Customer Newsletter

MAY 2023

WaterNSW

Glenbawn, NSW. Photo by S.Beirs

Get prepared for the end of water year

With the 2022-2023 end of water year approaching, you have the opportunity to manage your water allocation account to ensure any unused water allocation is best utilised. To view your water allocation trade season end dates, please visit **waternsw.com.au/trading**

We encourage you to follow the checklist below to maximise your available water:

- Check your potential carryover and water account balances by visiting iWAS at **waternsw.com.au/iwas** and follow the steps to register and/or log in.

- Enter a meter read or report non-metered water take into iWAS, to ensure your water account has an accurate balance.

- Ensure you understand the rules that apply to your water access licence. To find out more about your water sharing plan (WSP), please visit **industry.nsw.gov.au/water/plans-programs/water-sharing-plans/status**

- If your volume is above the limit of water that you are able to carryover (based on the carryover rules that apply to your WSP), this volume can either be used or traded. Customers interested in trading water will need to submit an application to assign water allocation and pay the application processing fee on our website before the water allocation trading season ends at **waternsw.com.au/trading**

- Maximise your water allocation account to ensure any unused water allocation is utilised before the end of water year.

If you need further assistance, please contact our Customer Service Centre on 1300 662 077, Monday to Friday from 8am to 5pm or email **Customer.Helpdesk@waternsw.com.au**

> **What is carryover?**
>
> Carryover is the volume of unused water in your account at the end of the water year (30 June 2023) that, depending on the rules of your WSP, may be added to your opening balance in the following water year.

Know your recording and reporting requirements

After your metering rollout date passes, and irrespective of whether you have a meter installed or not, you may have ongoing recording and reporting requirements.

To assist you in understanding your requirements, we have created a number of resources to guide you through the process.

You can check out our new, easy-to-use, online interactive tool which will ask you three simple questions to determine what your ongoing recording and reporting requirements are and explain how you can meet them. Visit **waternsw.com.au/record-and-report** to find your requirements

You can also book a one-on-one metering with our metering team to ask any questions you may have about your circumstances at **waternsw.com.au/metering**

We want to hear about your priorities when it comes to our work at WaterNSW!

WaterNSW is investing in the resilience of NSW communities through our leadership in delivering water services for generations to come.

We recognise that customers use water in different ways and in different volumes. Over the next year, we are speaking with a wide range of our customers and stakeholders – big and small – about what matters to them. It is important to us that everyone can contribute to this discussion.

We want to hear from you as we develop our proposal for customer prices for the period 2025-2030 to the Independent Pricing and Regulatory Tribunal (IPART), due in September 2024.

IPART sets the maximum prices for farmers, irrigators, industrial users and town water suppliers provided by WaterNSW. Prices are determined separately for each regulated river valley in NSW, Greater Sydney, and for the Water Administration Ministerial Corporation where some functions are carried out by WaterNSW.

Get involved and have your say by visiting waternsw.com.au/ipart or scan the QR code.

Let us know if your details change

It is important that you update us when your contact details change as it allows us to:

- provide timely and accurate information about your water account, licensing or dealings applications

- alert you of unplanned supply interruptions

- advise you of changes to your water availability or quality

- contact you in the case of an emergency.
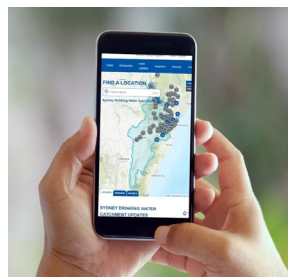
To update your details, visit:

✎ waternsw.com.au/managedetails

(!) If you have a change in circumstance or your licence or approval details listed on the NSW Water Register are incorrect, visit our website or contact our friendly Customer Service Centre on 1300 662 077 to find out how to update your information.

WaterInsights – Information made easier

We've listened to your feedback and are pleased to announce that data in WaterInsights, our interactive tool that provides information about how water is managed by WaterNSW, is now faster and more up-to-date.

Accessing WaterInsights via mobile, tablet or desktop can save you time and make it easier to make informed business decisions.

Key improvements in WaterInsights include:

- site summary reports that provide a downloadable pdf of site metadata for each gauge

- improved download functionality, linked directly from the gauge list, with options to access a range of operational and archived data from a selected gauge.

As part of our commitment to digital transformation and modernising our systems and processes, we intend to continue to make improvements to WaterInsights. Over the coming months you will notice the functionality of our real-time data (RTD) website will reduce, as we transition our focus and the data currently available on the RTD website into WaterInsights, often more quickly, and with better functionality.

We encourage you to become familiar with WaterInsights which has useful and practical information, whether you are a licence holder, environmentalist, or recreational kayaker!

We have created a series of videos to step you through the key features of WaterInsights, which you can find on our YouTube channel at **youtube.com/@WaterNSWvideos**. You can also view our WaterInsights fact sheet on our website at **waternsw.com.au/waterinsights**

If you need assistance using WaterInsights please reach out via **WaterInsights@waternsw.com.au** or call our Customer Service Centre on 1300 662 077.

Contact us

📞 Call us on **1300 662 077**

➤ Visit us at **waternsw.com.au**

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