



Department of Climate Change, Energy, the Environment and Water



Customer Advisory Group (CAG) afternoon sessions: Coastal-Hunter

Water Group

Peter Hansen
Engagement, Water Group

26 August 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.



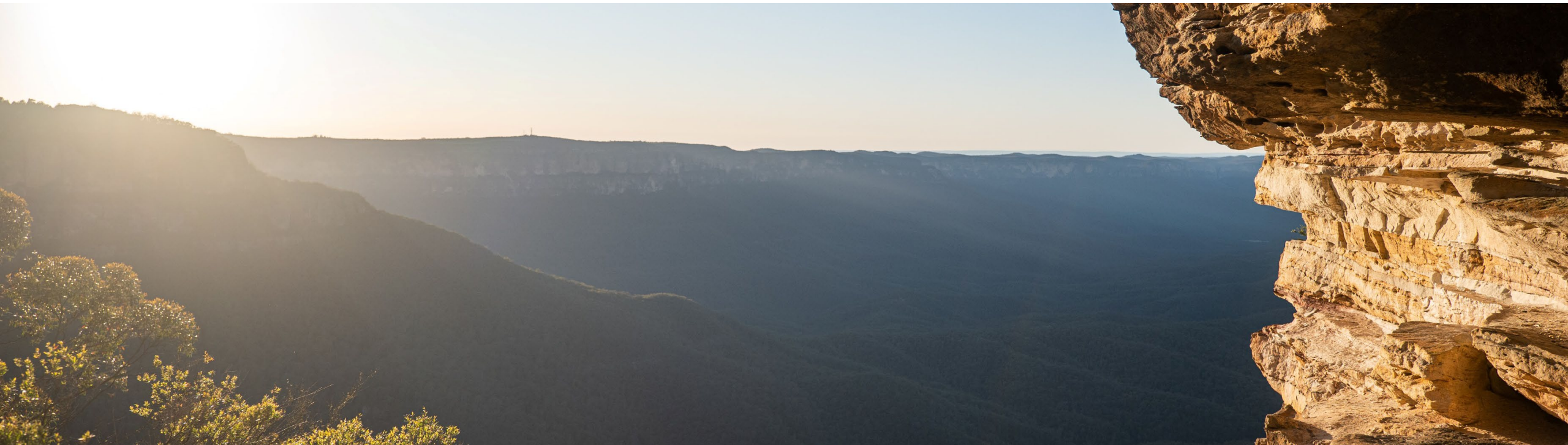
Acknowledgement of local community

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

Non-urban metering update

David Andersen, Manager, Metering Implementation
August – September 2026

**Presentation to the WaterNSW
Customer Advisory Group meetings**



Reform snapshot

Significant progress continues across metering, telemetry and works classification, with strong uptake occurring across NSW.



71%

Metering
compliance



94%

LIDs
maintaining
connectivity



56%

Works
classification
completion

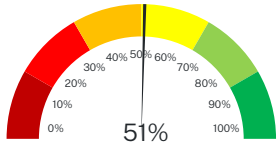


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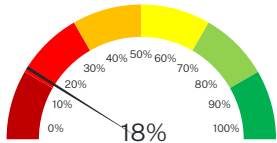
Review
recommendations
completed or on
track

Entitlement metering compliance

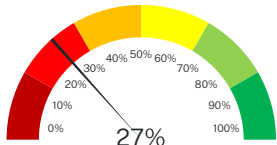
Far North Coast



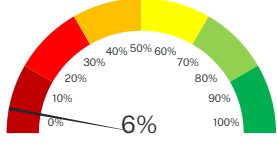
North Coast



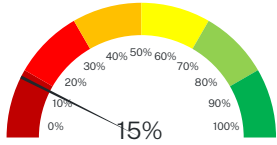
Hunter



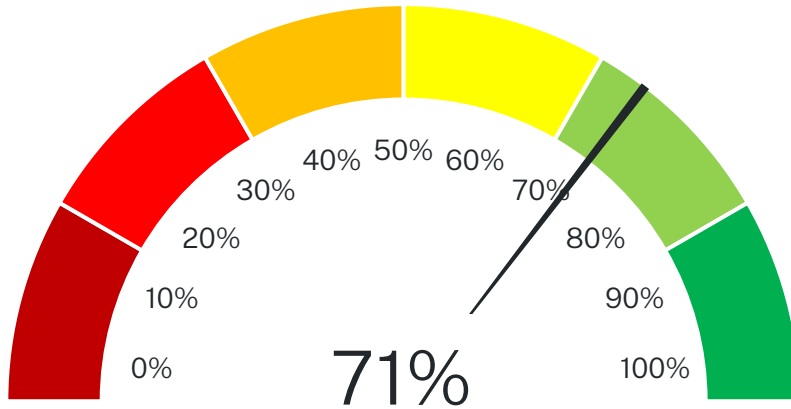
Greater Sydney



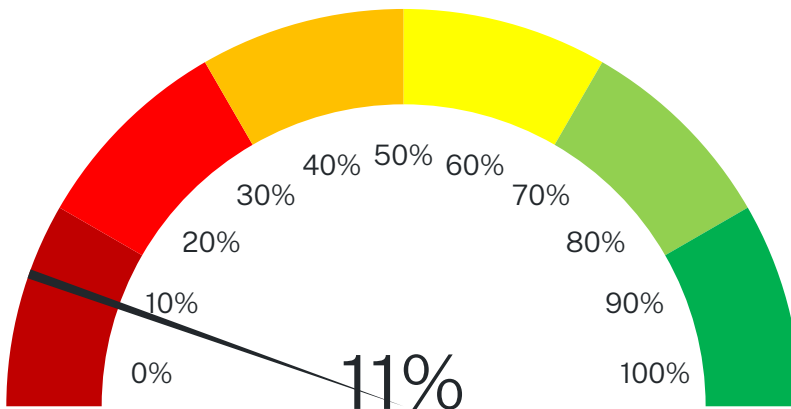
South Coast



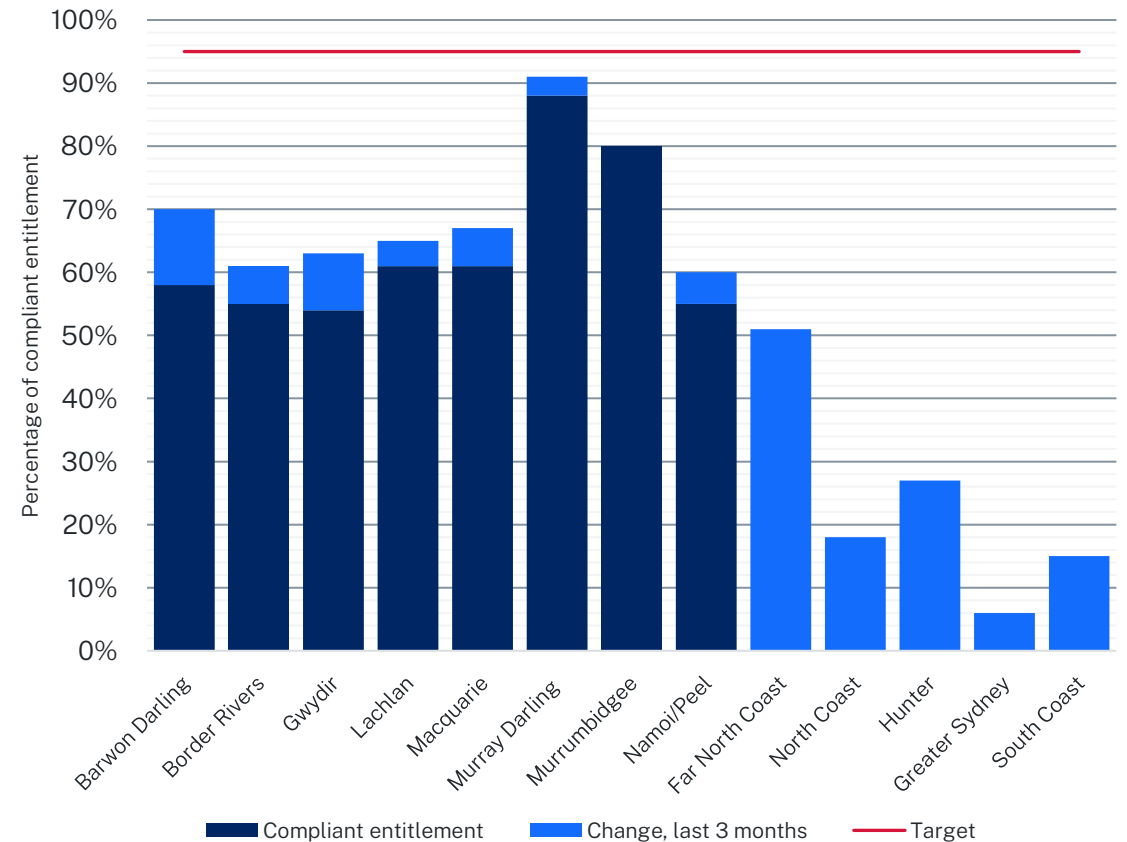
State compliance rate



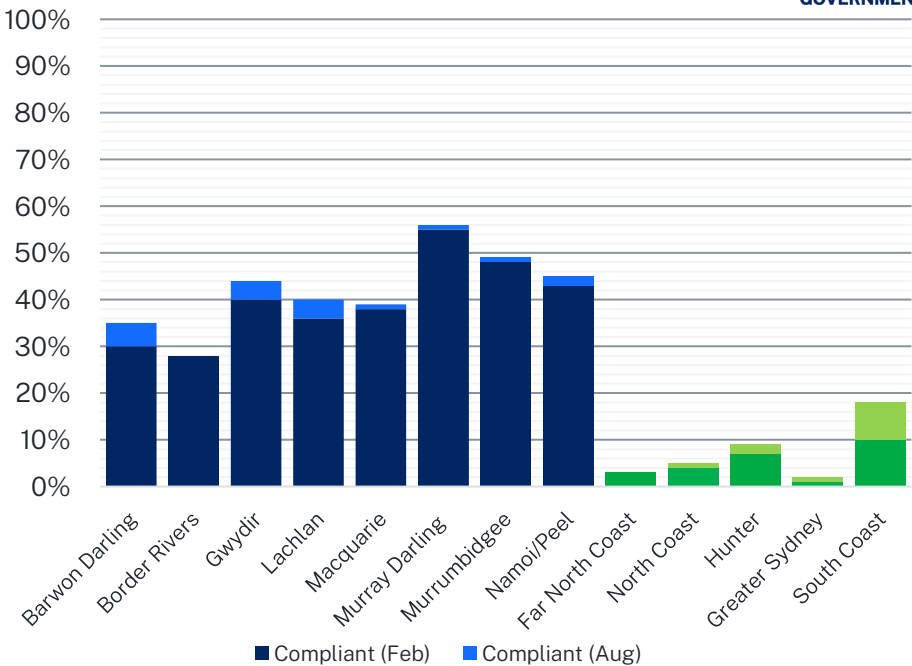
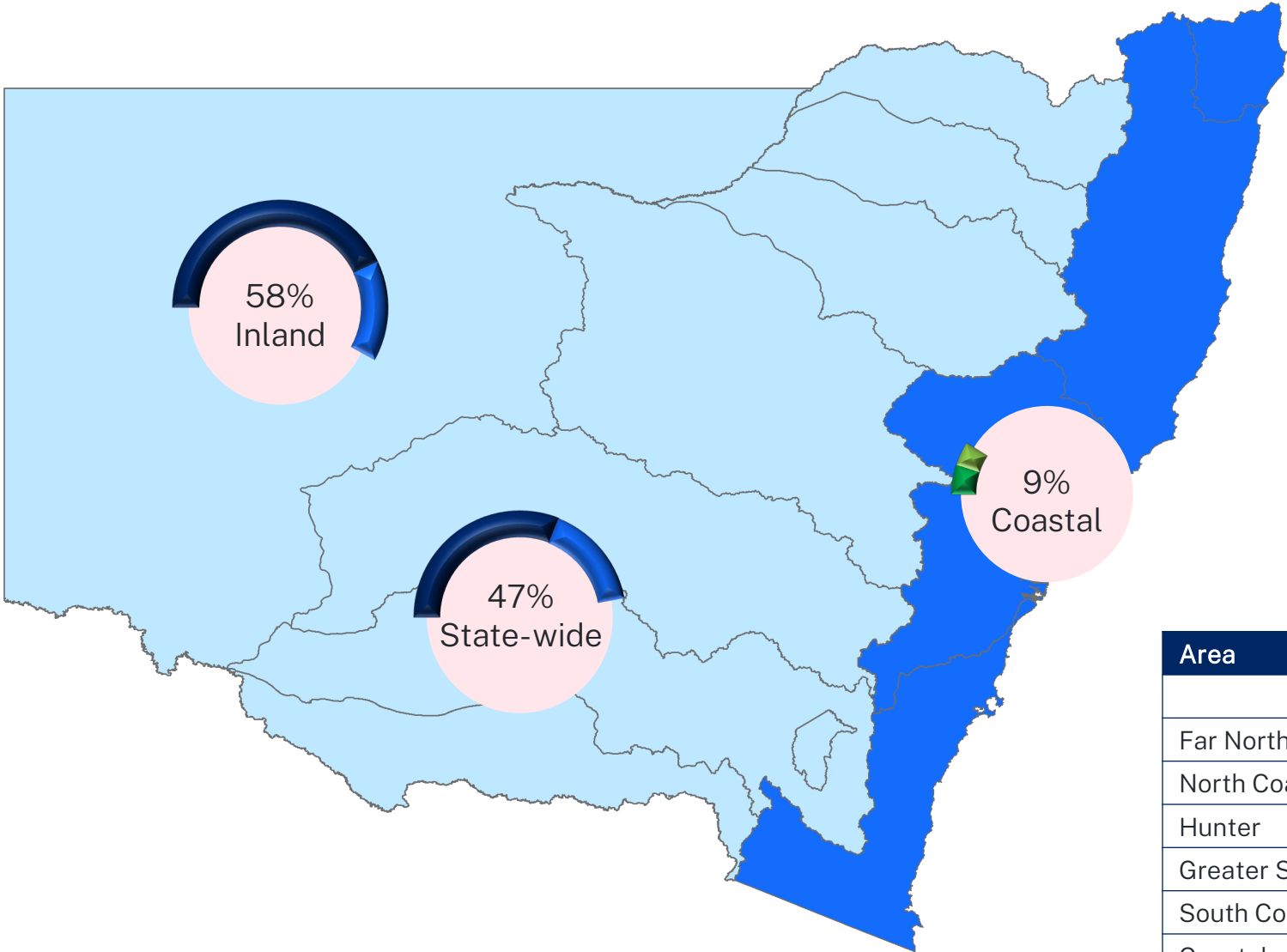
Coastal compliance rate



Coastal compliance has increased since our last update.



Current compliance rate of works

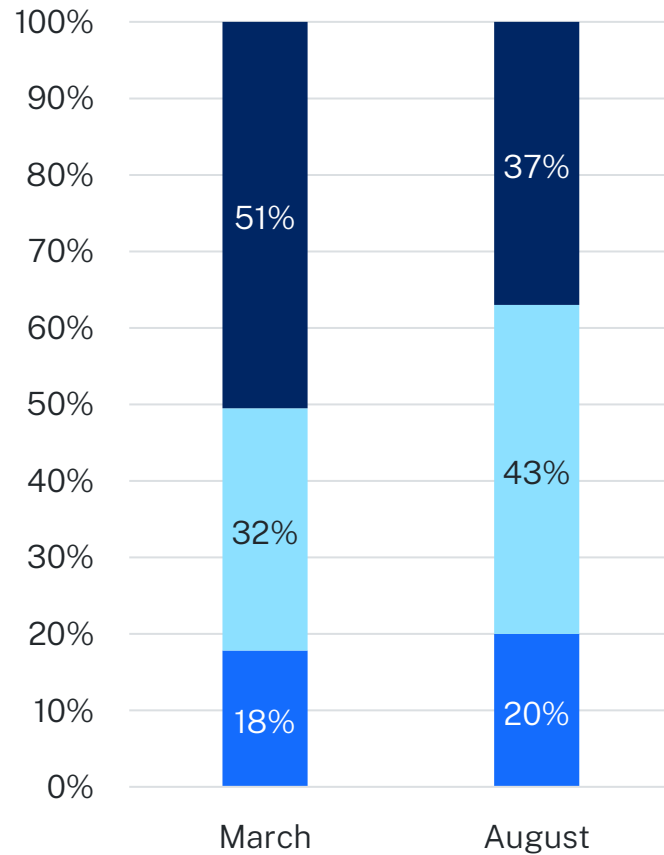


Area	Compliance rates	
	Feb	Aug
Far North Coast	3%	3%
North Coast	4%	5%
Hunter	7%	9%
Greater Sydney	1%	2%
South Coast	10%	18%
Coastal	5%	9%
Inland	43%	58%
Statewide	31%	47%

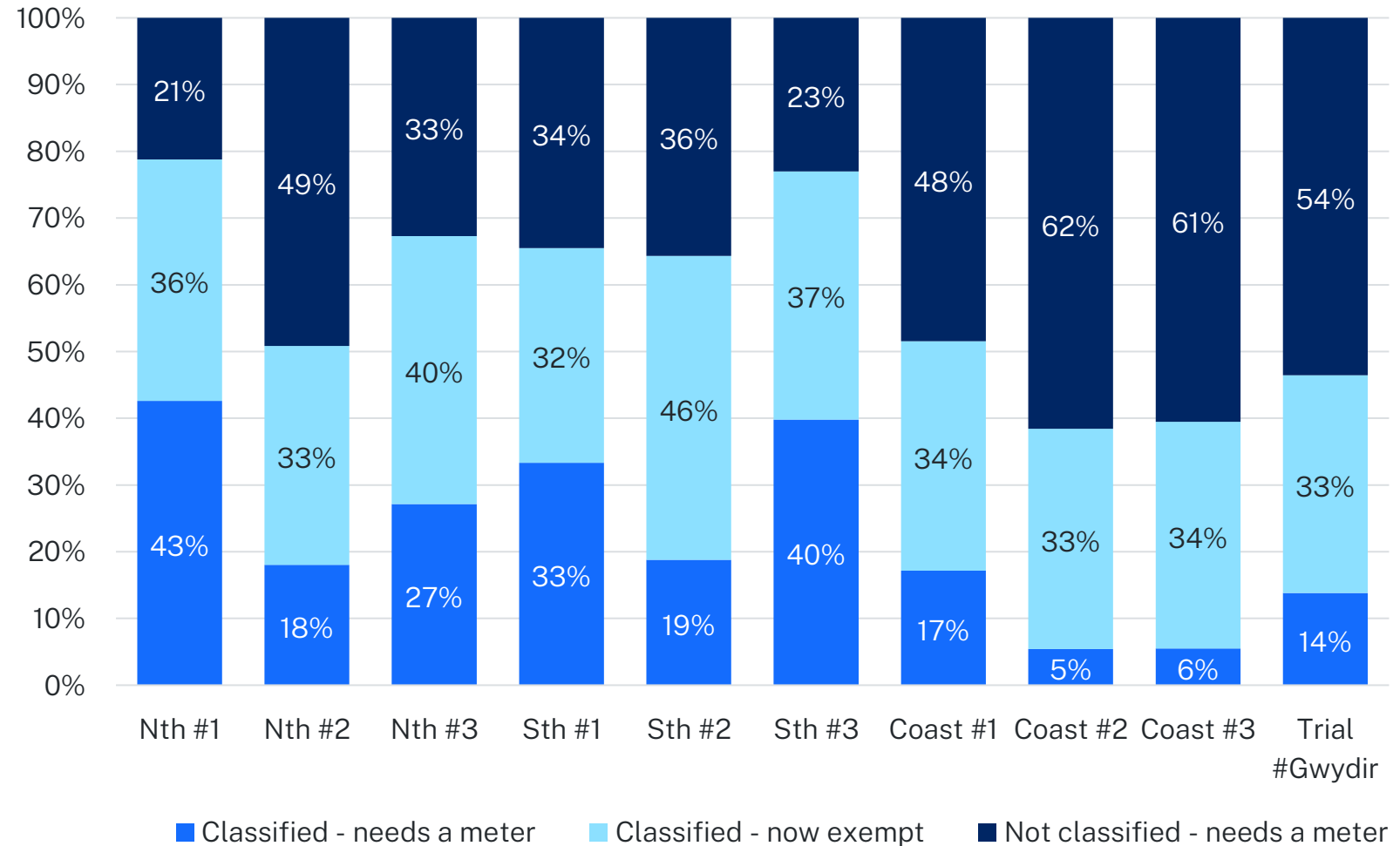
Compliance rate; water users with 100ML or more entitlement, & exclusion of unmeterable works and inactive works. All data sourced from NRAR. Current as at date 14 08 2026.

Works Classification Progress

Statewide classification progress



Classification mail out grouping statuses



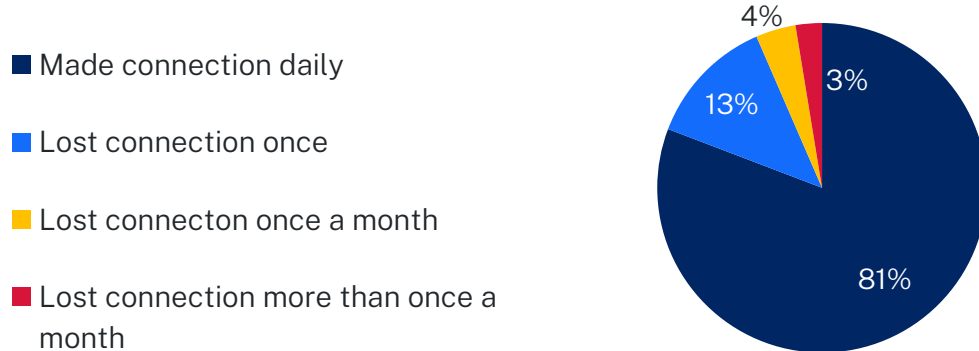
Telemetry review confirms strong performance with targeted improvements underway

Quick facts from a 3-month analysis:

- 81% of LIDs transmitted data every day
- 13% missed only one transmission
- 4% missed transmission approximately once per month
- 4% of devices generated 83% of all alarms

Review completed, government response endorsed and implementation activities underway

Analysis of LID connectivity over a 3 month period



Government owned meters and privately owned meters have similar alarm rates

Priority areas identified – ‘Key Pillars’

- Enhance LIDs to deliver value to users
- Enable third-party data transmission
- Make the LID simpler to deploy
- Improve alarm management and network coverage

Priority telemetry recommendations

Increase stakeholder value while maintaining compliance



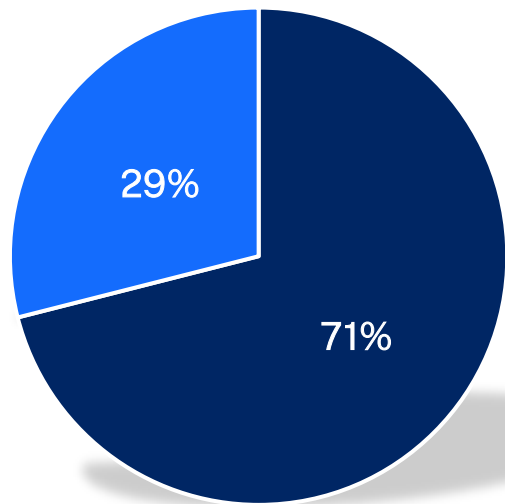
-  Available now
-  Future capability

Pillar	Recommendation	Actions
Enhance LIDs to deliver value to users	• Provide visibility of frequent water take data • Remotely configuring and troubleshooting LIDs • Simplify maintenance (e.g. for battery change)	 Piloting hourly data transmission in DAS  Improving battery design to make it easy to replace  Proof of Concept remote access with LID vendors
Enable third-party data transmission	• 3rd party data transmission and integration	 Proof of Concept with suppliers of 3rd party systems
Make the LID simpler to deploy	• Simplify LID installs e.g. “Plug and Play” • Simplify DQP administration (e.g. sim card ordering, battery change)	 Made it easier to complete maintenance form in Portal  Made it easier to order new or replace sim card  Proof of Concept “plug and play” with LID vendors
Improve alarm management and network coverage	• Explore satellite solutions • Reduce alarm noise	 Engage water users to remediate malfunctioning LIDs  Proof of Concept satellite to address blackspot areas

Reform delivery - Non-Urban Metering Review

Two years on from the review - strong progress has been made across policy, guidance, compliance and telemetry initiatives.

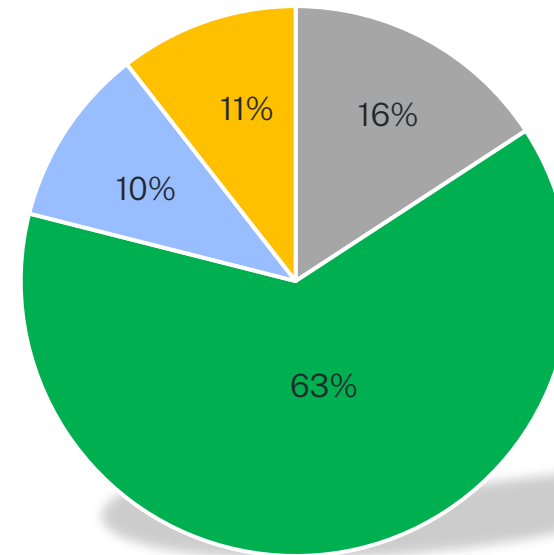
NSW licensed entitlement (assumed active works considered)



■ Conforming entitlement

■ Non-conforming entitlement

Recommendation tracker:



■ Complete

■ On track

■ Delayed

■ At risk

Adjust the rules

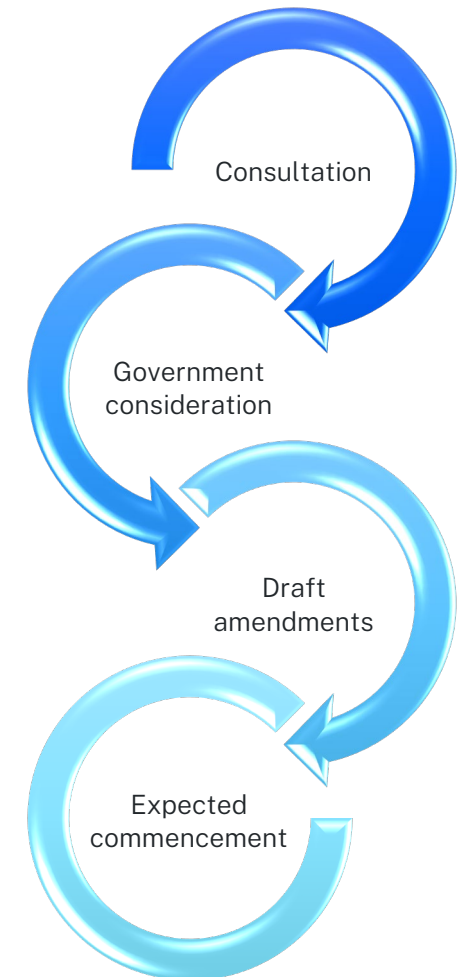
Support DQPs

Support water users

Improve systems

Regulation Amendments

- Public Exhibition ran from 18 May to 15 June
- 20 Submissions received
 - 17 submissions in relation to the new Attestation obligation
 - Other issues included how 'attribution' might work in cross border situation
 - Support for aspects of amendments that reduce or clarify existing requirements
- Detailed analysis underway to brief the Minister and seek further directions
- Formal making of new regulation anticipated in October 2026



Beyond compliance: the value of metering

Historically, limited usage information resulted in many decisions based on estimates

- Historically only a proportion of users reported annual usage
- Metered data provides near daily extraction reporting
- Future state is to have 95% of entitlement metered with telemetry and reporting water take

The biggest benefit of reform [is not compliance](#).

It is the creation of high-quality water accounting information that supports better decisions across the Basin.



What better data will enable



Better understanding of:

Water extraction patterns
Seasonal use
Regional demand



Better planning:

Resource assessments
Model calibration
Infrastructure planning



Better management:

Allocation decisions
Compliance assurance
Future policy development



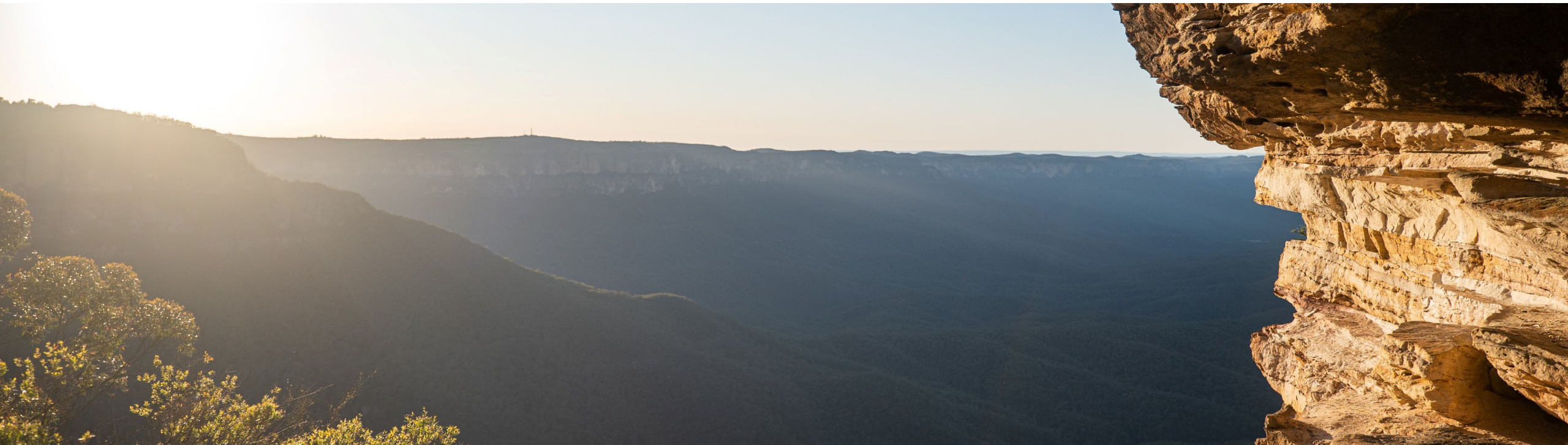
Better outcomes:

Fairer representation of actual use
Reduced reliance on assumptions
Stronger confidence in water management

Replacement of coastal water sharing plans

Coastal – Hunter CAG meeting
26 August 2026

DCCEEW - Water



Overview of coastal plan replacement

Replacements

- 9 coastal WSPs, due to expire **30 June 2026** and 1 coastal WSP **30 June 2027**, were extended to June 2028 and June 2029, respectively.
- Plans batched (northern unreg/alluvial, coastal groundwater, southern unreg/alluvial) with staggered replacement schedules.
- Plans are in various stages of development.

Amendments

- Greater Metro Region Unregulated WSP amendment for Hawkesbury Nepean rules – flood affected areas when plan was on PE in 2022

Coastal Plan Batches



Northern Coastal Unregulated & Alluvial

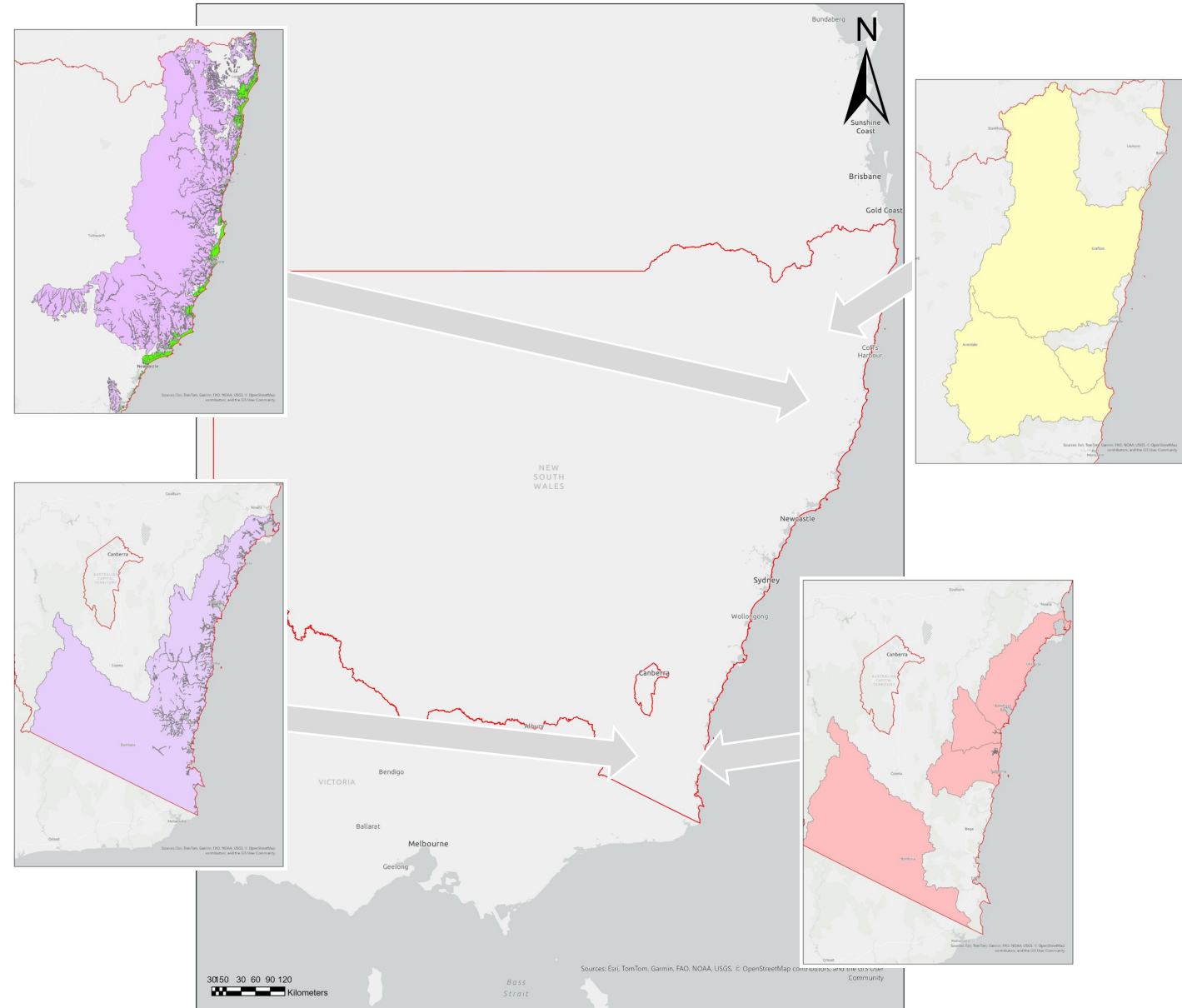
- Brunswick, Macleay, Clarence, Nambucca

Southern Coastal unregulated and Alluvial

- Clyde, Deua, Tuross, Snowy

Coastal Groundwater

- North Coast Fractured and Porus Rocks, North Coast Coastal Sands, South Coast groundwater

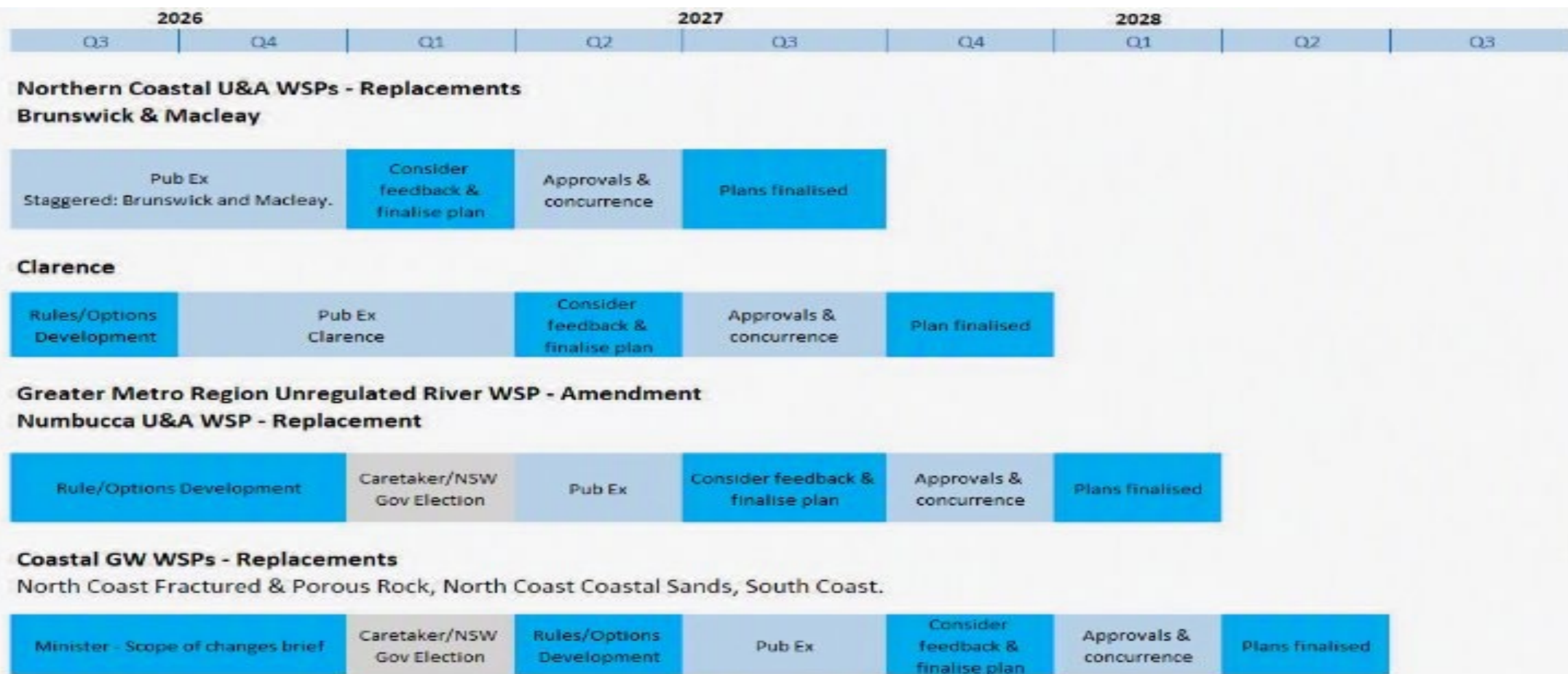


Preparation of draft replacement plans

Draft replacement plans are prepared for Public Exhibition based on:

- NRC recommendations
- Updated Risk Assessment
- Updated flow data
- Targeted consultation with councils
- On-going discussions with other agencies in the North Coast Interagency Regional Working Group

Key timeframes



Consolidation of four coastal plans

- Four coastal WSPs have recently been consolidated:
 - Clyde and Deua Unregulated and Alluvial WSPs (*expiry date remains same at 2028 (recently extended from 2026)*)
 - Hunter and Paterson Regulated River WSPs (*expiry date of Hunter moved from 2026 to align with Paterson at 2029*)
- The mergers do not change individual plan provisions - administrative only.
- This work supports our broader objectives to:
 - improve the efficiency and effectiveness of plan management
 - reduce the overall number of water sharing plans across the state
 - deliver time and cost savings.

Coastal infrastructure projects update

- **Bermagui Water Security Project:** Currently finalising the Infrastructure NSW process for the Preliminary Business Case.
- **Far North Coast Regional Water Supply Project:** Currently finalising the Infrastructure NSW process for the Preliminary Business Case.
- **Stakeholder acknowledgement:** The department wishes to thank all stakeholders and community for their valuable input and engagement throughout the process, which has helped shape the projects' direction.
- **Project updates:** Updates will be made available through the respective project websites and communication channels as they become available.

Coastal infrastructure projects - weblinks



For more information

Bermagui

<https://www.water.dcceew.nsw.gov.au/our-work/water-infrastructure/regional-projects/bermagui-water-security-project>

Far North Coast

<https://www.water.dcceew.nsw.gov.au/our-work/water-infrastructure/regional-projects/far-north-coast-regional-water-supply-project>

For more information call us on **1300 081 047** or email us at water.enquiries@dcceew.nsw.gov.au

Discussion



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CAG presentations, meeting notes and actions available online:

<https://www.water.dcceew.nsw.gov.au/our-work/plans-and-strategies/water-sharing-plans/regional-forums>

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