

# Inactive and active works



Mandatory metering requirements are now being rolled out under the NSW Government's non-urban metering reform. If you are currently not using your work to take licensed water, you may want to consider applying to make it inactive. Making your work inactive will exempt you from the metering requirements. This fact sheet will help you understand how and why you would make a work inactive.

## Why make a work inactive?

As an approval holder, you may not be using your work/s to take water for a few reasons, including:

- you have stopped (permanently or temporarily) carrying out the activity requiring water supply
- you are taking water from a different work.

If you have a work that is not being used, you can apply to have it tagged as inactive. Works that are tagged as inactive are exempt from installing, using and maintaining metering equipment provided that:

- the work is not capable of taking water from the water source
- the work is marked as inactive on the approval
- the approval contains a condition that prohibits the work from being used to take water and from being capable of taking water from a water source
- all conditions applying to the inactive work are complied with.

**Notes:** Tagging your work as inactive does not surrender the work. You can apply to make it active again if required in the future. If you wish to make the work active again, please apply with sufficient time as standard application processing times will apply.

A work that has not been constructed does not need to be made inactive.

## How will this impact my bill?

Once your work is inactive, unregulated and groundwater customers will be billed your full entitlement charge, also known as a one-part tariff. Find out more at [watersw.com.au/tariffs](https://www.watersw.com.au/tariffs)

## More information

More information about metering can be found on our website at [watersw.com.au/metering](https://www.watersw.com.au/metering)

If you have any questions, contact our Customer Service team on 1300 662 077 or [Customer.Helpdesk@watersw.com.au](mailto:Customer.Helpdesk@watersw.com.au)



## How to make a work inactive

1. Visit our website at [watersw.com.au/amendapproval](https://www.watersw.com.au/amendapproval)
2. [Complete the application form Amend approval for inactive or active works](#)
3. Pay the [administration fee](#) listed on the WaterNSW website under 'Applications and fees'.

**Note:** Once inactive, you will not be able to use your work to take any licensed water.



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2. [Complete the application form Amend approval for inactive or active works](#)
3. Pay the [administration fee](#) listed on the WaterNSW website under 'Applications and fees'
4. Provide evidence that your work adheres to the metering regulations.

**Note:** Please apply with sufficient time before needing to pump water as standard application processing times will apply.