

MARCH 2023



Angledale, NSW
Photo by C.Griffin

WaterNSW welcomes funds for green energy investigation

At WaterNSW, one of our key sustainability initiatives is to host alternative energy projects on our sites. We're now one step closer thanks to NSW Government funding and a development agreement for a proposed pumped hydro project in the state's Central West.

We recently awarded a development agreement to ACEN Australia under our Renewable Energy and Storage Program to assist with the development of the proposed Phoenix Pumped Hydro Project on land at Burrendong Dam. The development agreement will allow ACEN to undertake design and investigations in support of the project.

The proposed project has also secured a \$7 million grant under the NSW Government's Pumped Hydro Recoverable Grants Program to fund further investigations into using pumped hydro.

Find out more on this project by visiting our website waternsw.com.au/renewableenergy

What you need to know about non-urban metering

WaterNSW staff will continue to visit properties with telemetered meters as part of the transitional activities to support the NSW Government's non-urban metering reform and provide quality assurance to ensure your water accounts are accurate and you are billed correctly.

While telemetry-based readings progressively become more common than manual field-based readings, our Customer Field Officers (CFOs) will still be visiting a sample of sites to perform quality control checks to ensure usage data transmitted from the field aligns with data received.

Not sure if you should connect to telemetry?

If your water supply works are below the telemetry threshold, you may still choose to voluntarily connect to telemetry to access the following benefits:

- ✓ **Save time and effort** – Connecting to telemetry reduces your manual recording and reporting requirements.
- ✓ **Data at your fingertips** – Receive a daily update of your water take from the day before.
- ✓ **\$975 rebate** – No ongoing service charges for the first four years as you will receive a rebate to offset the telemetry service charge on your WaterNSW bill.

Do you know your recording and reporting requirement?

Even if you are connected to telemetry, once your non-urban metering compliance date passes, you may have ongoing recording and reporting requirements. Check out our new, easy-to-use, online interactive tool to find out your ongoing requirements at waternsw.com.au/record-and-report

Does your DQP have your correct information?

It is extremely important that your duly qualified person (DQP) has your correct licence and work approval details when registering your site with us. If in doubt, get in touch with our team to confirm.

We're here to help. To schedule a one-on-one metering meeting, please visit our website waternsw.com.au/metering

The floods of 2022 brought new records for our dams

Three years of the La Niña weather pattern have contributed to devastating flooding across many areas of the state, most recently regional NSW, with record-breaking high inflows into the major supply dams managed by WaterNSW.

WaterNSW has been working hard to protect the community from flooding and understands the difficulties surfaced by local people whose lives have been affected.

Our operations have been intensely centred on flood operations for many months. The management of WaterNSW dams has required lengthy periods of 24-hour rosters for dam operators, widespread monitoring of floodwaters, community engagement, and months of desktop calculations, along with on-the-ground work in partnership with emergency agencies.

As a result, we have successfully operated the dams safely and held water back wherever possible to help protect communities living downstream of our dams.

Visit [watersw.com.au/communitynews](https://www.watersw.com.au/communitynews) to learn more about how unprecedented rainfall has impacted our dams and the careful flood operations we continue to manage.

Staying safe at our sites this season

Heading out to one of our dams, waterways or recreational areas?

WaterNSW wants you to stay safe while enjoying the great outdoors this season. Our sites are natural environments, so stay switched on to safety. Look out for hazards like fast flowing water, flood debris, or fallen branches. Always remember to exercise caution when close to the water as the embankments can be slippery and uneven. When children are playing, keep them safe by moving away from the water's edge.

Make sure to keep out of waterways and dams if there is a blue-green algae alert. Avoid swimming, water skiing, canoeing and any other activity that brings you into contact with the water.

For more information on visiting our dams and staying safe at our sites, visit [watersw.com.au/staysafe](https://www.watersw.com.au/staysafe)

Photo competition closes 31 March 2023

Our communities photo competition ends this month so don't miss your chance to win a **\$50 gift card**.

To be in the draw to win, simply:

- 1 Take a photo of something on your property or in your community
- 2 Submit your entry to us at comms.watersw.com.au/photocompetition

Winners announced in our monthly E-Newsletter. Subscribe to our E-Newsletter at [watersw.com.au/subscribe](https://www.watersw.com.au/subscribe)

Understanding your licence and approval conditions

To take and use water in NSW, you must hold a licence, water supply work approval and water use approval – unless you have an exemption. Your licence allows you to take water from a water source. A water supply work approval allows you to build and maintain the necessary equipment to take water and a water use approval allows you to use the water for the specified purpose.

Each water source is part of a water sharing plan (WSP). WSPs are determined by the Department of Planning and Environment and set the rules for sharing water between water users and the environment under the *Water Management Act 2000*. While your licence and approval give you permission to take water, there are also restrictions around how you can take and use the water which are known as conditions.

Your conditions typically fall into one of these categories:

- when you can take water
- metering requirements
- what to do if you breach your conditions
- how you can install or remove equipment for taking water
- recording and reporting requirements

Breaching your conditions is an offence. The Natural Resources Access Regulator (NRAR) is responsible for enforcing compliance with water laws in NSW. Complying with your conditions is also important to ensure that all water users, including local communities and the environment, have a fair and equitable access to water.

You will receive a Statement of Conditions or Statement of Approval in the mail when there are changes to your WSP, changes to your licence or approval, or changes to your conditions.

If you don't have a copy of your statement on hand, you can easily view your licence or approval details and the associated conditions on the NSW Water Register at waterregister.watersw.com.au

Contact us

 Call us on **1300 662 077**

 Visit us at [watersw.com.au](https://www.watersw.com.au)

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