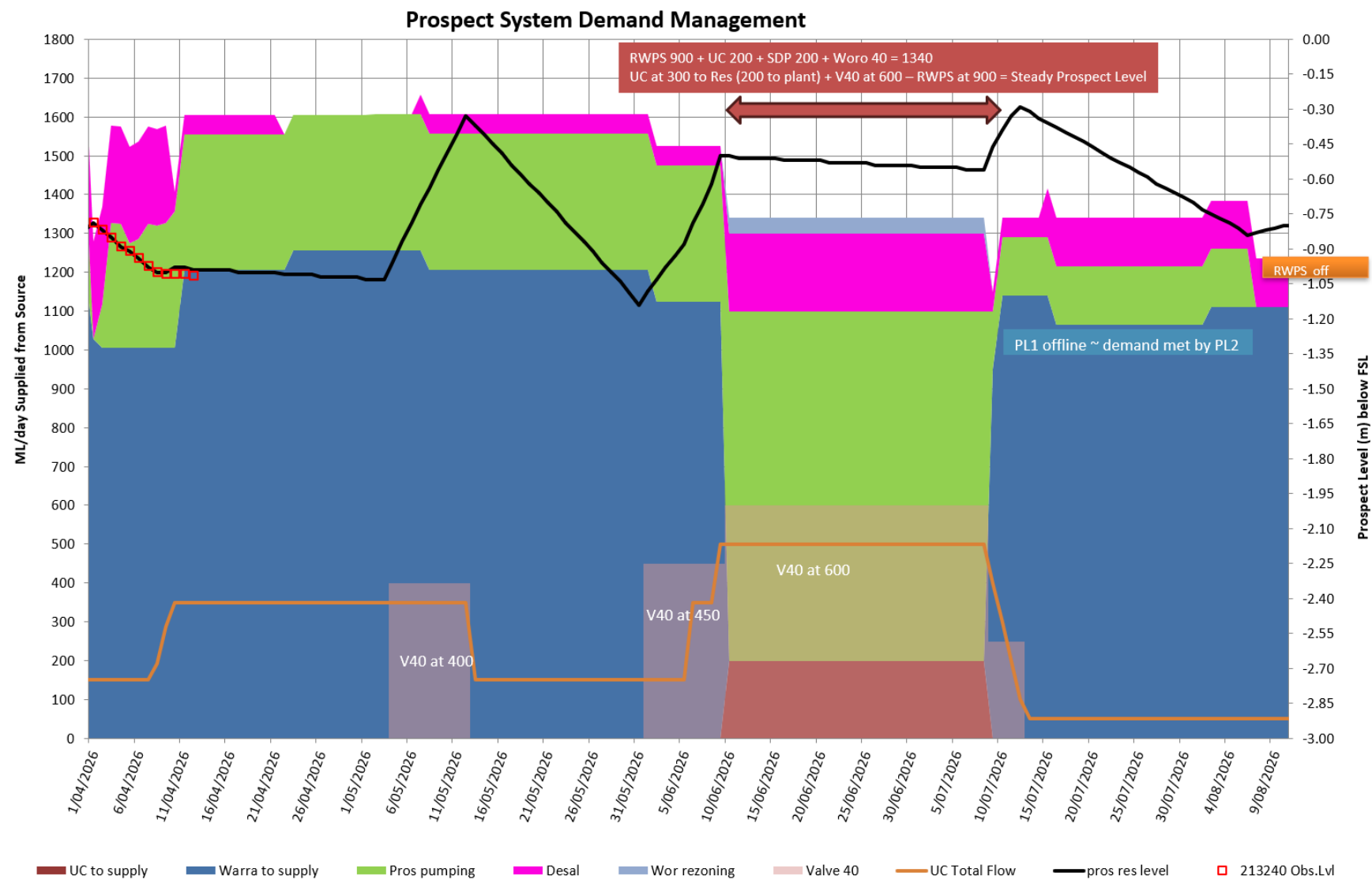


	Greater Sydney Water Supply System - Outage Planning For 2026																																						
	April				May				June					July				August					september				October				November				December				
	6	13	20	27	4	11	18	25	1	8	15	22	29	6	13	20	27	3	10	17	24	31	7	14	21	28	5	12	19	26	3	10	17	24	1	8	15	22	29
Warragamba and Prospect System																																							
Radial Gate Operational Preparedness Test (OPT)																																							
Greater Sydney SCADA Renewals - Warragamba SCADA Cutover Works	Warra PLC Node 4 - Krupp's Gate				Warra PLC Node 1 - Office				Warra PLC Node 2 - Valve House														Warragamba Radial Gate OPT. No impact to supply																
Valve 40 Inspection - Post 3 month operation	V40 Test - TBC																						Warra PLC Node 5 - Radial Gates																
Prospect RWPS Outage																																							
Warragamba PL Valves SCADA commissioning																																							
PL 1 - Close CC3, CC2 and CC1, Pipelines Isolated with PL2 supplying PWFP (April)					PL1 Vavles																																		
PL 2 - No supply to HJV from Pipelines. Main valves and Cross connections (June)																																							
Channel 1 Cut In works Prospect Pre Treatment Plan (SWC)																																							
Warragamba PL 2 Outage Available																																							
Warragamba PL 1 Outage Window (4-6 weeks)																																							
Warragamba PL - Upstream of CC1 dewater for WT16 Valve replacement (SWC)																																							
PL 2 Section offline/dewater/rewater from Valve house V2 to V6 at CC1 (during PL2 offline)																																							
PL 1 Section offline/dewater/rewater from Valve house V1 to V4 at CC2 (during PL1 offline)																																							
Prospect Resilience Project - Electrical and Civil Works Package - Postponed to late 2026																																							
Stage 1 - 3 weeks outage for HV works (Prep work) - after channel 1 outage																																							
Stage 2- 2 weeks outage for civil works (Drainage Works) - shifting - cut over																																							
Stage 3- 4 weeks in August or September (Valve Replacement Valve Pit RWPS) - shifting April 2027																																							
Upper Nepean																																							
Upper Canal Outage																																							
Broughtons Pass Dewatering TBC																																							
Blue Mountains and Fish River																																							
Cascade DWPS testing - 1st April 2026	8-Apr																																						
Upper Cascade and Lower Cascade Destrat Fan Upgrade																																							
Fish River Leak repairs - Winter 2026																																							
Shoalhaven																																							
The Shoalhaven Gates project - Work on Tallowa Dam Lower Level gates post fish lift project (TBC)																																							
Winge Dam Gates Upgrade - hydraulic and electrical upgrades of the FWGs and Radial Gate (TBC)																																							
Glenquarry Cut Outage - Repair stilling basin concrete (TBC)																																							
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Kangaroo Valley PL outage - Kangaroo Pipeline Phase 2 Bearing Replacement works																																							
Kangaroo Valley PL outage - Origin Concurrent Outage																																							



WNSW Major Outages 2026

Prospect System Demand Management 2026

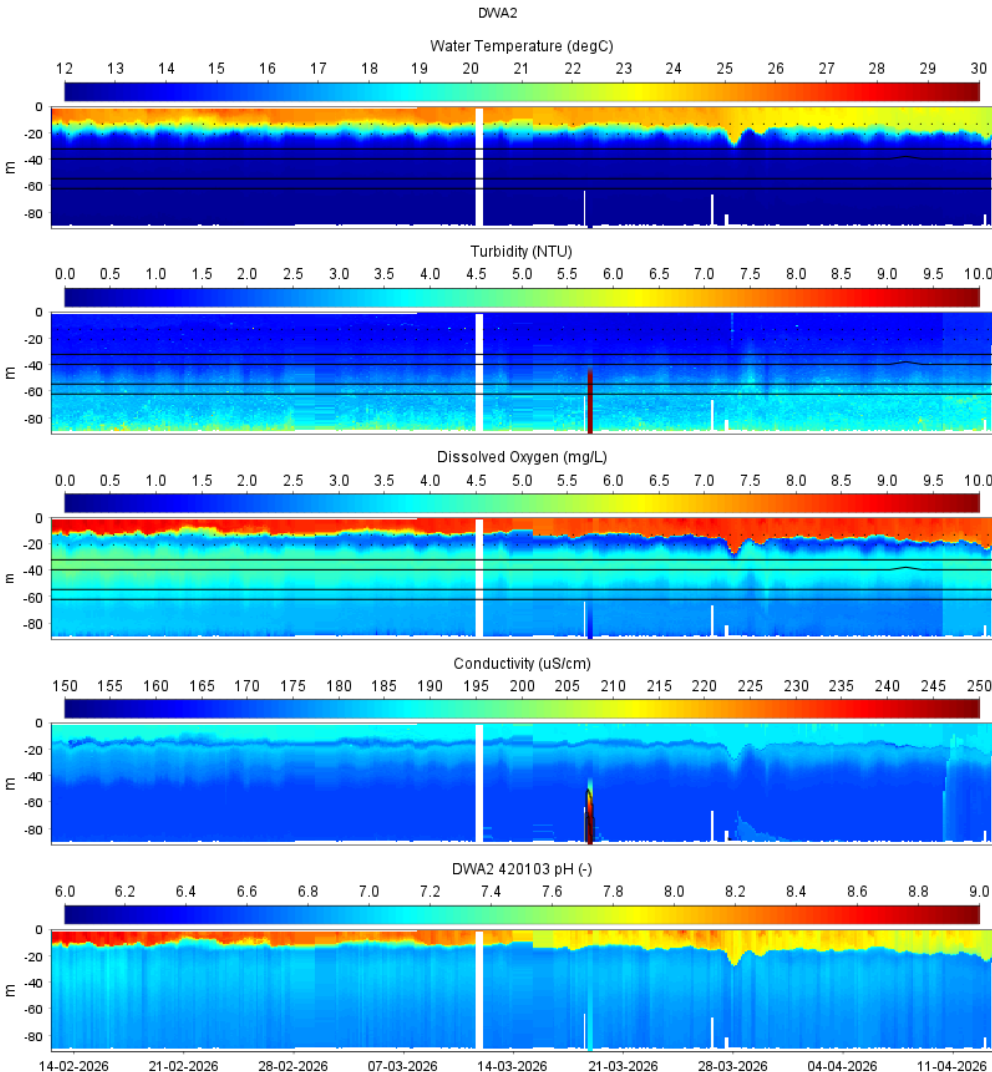


Water Quality

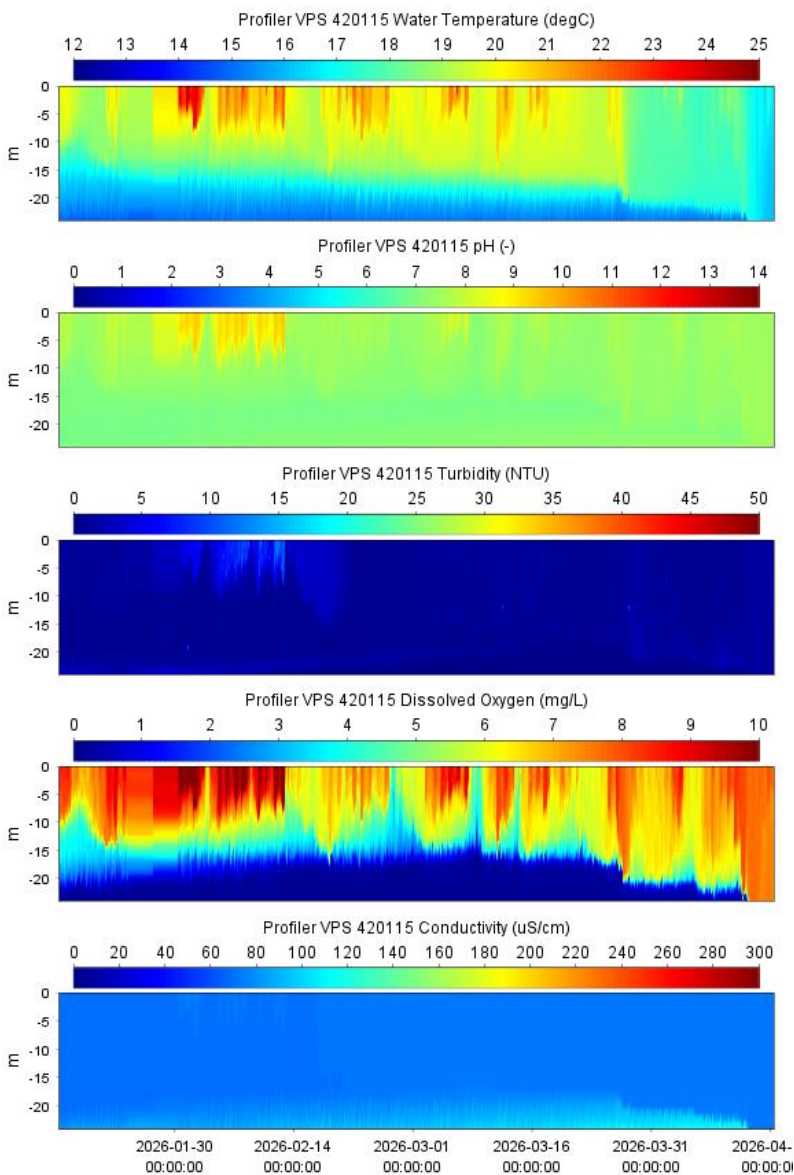
Water Quality



Location	Risk
Lake Burragorang	Reducing stratification leading to increase in seiche amplitude.
	Algal related risks potentially impacting supply.
	Dissolved manganese in bottom waters increasing.
	Offtakes are currently positioned low and mid water column to manage impacts.



Location	Risk
Oberon Dam	Lake Oberon became destratified in mid April after cool and windy conditions caused mixing in the lake. This has seen dissolved Iron and Manganese distributed throughout the water column. Geosmin is also present in raw water throughout the water column. Potentially Toxic algae has been persistent in the Lake since February, although recent cold weather has seen concentrations decrease.



Sydney Regional Operations

Brian Mayhew

Head of Regional Operations Sydney

Sydney Regional Operations



Operational priorities and performance



Capital programs for FY26-28

Regional Operations – primary functions

Asset operation & maintenance

Main functions

- Routine (preventative) and corrective maintenance
- Operate infrastructure to deliver water as planned

Performance

- On track with preventative maintenance programs in Upper Nepean and Shoalhaven
- Behind target with preventative maintenance for Warragamba - Prospect system
- Well behind target for preventative maintenance for Fish River system

Asset operation & maintenance

Actions

- For Warragamba:
 - revise asset register (complete)
 - review frequency of preventative maintenance tasks based on asset criticality (in progress)
- For Fish River:
 - change team structure (complete)
 - expand team member training and qualification for broader coverage (in progress)
 - seek alternative funding model that allows for more capital investment and catch-up on maintenance (longer term)





Water monitoring

Main functions

- Surface and groundwater measurement
- Water quality sample collection

Performance

- On track with scheduled site visits
- Generally on track with data verification measures (rating curve validation, sensor calibrations, staff gauge surveys)

Water Monitoring

Actions

- Focus on completing calibration tasks
- Review criticality of all surface water sites (based on clear statement of the customers for each site and the importance of the data for the customers)





Project delivery

Main functions

- Plan and deliver small capital projects
 - primarily asset refurbishment

Performance

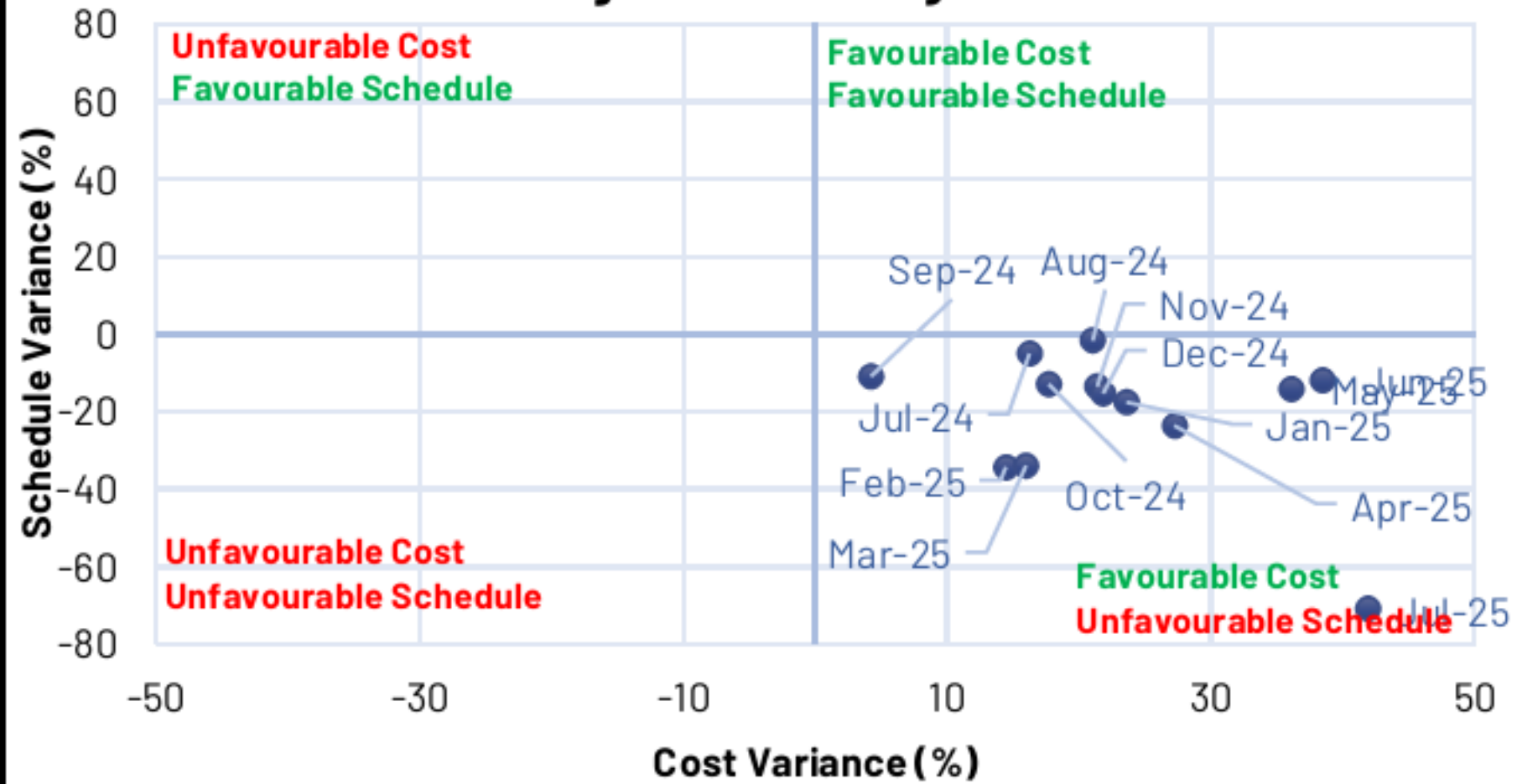
- On track to deliver program
- Demonstrating a simpler, lower cost project delivery model

Project Delivery

Actions

- Continue to streamline project delivery approvals, procurement and management (to reduce cost and increase speed)

Project Bulls-Eye



Update on capital programs

Sydney funding determination

- 46 projects in execution or completion stages
 - Warragamba Pipeline ancillary valves upgrade (\$44.5M)
 - Kangaroo Pipeline Renewals (\$23.9M)
 - Warragamba Pipeline & Corridor renewals (\$23.8M)
 - Prospect RWPS Resilience (\$15.7M)
 - Tallowa Dam Fishlift Reliability Upgrade (\$13.8M)
 - Shoalhaven Gate Renewals (\$10.7M)

Rural valleys funding draft determination (Fish River)

- Budget and program under review following draft IPART determination
- 4 projects in execution or completion stages
 - Fish River Potassium Permanganate Dosing Plant (\$6.0M)
 - Oberon Dam Renewals (\$2.2M)
 - Fish River – Dam Safety Projects (\$0.4M)
 - Fish River Stage 3 air valve replacements (\$0.9M)

Finance Proposal for next CAG

Brendan Maher

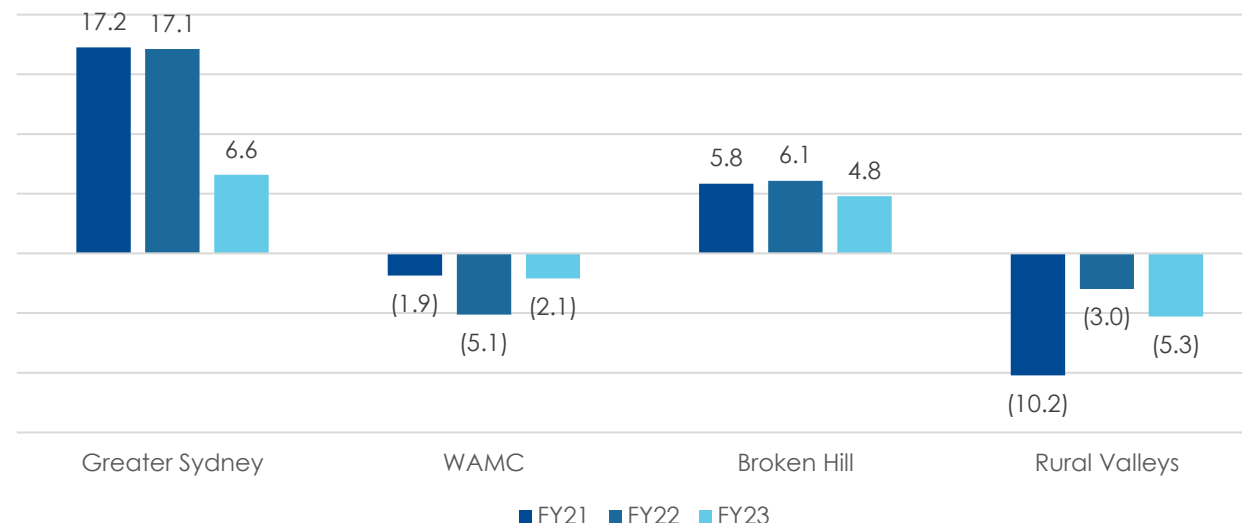
Head of Customer Operations and Experience

Our performance FY21 to 25 (or 26 if available)

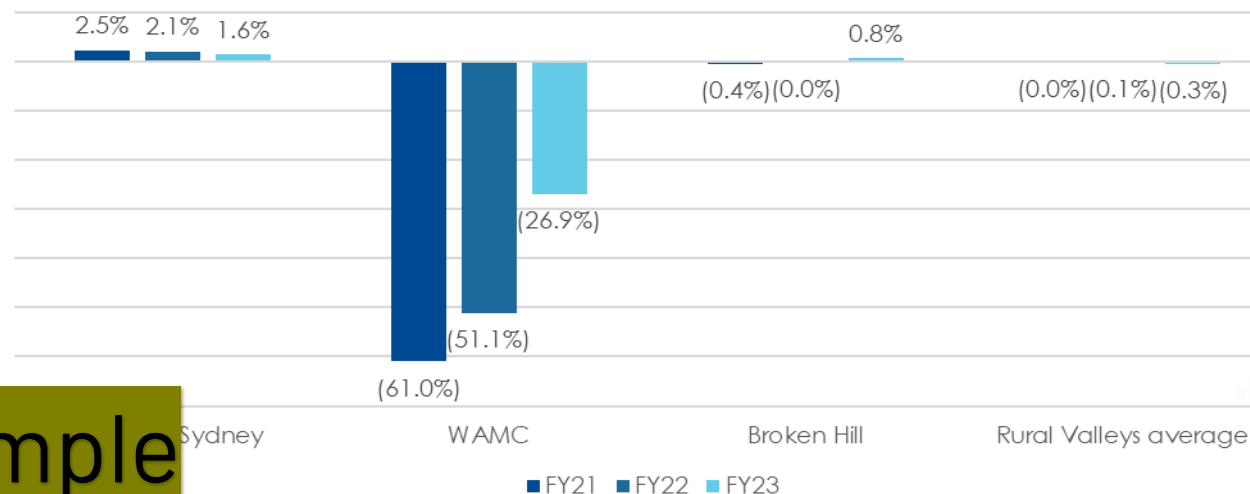
Actual Return on investment & Net Profit After Tax

- 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

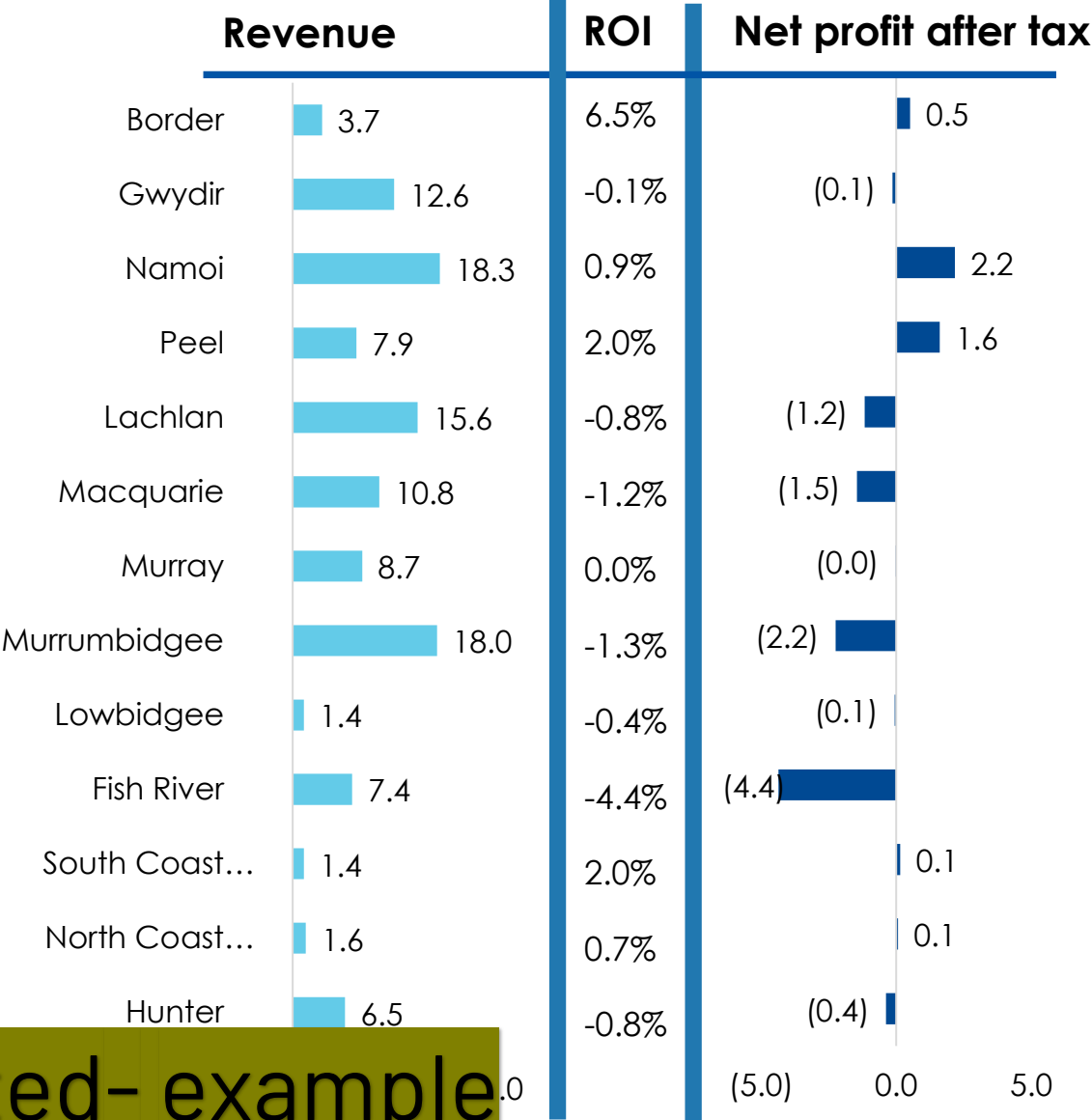
To be updated- example

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%.

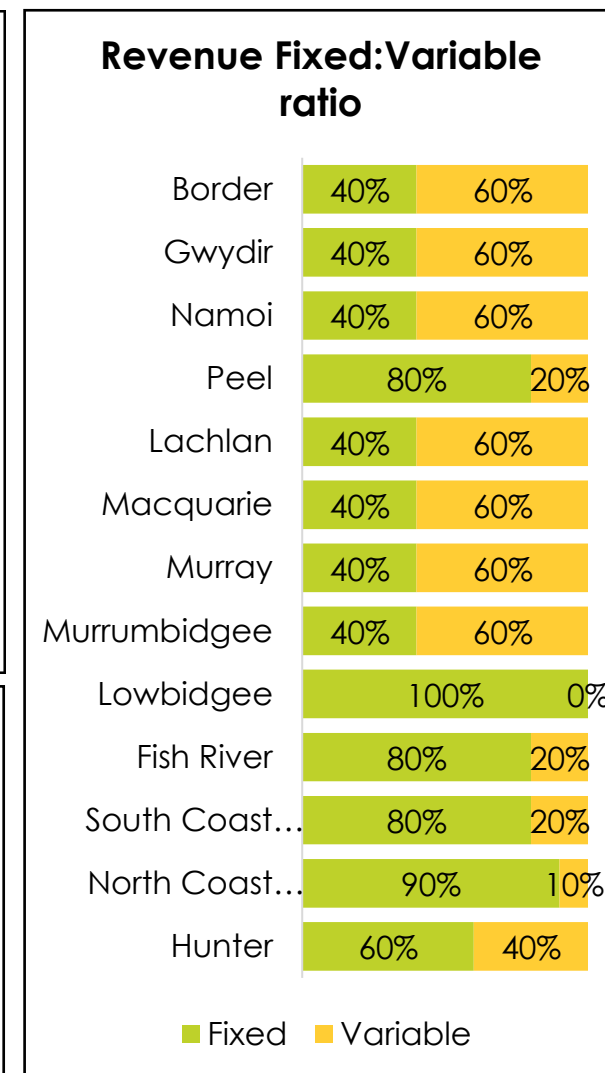
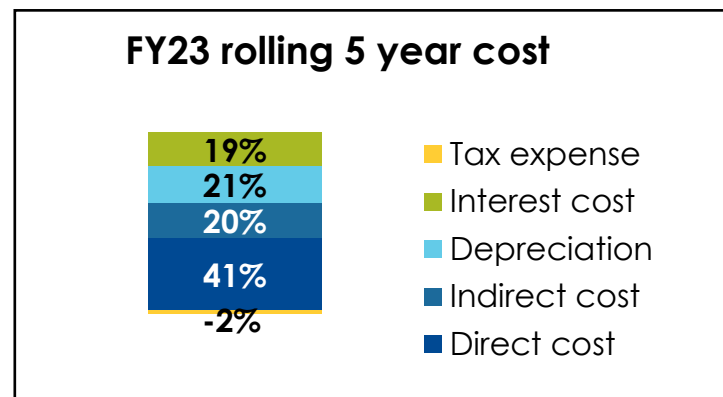
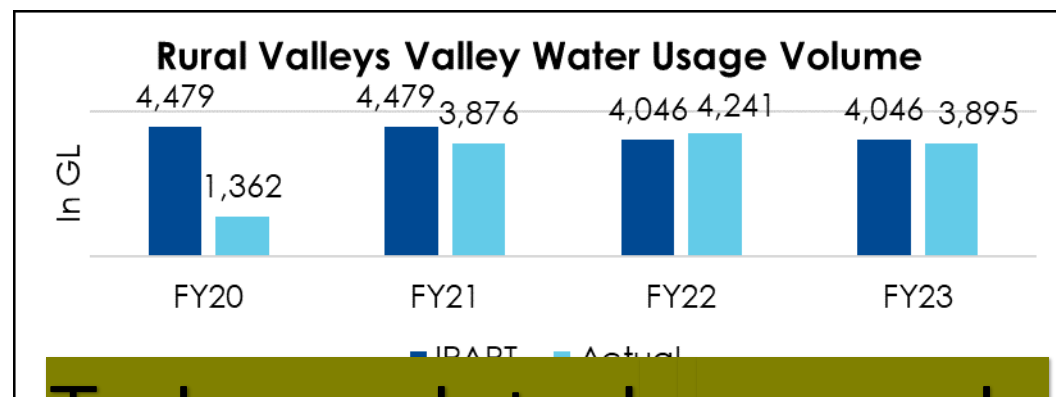
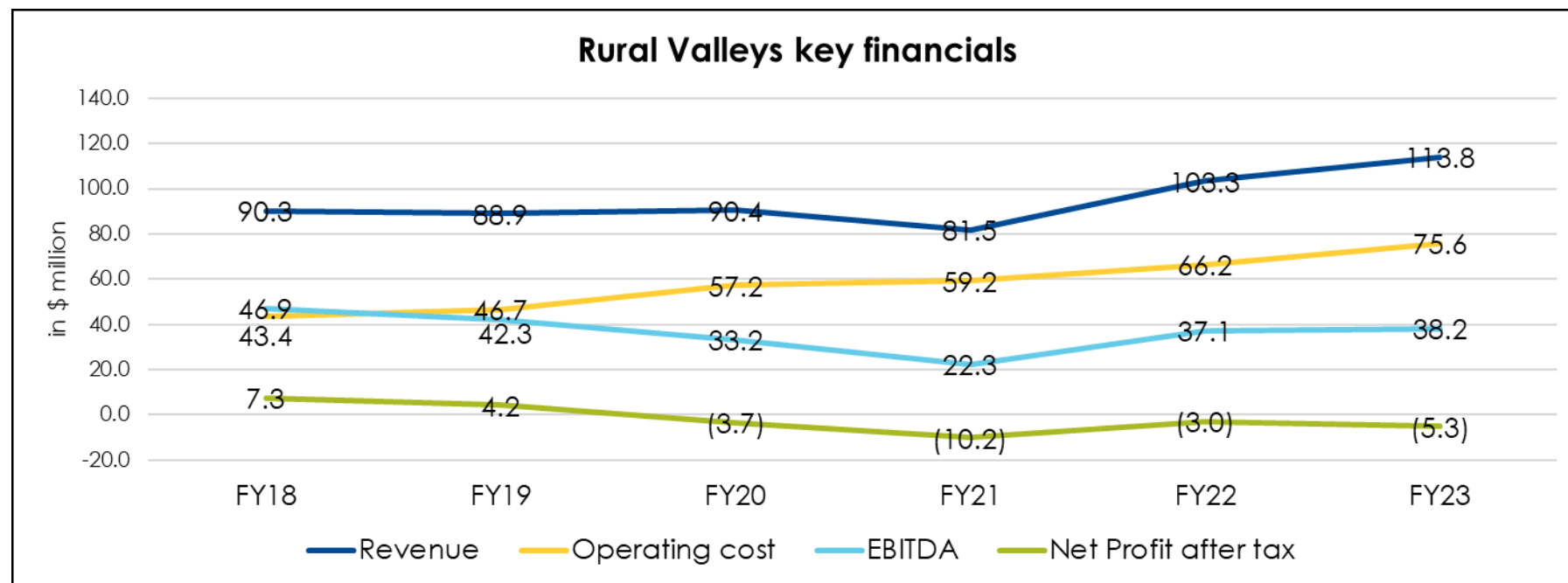
To be updated- example

Financial Performance FY25



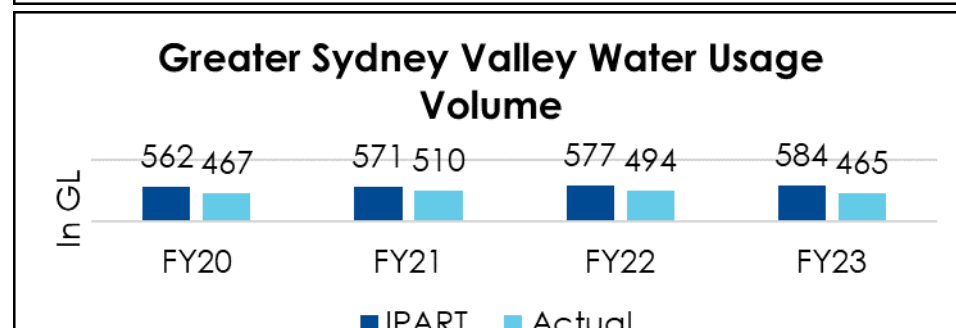
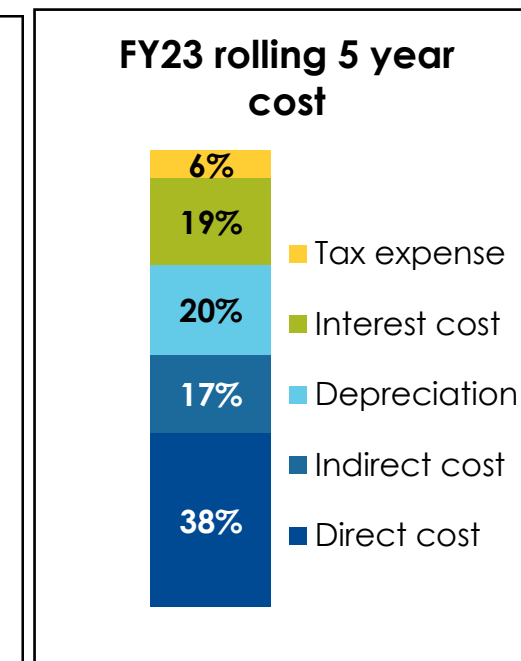
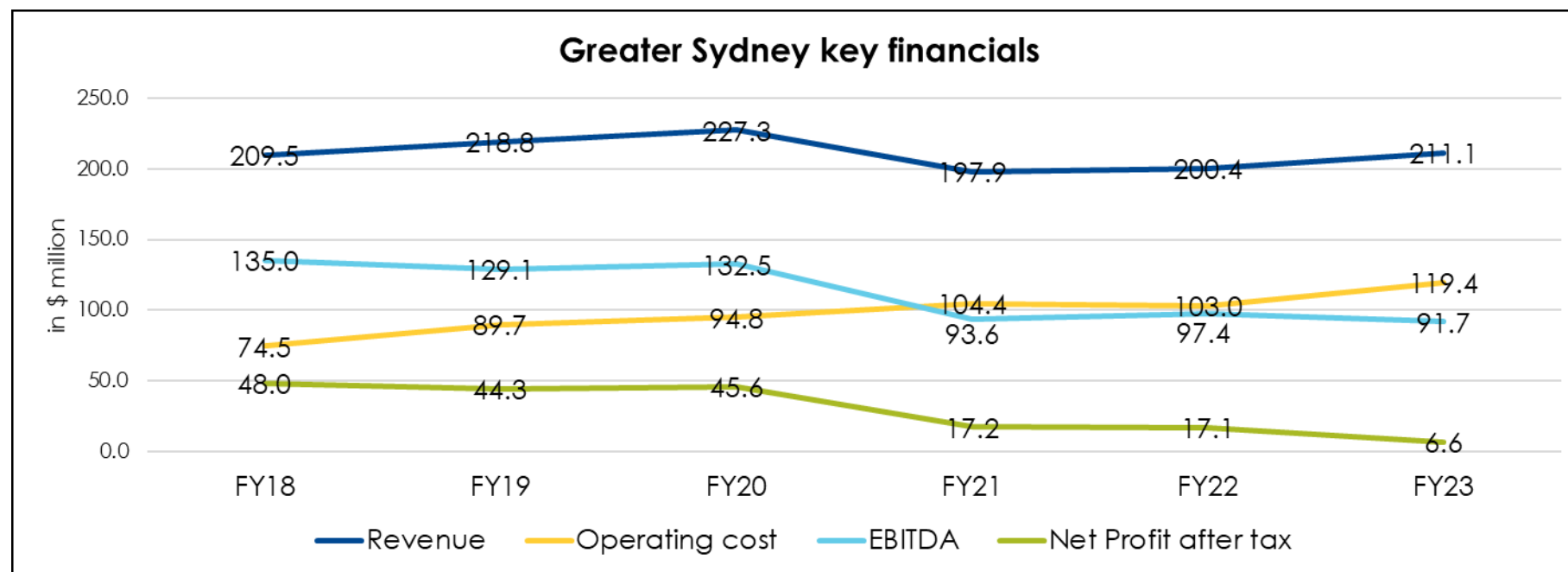
To be updated- example

Rural Valleys Net Profit After Tax and other metrics

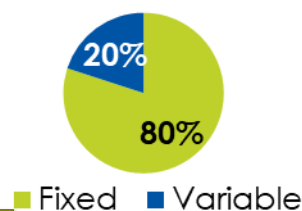


To be updated- example

Greater Sydney valley



Greater Sydney revenue



Comments:

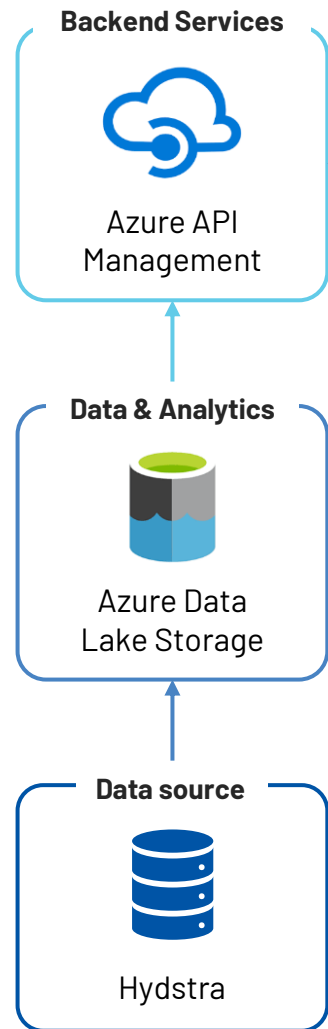
- Greater Sydney's performance has been more stable due to its high fixed tariff
- NPAT is decreasing due to food event costs and higher interest rates and a lower Weighted Average Cost of Capital

To be updated- example

WaterNSW WaterInsights

Phil Glastonbury

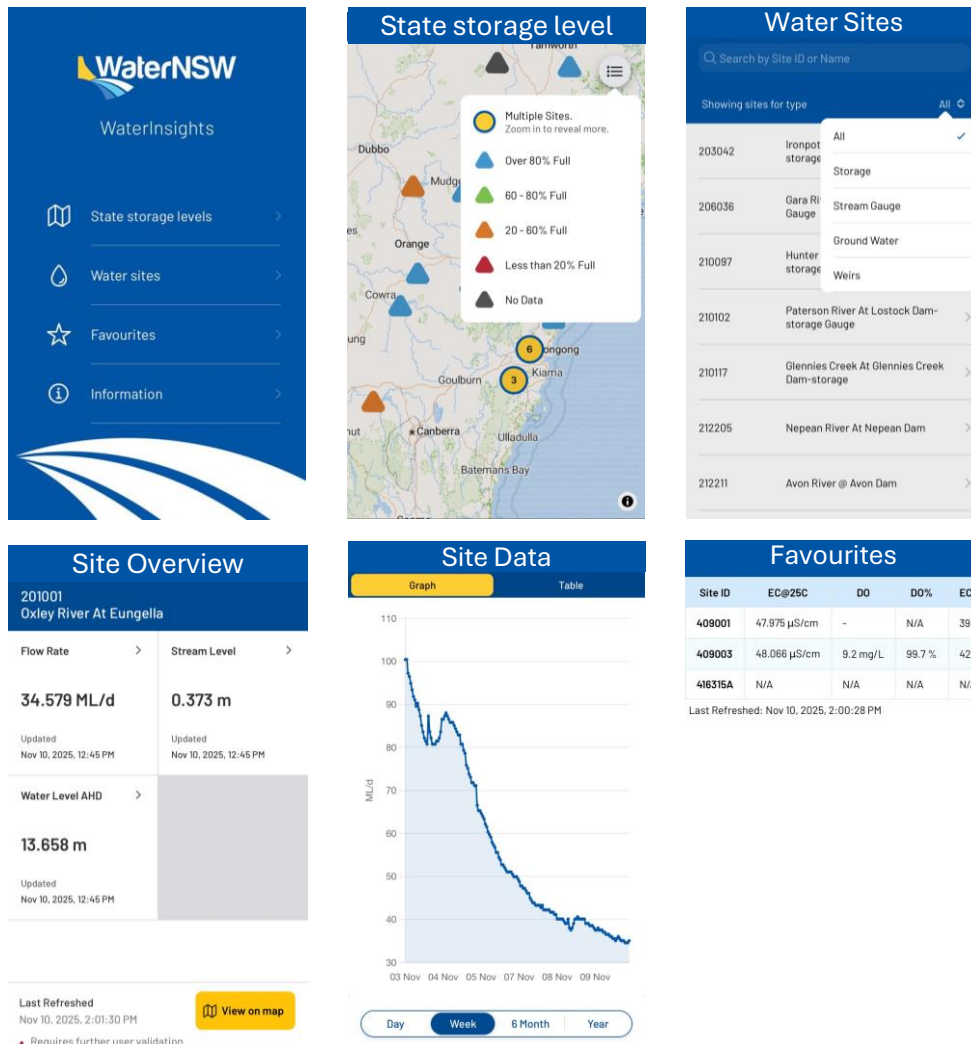
Head of Digital Applications and Solutions



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

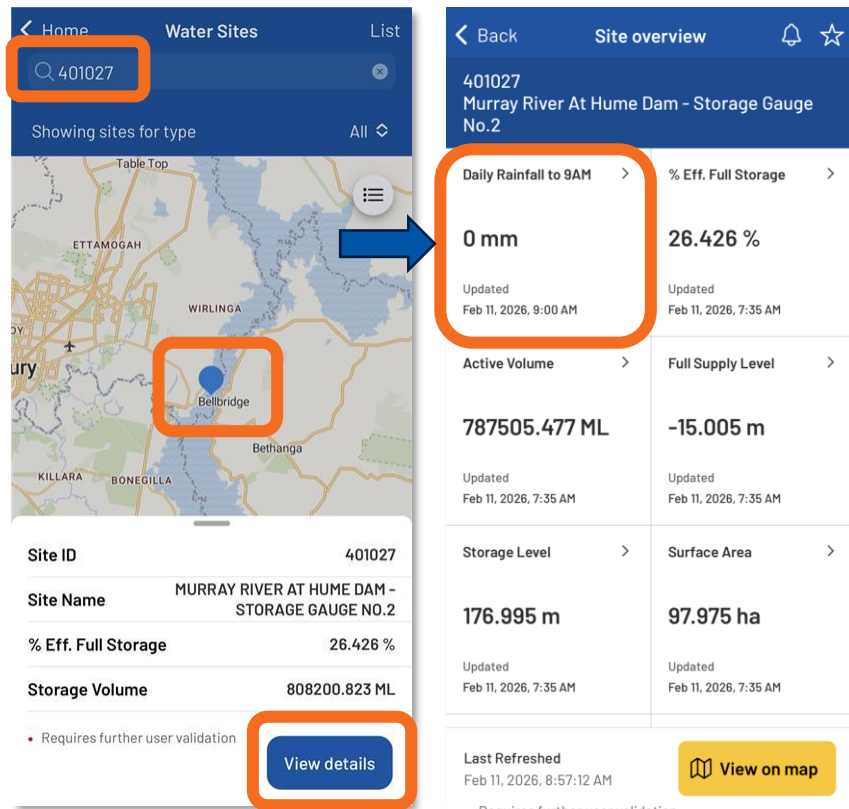
Key integrations:

- 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.



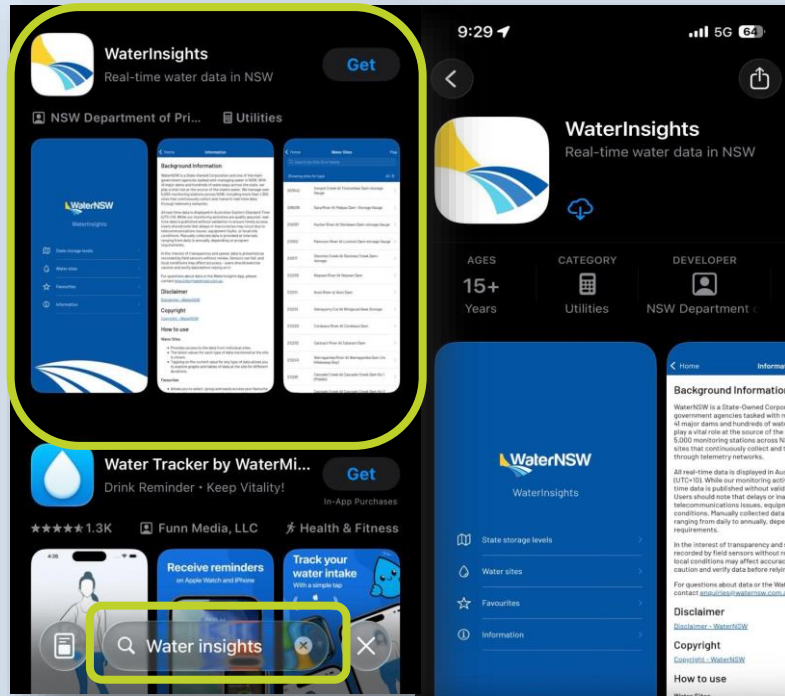
WaterNSW WaterInsights App

Search and download the WaterInsights app now!

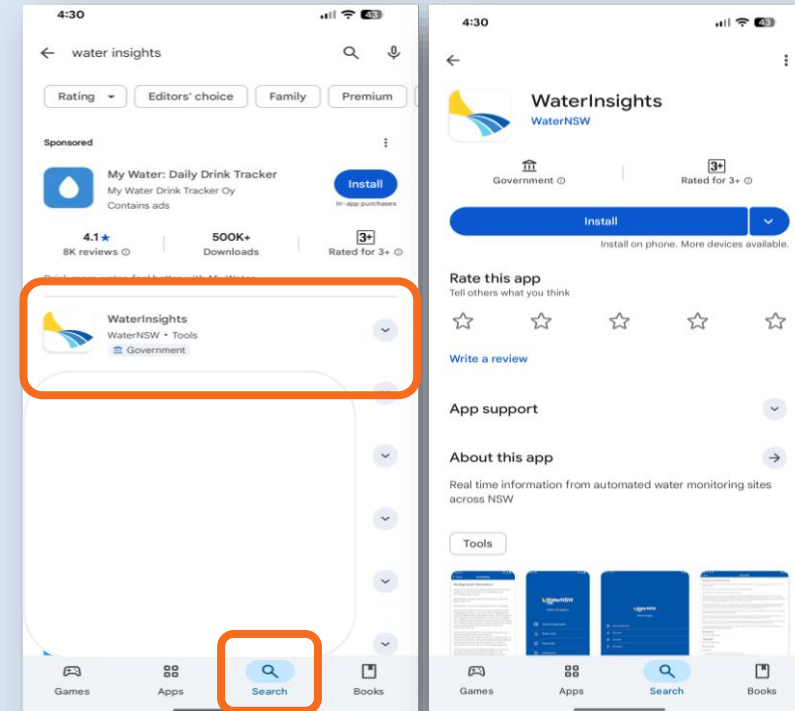
Search for '**WaterInsights**' in App Store / Play Store on your device, then click Get/Install



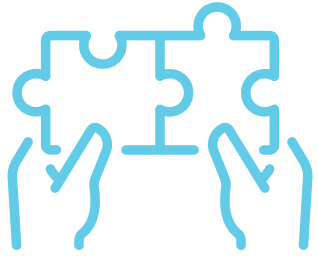
iOS App Store



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

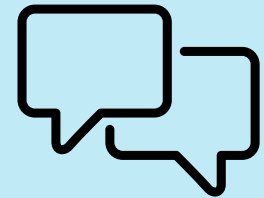
To provide feedback or ask questions about the data please email:

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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1300 662 077



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