

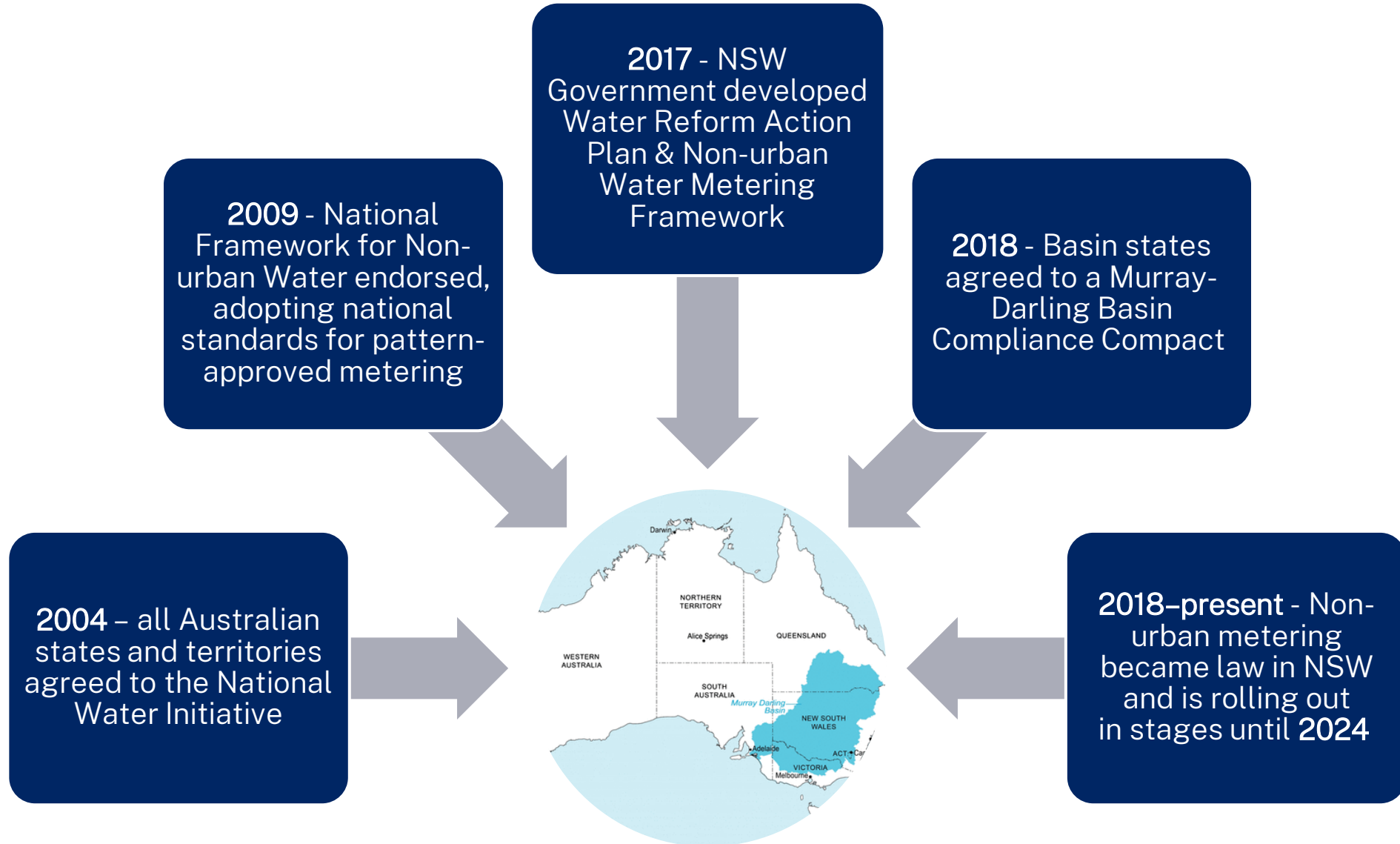
# Non-urban water metering reform



Southern Inland Roadshow

May 2023

# National commitment to water reform



# Securing our water future

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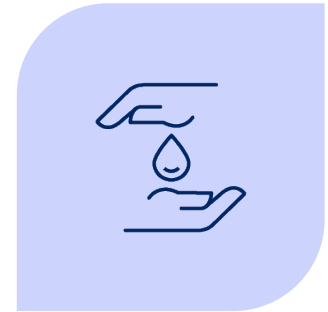
Water sources are  
at increasing risk



Effective  
compliance



Better data,  
modelling and  
water planning



Improved  
community  
confidence

# The new metering rules and what you need to do

Follow **3 easy steps** to get meter ready.

**1**

## Check your details

### NSW Water Register

Check your licence and approval details on the [NSW Water Register](#) to see what is listed and whether there are any existing metering conditions that you need to comply with now.

### Amend your approval

WaterNSW can assist you to [amend your approval](#) if you need to update any details including the size of your installed pump or to make your work inactive.

**2**

## See if the rules apply

### Online metering guidance tool

Use the NSW Government's [online metering guidance tool](#) to see if, and how, the rules apply to you.



**3**

## Contact a DQP

### Contact a duly qualified person

If the rules apply to you, contact a duly qualified person (DQP), such as a certified meter installer (CMI) to discuss your situation.

Use the department's [Virtual Marketplace](#) to search for and contact DQPs. A list of DQPs can also be found on [Irrigation Australia's website](#).

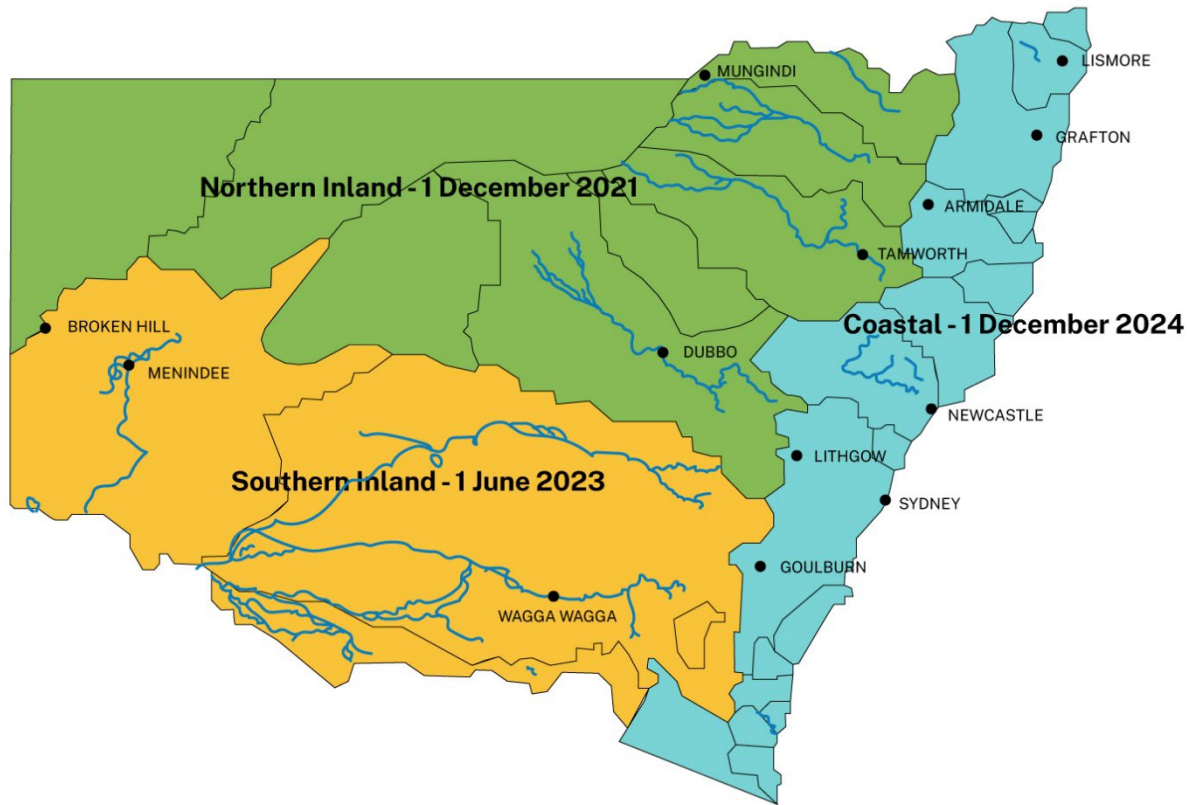
# Types of water take covered under the non-urban metering policy

The metering requirements apply to works taking water under a **water supply works approval** or **water access licence**, from:

- regulated rivers
- unregulated rivers, and
- groundwater systems.



# Metering – staged rollout dates



1 December 2020	Surface water pumps 500 mm and above in NSW
1 December 2021	Northern inland NSW*
1 June 2023	Southern inland NSW
1 December 2024	Coastal NSW

Existing licence and approval conditions apply until your new compliance date comes into effect.

# What metering equipment is required under the rules?

New and replacement meters must:

- be **pattern-approved** (unless installed before 1 April 2019 or an open channel meter)
- be installed to AS4747 & validated by a DQP
- have tamper-evident seals
- have a telemetry-ready local intelligence device (LID)
- be connected (via telemetry) to the NSW Government's data acquisition system (for surface water works of 200 mm or greater)



# What is a pattern-approved meter?



A **pattern-approved meter** is a meter that has been approved by the National Measurement Institute as meeting the Australian Standard for non-urban water meters (AS4747).

A list of devices is available on the Department of Climate Change, Energy, Environment and Water's website at

<https://www.dcceew.gov.au/sites/default/files/documents/pattern-approved-meters-list-nov2022.pdf>



# What is a Local intelligence Device (LID)?

- A LID records water take data and transmits it over a secure network to the NSW Government's Data Acquisition Service (DAS)
- Allows data to be downloaded on-site
- There are 6 LIDs approved for use under the non-urban metering framework.

Find a list of approved devices on the department's website:

[www.water.dpie.nsw.gov.au](http://www.water.dpie.nsw.gov.au) > Non-urban metering > What suppliers of metering equipment need to know > Compatible LIDs for Non-Urban Metering



# Can I keep an existing meter?

You can keep a non-pattern approved meter that was installed before 1 April 2019 provided:

- The meter manufacturer confirmed the meter was within +/- 2.5% accuracy **or**
- A DQP confirms the meter is within +/- 5% accuracy in the field.

The meter needs to be fitted with a local intelligence device (LID) and tamper-evident seals.

The DQP is required to submit a **report to rely on transitional arrangements** to keep existing metering equipment via the [DQP portal](#).



# DQPs – who are they?

A duly qualified person (DQP) is a:

- Certified Meter Installer (CMI)
- Certified Practising Hydrographer (CPH).

Only a DQP may:

- install or re-install metering equipment
- validate metering equipment (including accuracy testing)
- certify the design of new open channel metering equipment before it is installed
- carry out maintenance required under the maintenance specifications.

**DQPs can install and sign off on metering equipment on their own works by declaring it in the DQP Portal.**



# Information you need to give your DQP

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Work approval  
number

ESID  
(extraction site ID)

Type of LID  
(if known)

Meter details  
(size in mm and type)

Your DQP needs this to set up your profile in the DQP Portal.

This is where they will complete and submit the forms and certificates required to show that your metering equipment is compliant with the new rules.

If you don't have this information, please contact WaterNSW Customer Service on 1300 662 077.

To find a DQP, use the department's [Virtual Marketplace](#) or search on [Irrigation Australia's website](#).

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# Are there any exemptions?

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Six exemptions may be applied to non-urban water metering works that are:

- *not* nominated against an **access licence**
- used *solely* to take water under a **basic landholder right**
- **inactive** (with approval details amended via [WaterNSW](#))
- unable to **physically comply** with the non-urban metering rules (cl 233 exemption)
- small, low-risk works used *solely* to take water under a **stock and domestic access licence**\*
- Below the metering thresholds\*\*

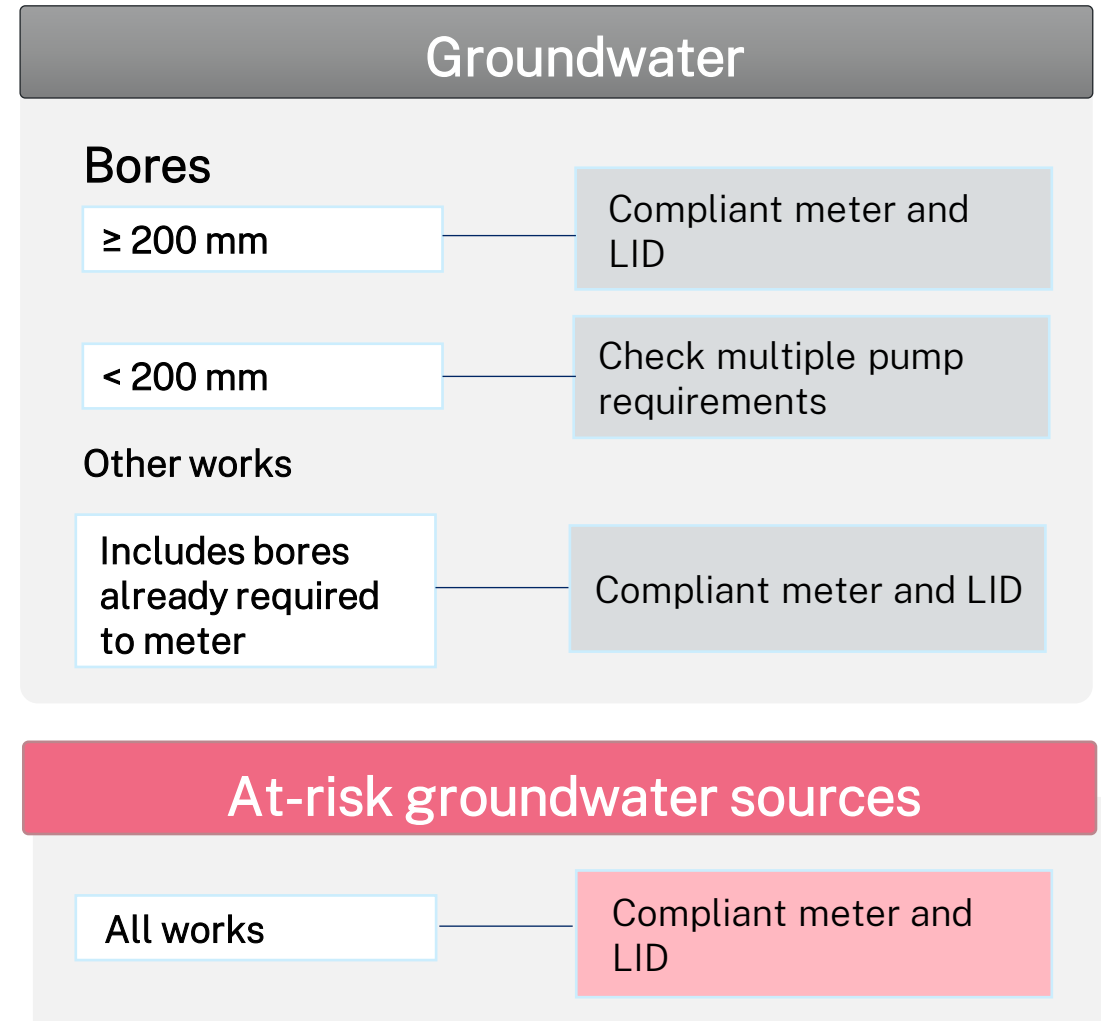
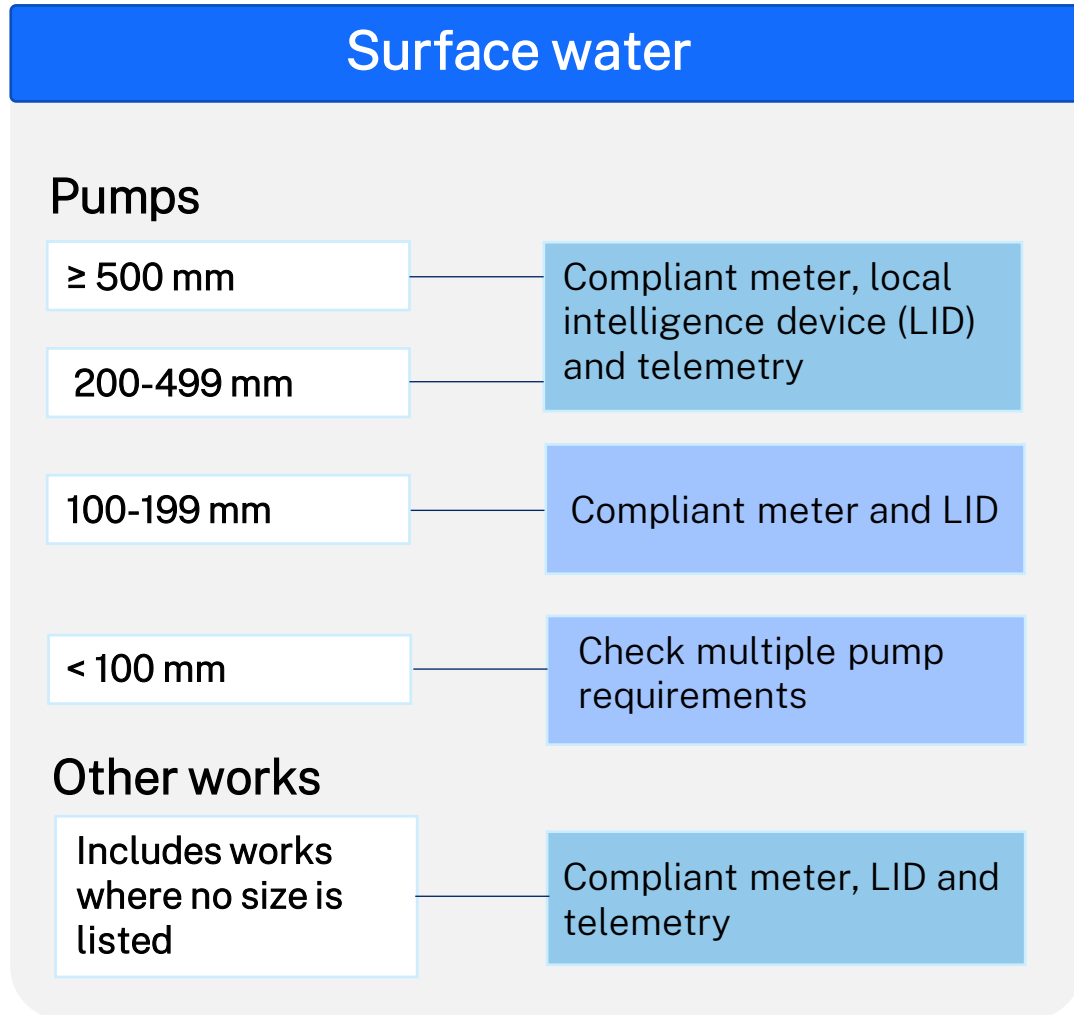
\*Does not apply to at-risk groundwater sources. Exemption lapses 1 December 2024.

\*\*Does not apply to works in at-risk groundwater sources or works with a pre-existing metering condition.

NOTE: If there is no work constructed against a work approval, the metering rules do not apply.

---

# Metering thresholds



Metering thresholds do not apply to works with a pre-existing metering condition or works in an at-risk groundwater source.

# Notification of smaller works

---

If your pump or bore is smaller than what is stated on your works approval you:

- must notify the Minister (via [WaterNSW](#)) of the actual size of the work
- may not require a meter (if the notified work size is below the size-based threshold for metering).

Notifying of the smaller size of your work does not amend your approval.

NOTE: A meter must be installed if the work size (notified or actual) is above the size-based thresholds for metering:

- surface water pumps that are greater than or equal to 100 mm
- groundwater bores that are greater than or equal to 200 mm in size.

# Works used solely to take water under a basic landholder right

The basic landholder right exemption is based on the use of the work and applies regardless of whether the water supply work is nominated by an access licence.





## Small, low-risk works used *solely* to take water under a **stock and domestic access licence**

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A work must meet all of the following criteria to be eligible for the exemption:

- a pump less than 100 mm in diameter or a bore less than 200 mm in diameter
  - solely takes water under:
    - a domestic and stock water access licence (other than for town water supply), or
    - a domestic and stock water access licence (other than for town water supply) and a basic landholder right
  - does not take water from an at-risk groundwater source
  - is not listed under the same authority or linked to the same access licence as another work that requires a meter
  - is not on the same landholding as another work that requires a meter and is held by the same person.
-

# Works that cannot physically comply

## Clause 233 exemption

Authority holders can request an exemption from the mandatory metering condition under clause 233 of the Water Management (General) Regulation 2018.

Visit: [www.water.dpie.nsw.gov.au](http://www.water.dpie.nsw.gov.au) > Non-urban metering > What water users need to know

Go to the 'exemptions from the non-urban metering rules' heading.



An exemption may only be granted when it is **not possible** for water taken using the work to be measured by compliant metering equipment.



If an exemption is granted it is likely that it will be subject to conditions that require an alternative metering or measurement method to be used.



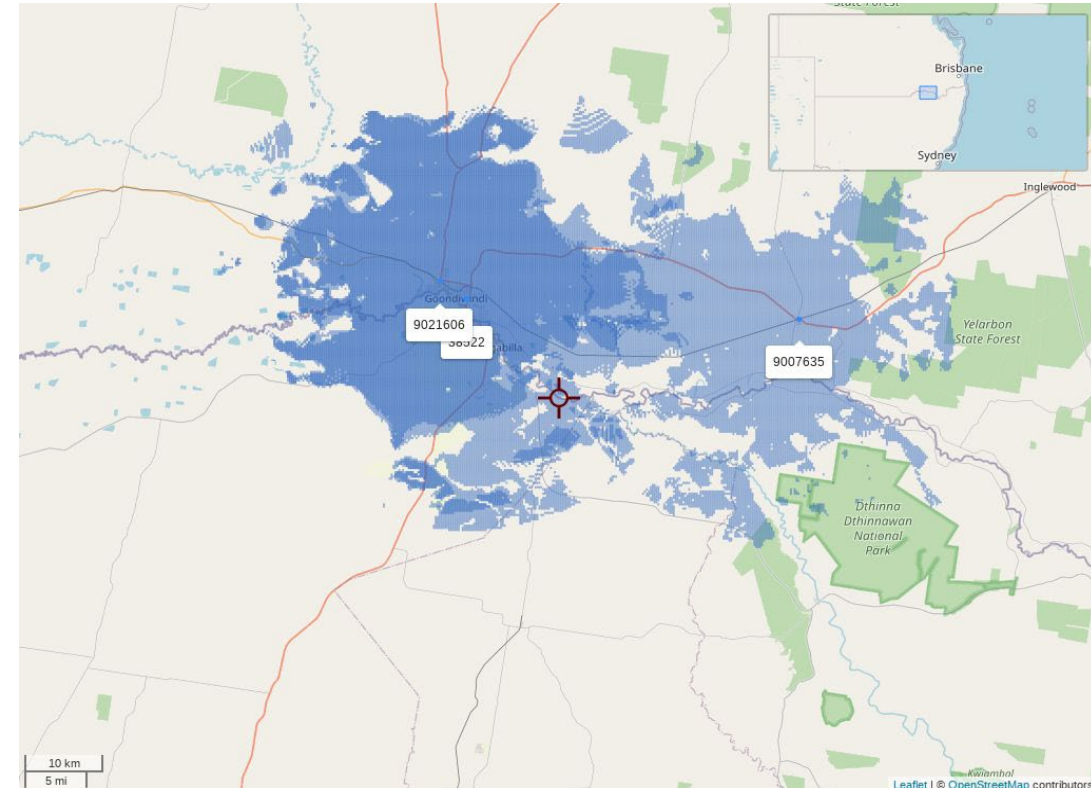
An application form is available on the department's website with details on the requirements.

# Telemetry blackspot exemption

- Telemetry system operates on the Telstra NBIOT network – designed for remote applications, such as metering.
- Exemption available for works in a telemetry blackspot:
  - You are still required to install a meter but not a data logging and telemetry device (a LID)
  - Reporting requirements still apply for meters without telemetry.
- Telemetry Coverage Tool identifies telemetry coverage blackspots.

The telemetry exemption will be reviewed as technology and network coverage improves, to ensure these works comply with the telemetry requirements when it is possible to do so.

**More information:** [www.water.dpie.nsw.gov.au](http://www.water.dpie.nsw.gov.au) > Non-urban metering > What water users need to know > Telemetry coverage exemption



# Supporting programs and further information

The NSW and Australian Governments have funded \$36.1M for a suite of metering programs:

- \$18M telemetry rebate program
- \$14.6M government-owned meter capital upgrade program
- \$1M First Nations metering traineeship program
  - for First Nations people to train to become DQPs

## More information on financial assistance:

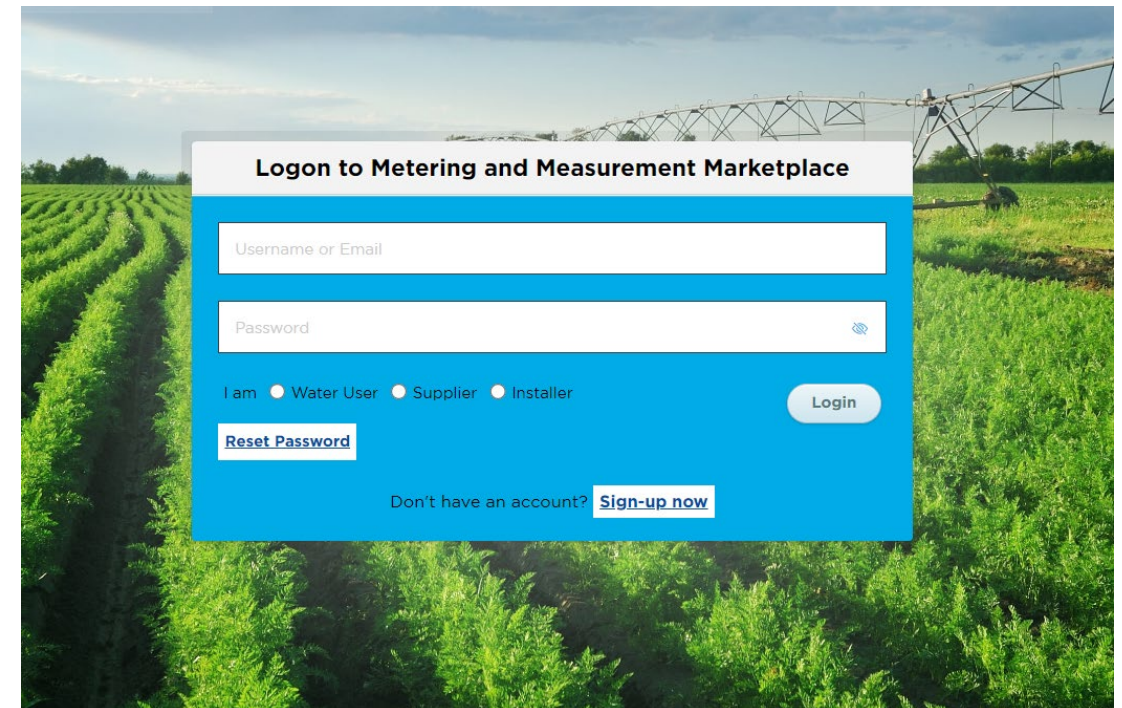
[www.water.dpie.nsw.gov.au](http://www.water.dpie.nsw.gov.au) > Non-urban metering > What water users need to know (More information > Financial support to install metering equipment)



# Metering and Measurement Virtual Marketplace

- developed to help water users find DQPs (installers) and suppliers of non-urban metering and floodplain harvesting measurement equipment in their local area
- allows water users to search for specific services, installers and/or suppliers of equipment, including installers in border regions who work in NSW
- water users can request a specific installer or supplier contact them, or can initiate direct contact themselves
- equipment installers and suppliers can also search the Virtual Marketplace for water users who have shared their details and may be seeking their services.

The Virtual Marketplace is available **now** at [www.water.dpie.nsw.gov.au](http://www.water.dpie.nsw.gov.au) > Non-urban metering > What water users need to know > Virtual Marketplace



# Useful resources

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

Find the below resources and other helpful information on our website: <https://www.dpie.nsw.gov.au/water/nsw-non-urban-water-metering>

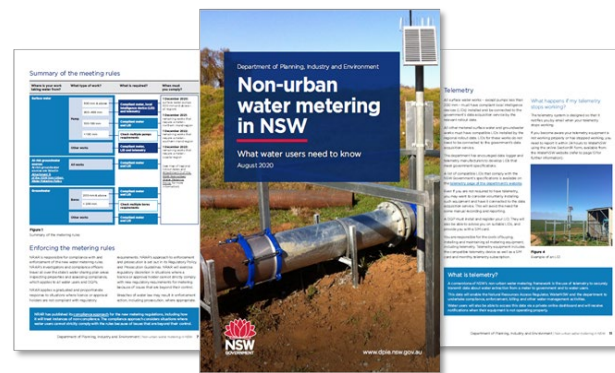
## Metering Guidance Tool

How the rules apply to you



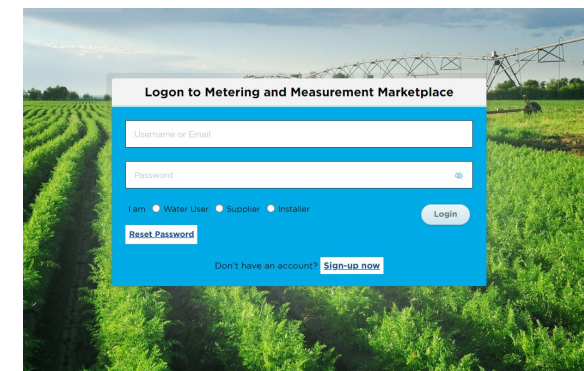
## Metering leaflet

What to do by your rollout date



## Virtual Marketplace

Find and connect with metering equipment installers & suppliers





# Thank you

For any other enquires please email us at:  
[metering.reform@dpie.nsw.gov.au](mailto:metering.reform@dpie.nsw.gov.au)

# Non-urban metering reform





# I've not started my compliance journey yet



- Compliance date for Southern Inland is 1 June 2023
- Check meter guidance tool – do you need to become compliant?
- As a matter of urgency engage a DQP and discuss your requirements
- Document your discussions with DQP and/or suppliers (pathway to compliance)

# Is your account up-to-date?



## Existing contact details

Select number type\*

Number\*

First name\*

Last name\*

Company name  
(if applicable)

Email address\*

Contact Number\*  
(preferably mobile)

## New Contact Details

Postal address  
(Street, PO Box, Property name, etc)

Town

State

Postcode

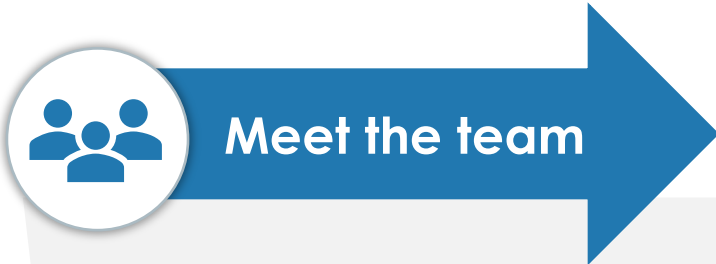
Confirm your contact number\*  
(preferably mobile)

Alternate phone number

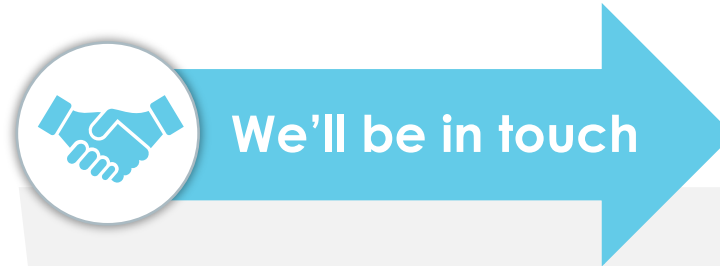
Confirm your email address\*

Do these changes apply to any other licence / approval holders?

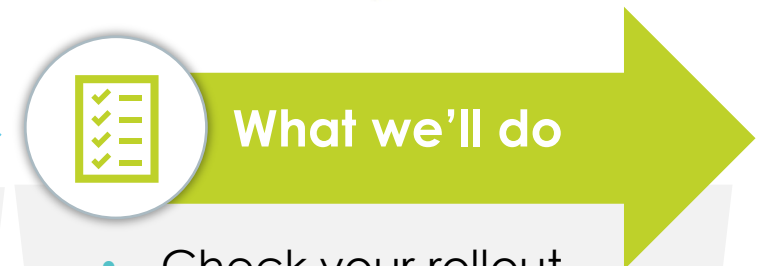
# Metering: Government-owned meters



Jack Finch  
Shaun Mills  
Karen Zadro  
Richard Castro



We will contact you ahead of your rollout date with more information



- Check your rollout date(s) and approvals
- Visit and assess each site for compliance ability
- Schedule work
- Make all valid sites compliant to 2019 Maintenance Specifications

# Requirements once you're compliant



Once you are compliant, there are still **ongoing requirements** under the NSW Government's non-urban metering reform.

## Recording & reporting

**After each rollout date**, all water users, even those who have installed a meter, **may have ongoing recording and reporting requirements**.

Keep a **copy of all records for five years** and have them available to show an NRAR officer on request.



More information is available at

[waterNSW.com.au/metering](http://waterNSW.com.au/metering)

## Faulty equipment (s91i)

You **must** report faulty metering equipment within 24 hours by completing the online **s91i form** at [waterNSW.com.au/s91i](http://waterNSW.com.au/s91i)

Faulty means the equipment is **not operating properly** or is **not operating at all**.

WaterNSW is aware of a small batch of Captis LIDs sending false tamper alarms, if you receive a tamper notification please call your DQP.

Read our **fact sheet** for more information!

## Ongoing maintenance

It is important that you **take care of your metering equipment** and perform **regular maintenance** as required, including:

- general cleaning
- check for leaks
- ensure site is WHS compliant
- check condition of equipment
- confirm seals are working
- change batteries or solar panels
- check electrical cables.

## Re-validation

**Five years** after your rollout date, your metering equipment needs to be **re-validated by a DQP**.

500mm+:	1 Dec 2025
Northern inland:	1 Dec 2026
Southern inland:	1 Jun 2028
Coastal:	1 Dec 2029

Note: **Open channel meters** need to be re-validated every **12 months**.

# Exemptions



Customers in the following circumstances do not need to meter:

1

Your installed works are smaller than the **threshold** – previously the size allocated on your approval was used – if you have works smaller than your approval – inform WaterNSW at [comms.watnsw.com.au/pump-size](https://comms.watnsw.com.au/pump-size)

2

You are yet to construct the works

3

You use your works to only take **Basic Landholder Rights (BLR)**. Let us know of your intention to take BLR by completing the online form at [comms.watnsw.com.au/blr](https://comms.watnsw.com.au/blr)

It's the responsibility of the Work Approval holder to demonstrate this.

4

You have a S&D licence that meets these two **conditions**:

1. Not listed under the same authority or linked to the same access licence as another work that requires a meter
2. Not on the same landholding as another work that requires a meter and is held by the same person.

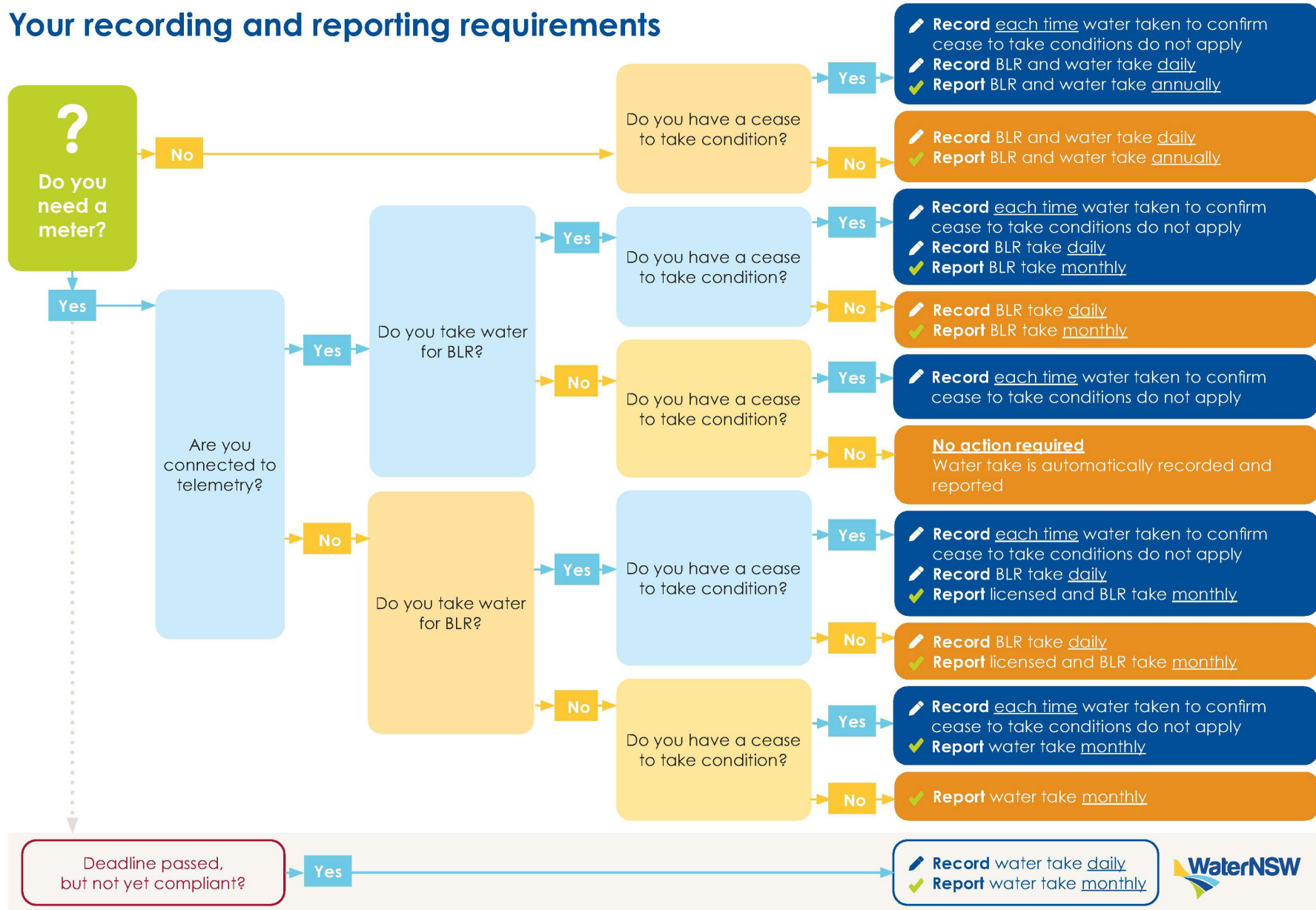
Use the DPE Metering Guidance Tool to check what you need to do.

# Telemetry Rebate



**All sites connected to the telemetry network receive a \$975 rebate to cover telemetry costs**

# Your recording and reporting requirements



Download a copy of the recording and reporting diagram at [watnsw.com.au/record-and-report](http://watnsw.com.au/record-and-report)



# We're here to help



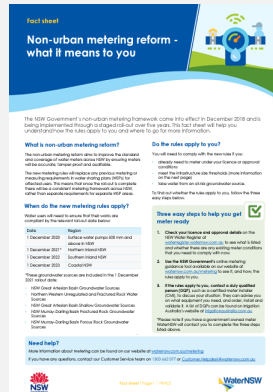
We want to **make it easy** for you to **understand** how the **metering rules** apply to you.

You can find **resources** and other **helpful information** on our **website** and **book a one-on-one meeting** to **discuss your metering questions** with our team.



## Metering explained fact sheets

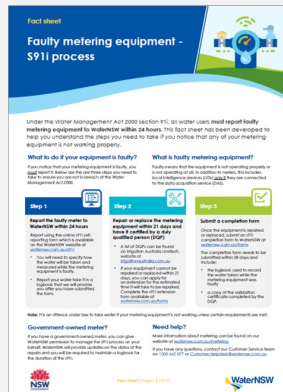
We've developed a **series of fact sheets** to answer your questions and break down the information you need to know



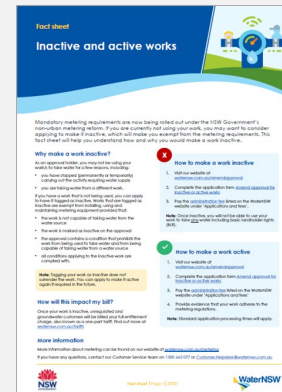
Non-urban metering reform – what it means



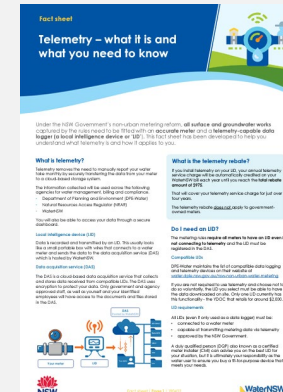
At-risk groundwater sources



Faulty metering equipment – s91i process



Inactive and active works



Telemetry – what it is and what you need to know



Government-owned meters



# Book a meeting with us



While our offices remain closed for walk-ins, we want to ensure our customers are still able to receive any assistance required.

We now offer **phone and face-to-face meetings** to discuss water licensing questions and assist in the application process if required.

Phone appointments are available Monday to Thursday and face-to-face meetings are available every Tuesday at 13 WaterNSW office locations.

To book a meeting, visit [waternsw.com.au/licensing](https://www.waternsw.com.au/licensing)

A blue graphic with white and yellow text. The main heading is "Need help with your licence or approval application?". Below it is the sub-heading "We're here to answer your questions and assist with the application process." A yellow button with a white arrow icon says "Book a meeting with us today!". At the bottom, there are two bullet points: "Phone appointments Monday to Thursday" with a phone icon, and "Face-to-face meetings Tuesdays at 13 locations" with a group of people icon. On the right side, there are illustrations of a man on a phone, a woman at a laptop, and a group of three people.

# Important Information



# Inactive works

If you are not using your water supply work/s, you can **make the work/s inactive** which **exempts those inactive works only from the new metering rules.**

## Steps to make a work inactive



- 1 Visit our website at [waternsw.com.au/amendapproval](http://waternsw.com.au/amendapproval)
- 2 Submit an application
- 3 Pay the administration fee
- 4 Receive updated Statement of Approval



Fact sheet: [Inactive works](#)

## Billing impacts



Once inactive, unregulated and groundwater customers will be billed on a [one-part tariff](#) = full entitlement charge

## No longer take water



Once inactive, you will not be able to use your work to take any water including basic landholder rights

## Make a work active again



To make a work active again, you need to [submit an application](#), pay the application fee and provide evidence that your work adheres to the metering regulations:

- pattern-approved meter
- installed with tamper proof seals
- installed and validated by a DQP
- has an approved LID

# Basic landholder rights (BLR) vs domestic and stock



## Basic Landholder Rights

- Land with direct river, estuary or lake frontage, can take water without an approval or a water access licence (WAL) if the water is exclusively used for domestic consumption (household) or for stock watering (stock rights).
- To access groundwater under basic landholder rights on land overlaying an aquifer, landholders must obtain a BLR water supply work approval to construct a bore, well or spearpoint. No water access licence is required.

## Domestic Special Purpose Access Licence (SPAL)

- Where land does not directly overlay an aquifer or does not have direct river, estuary or lake frontage, a landholder can only take water with a special purpose access licence (SPAL) where the purpose is domestic.
- The SPAL will be for a small volume to account for domestic use only.
- The SPAL must be linked to a water supply work approval.

# Domestic and stock use



**Domestic Consumption** - Water must be used for normal household purposes in a domestic premises (including; a residential shed, caravan or tent) situated on the land to which the basic landholder right exists.

Examples of authorised use	Examples of unauthorised use
✓ Watering a garden attached, adjacent to, or associated with a domestic premises	✗ Watering a cultivated area such as a plantation or orchard that is used for commercial purposes
✓ Ordinary residential purposes such as washing clothes, bathing, drinking, cleaning	✗ Purposes related to a home business or farming activities that generate a commercial return, except stock watering purposes (see below)
✓ Use of water in sheds, other outbuildings or structures for normal household purposes	✗ Use of water in sheds, other outbuildings or structures used for commercial purposes e.g. hydroponics, dairy

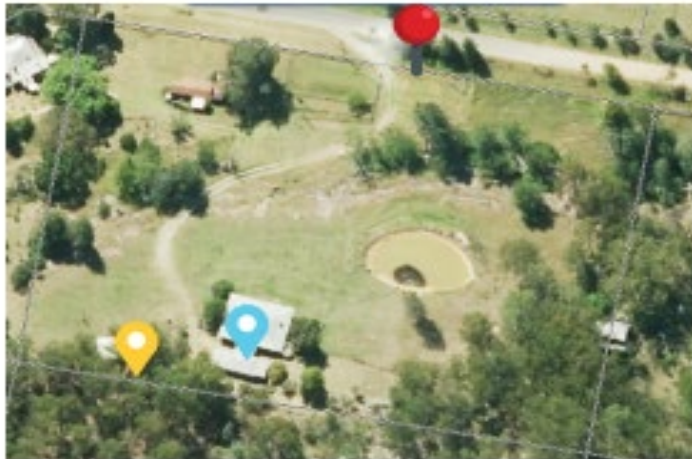
**Stock Watering** - stock animals must be raised on the land to which the basic landholder right exists. (Note: stock watering cannot be used for raising stock animals on an intensive commercial basis. Stock animals must not be kept in feedlots or buildings for all (or a substantial part) of the raising of the animals).

Examples of authorised use	Examples of unauthorised use
✓ Watering stock being kept on a 'free range' basis	✗ Watering stock kept 'housed' for a substantial period of their raising, such as feedlots, piggeries, battery hens
✓ Watering farm animals or animals considered 'useful'	✗ Watering animals that are housed for the purposes of operating a commercial zoo or wildlife park
✓ Watering horses kept for farm work or pleasure activities by landholder, such as recreational riding	✗ Watering racehorses at a local racetrack brought in for race days




# Examples of domestic and stock

## Authorised use domestic and stock right water

- No irrigation of vegetation outside of the garden
- No intensive farming activity








### Legend:

-  Bore
-  Chicken run – not commercial quantity
-  House and garage combined

## Unauthorised use domestic and stock right water

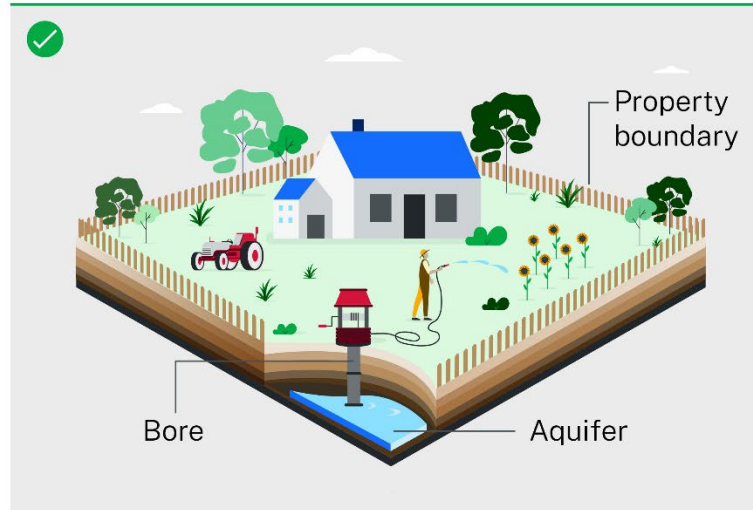
- Plantation/orchard/market garden activity
- Crop grown for commercial sale



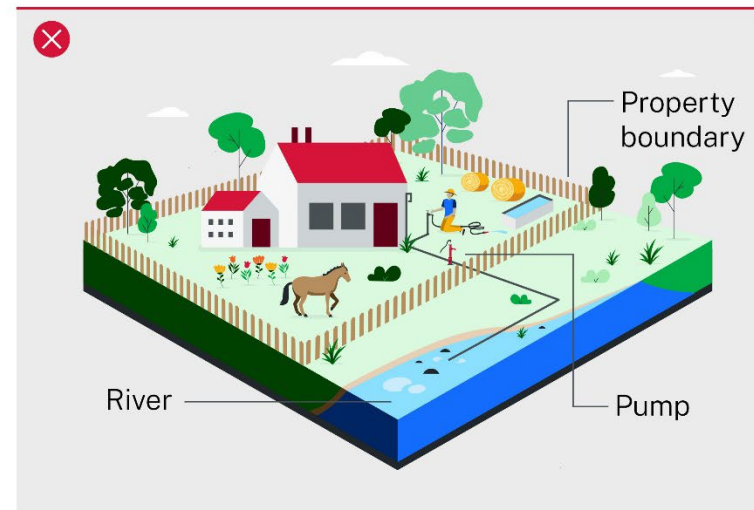
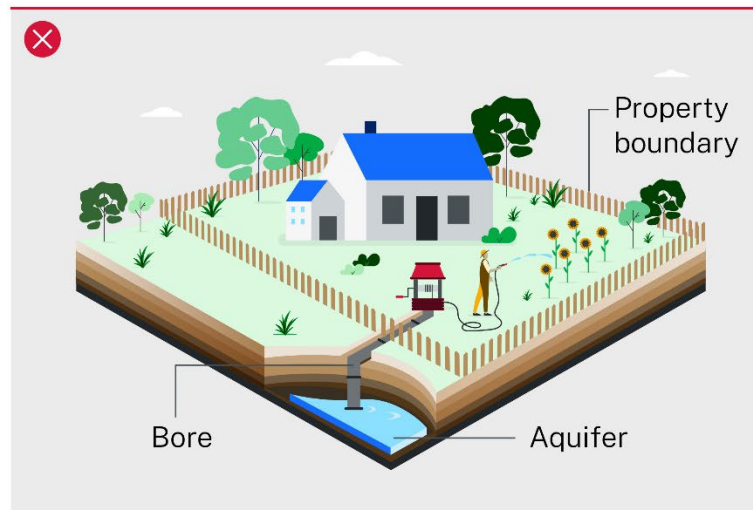
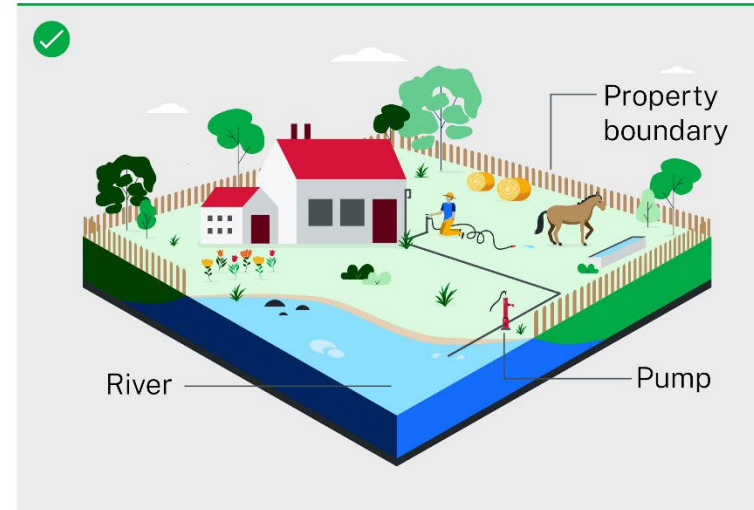
-  Bore
-  Green vegetable crop – cabbages – in commercial quantities
-  Soft fruit crop under netting – commercial quantities
-  House and separate garage
-  Citrus orchard – commercial quantities

# Examples of domestic and stock use

Properties overlaying an aquifer



Properties with river, lake or estuary frontage



# NRAR's approach to enforcing the NSW non-urban metering requirements

Southern Inland Metering Roadshow

David Thomas, Manager Priority Programs NRAR

Natural Resources Access Regulator

May 2023



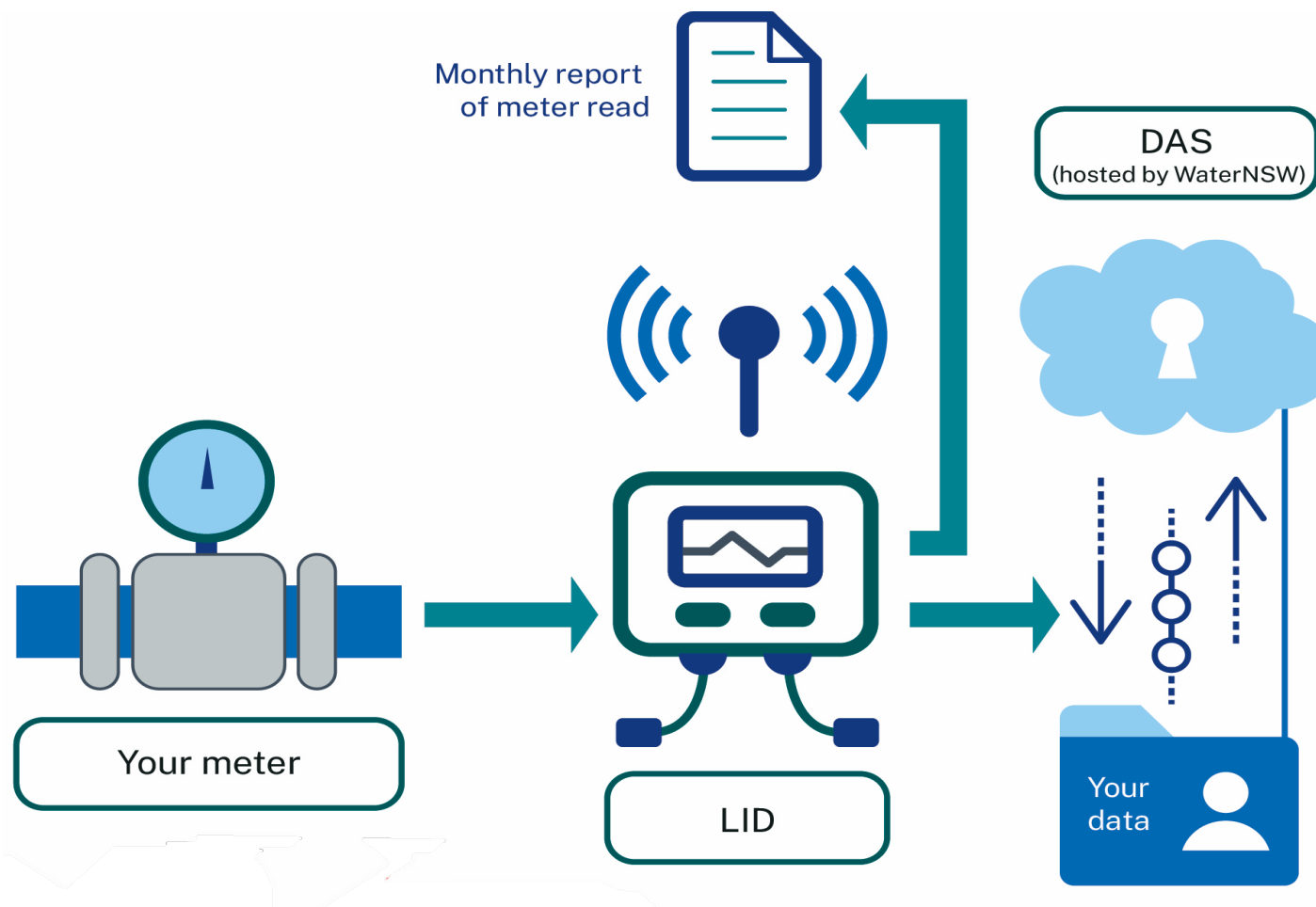
# What we're going to cover today

## Agenda

- What compliance looks like for medium-large works
- Alternative pathways to compliance
- On-farm benefits of accurate metering equipment
- Our compliance approach and the consequences of non-compliance



# What does compliance look like for medium-large works?



# We recognise alternative pathways



## Inactive works

Water users who no longer use their pumps, but might want to in the future, need to contact WaterNSW to apply to make their pump inactive using this [online form](#)

## Keeping a meter

A manufacture certificate is required to keep an existing meter that was installed before 1 April 2019 but isn't pattern approved. Alternatively, a meter installer can field test and verify its accuracy. In both cases, a meter installer is required to validate the installation and fit the meter with an intelligence device.

## Connectivity issues

Water users can use the department's [telemetry coverage tool](#) to check their coverage. If a water user is in a blackspot, they are eligible for a temporary exemption from the telemetry requirements. To apply for the exemption, water users can submit the report from the telemetry coverage tool to the department.

# The benefits of accurate measurement

## Water trading



- measurement is a crucial component of an effective trading scheme
- without it, there is no way of knowing whether an allocation has been used yet

## Equity gains



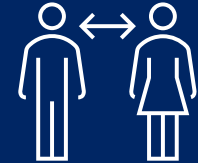
- reduction in deliberate or inadvertent water use
- installing accurate meters and telemetry can help you reduce waste, save money and improve your yield

## Informed choices



- greater certainty about on-farm water use allows you to optimise to make more informed decisions

## Social licence



- address accusations of misuse with independent and verifiable data about your water use

# Our compliance approach



## We will:

- focus our compliance and enforcement attention on **‘high-volume’** water users who need to comply, **starting with the top 20% of water users** who account for 80% of total water use in NSW
- expect water users to have made a **reasonable effort** to comply before their deadline
- report periodically on the rates of compliance we observe on farm.



## We won't:

focus compliance and enforcement attention on:

- low volume, low use works – we will contact these owners, encourage them and track their progress;
- or
- no volume works (inactive).



# What is a reasonable effort?

## Accurate metering equipment installed



You install accurate metering equipment on all of your works in line with the non-urban water metering requirements **on or before 1 June 2023**

## Formal agreement with an installer



You enter into a formal agreement with a certified meter installer **before 1 June 2023**

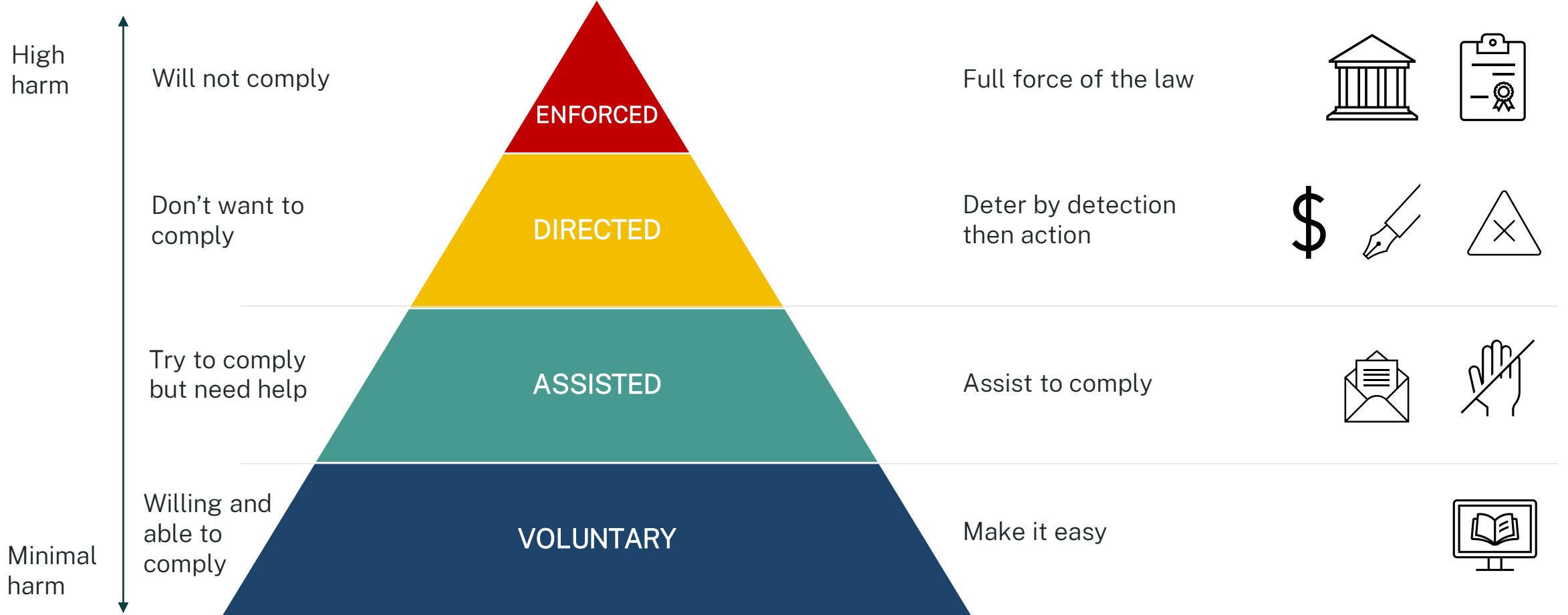
## Alternative pathways



You commence an alternative pathway to compliance **before 1 June 2023** or are exempt from the rules

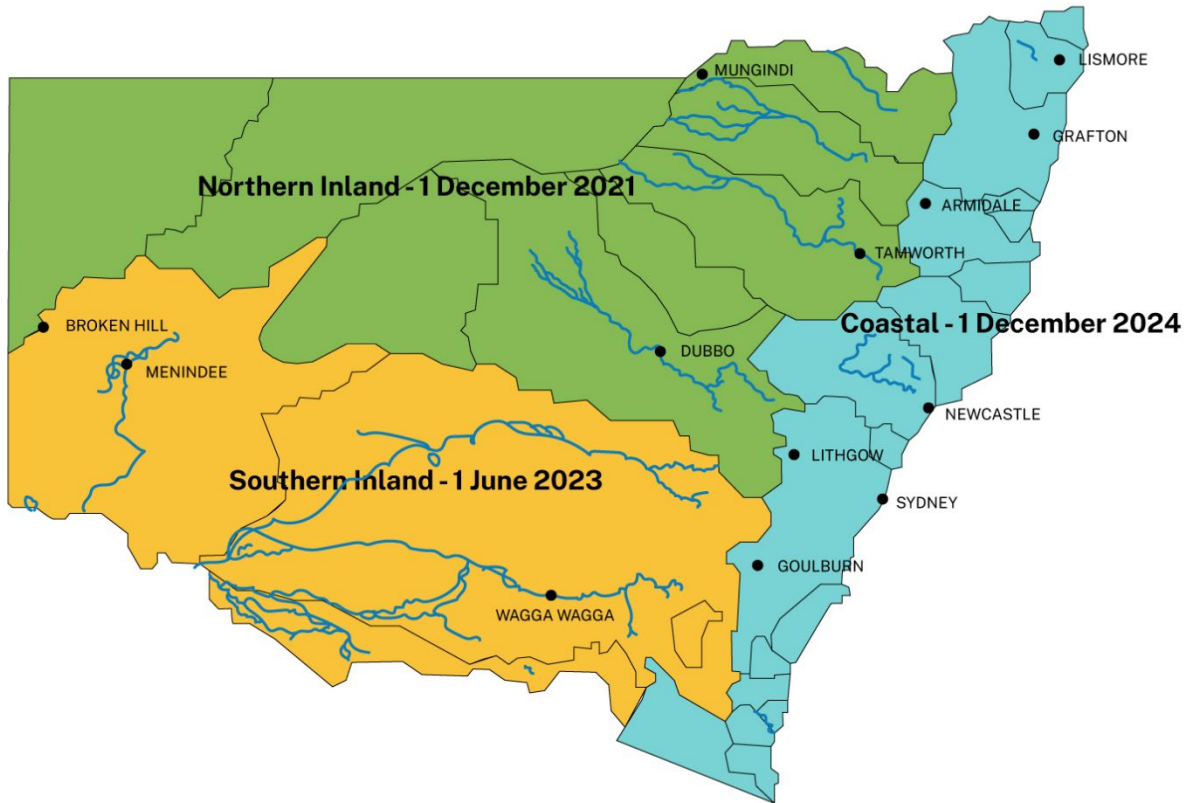
# What happens if I don't comply?

## Impact / Attitude



**Actions at the top of the pyramid support actions at the bottom by clarifying expectations and demonstrating that those who don't comply will be held to account.**

# Checking metering compliance



We have teams that:

- Educate and engage with water users to make sure they know the rules
- Inspect works and conduct audits to check compliance
- Investigate potential breaches of the rules and take enforcement action when necessary.

In May NRAR officers will be visiting properties in the Tumut, Deniliquin, Finely and Hay regions to assist with compliance questions and issues.

Following the 1 June 2023 deadline, we will begin compliance checks for large-volume water users in the Southern Inland.



# Want to know more?

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