

# Non-urban metering reform - what it means to you



The NSW Government's non-urban metering framework came into effect in December 2018 and is being implemented through a staged roll-out over six years. This fact sheet will help you understand how the rules apply to you and where to go for more information.

## What is non-urban metering reform?

The non-urban metering reform aims to improve the standard and coverage of water meters across NSW by ensuring meters will be accurate, tamper-proof and auditable.

The new metering rules will replace any previous metering or measuring requirements in water sharing plans (WSPs) for affected users. This means that once the roll-out is complete there will be a consistent metering framework across NSW, rather than separate requirements for separate WSP areas.

## When do the new metering rules apply?

Water users will need to ensure that their works are compliant by the relevant roll-out date below:

Date	Region
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

\*These groundwater sources are included in the 1 December 2021 rollout date:

- NSW Great Artesian Basin Groundwater Sources
- Northern Western Unregulated and Fractured Rock Water Sources
- NSW Great Artesian Basin Shallow Groundwater Sources
- NSW Murray–Darling Basin Fractured Rock Groundwater Sources
- NSW Murray–Darling Basin Porous Rock Groundwater Sources

## Do the rules apply to you?

You will need to comply with the new rules if you:

- already need to meter under your licence or approval conditions
- meet the infrastructure size thresholds (more information on the next page)
- take water from an at-risk groundwater source.

To find out whether the rules apply to you, follow the three easy steps below.

### Three easy steps to help you get meter ready



- 1. Check your licence and approval details** on the NSW Water Register at [waterregister.watarnsw.com.au](http://waterregister.watarnsw.com.au) to see what is listed and whether there are any existing meter conditions that you need to comply with now.
- 2. Use the NSW Government's** online metering guidance tool available on our website at [watarnsw.com.au/metering](http://watarnsw.com.au/metering) to see if, and how, the rules apply to you.
- 3. If the rules apply to you, contact a duly qualified person (DQP)**, such as a certified meter installer (CMI), to discuss your situation. They can advise you on what equipment you need, and order, install and validate it. A list of DQPs can be found on Irrigation Australia's website at [irrigationaustralia.com.au](http://irrigationaustralia.com.au)

\*Please note if you have a government-owned meter WaterNSW will contact you to complete the three steps listed above.

## Need help?

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

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

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## What are the metering thresholds and requirements?

If your work meets these metering thresholds, you will need to install metering equipment by the relevant roll-out date.

Surface water	
<b>Pumps</b>	
500 mm+	Compliant meter, local intelligence device (LID) and telemetry
200-499 mm	
100-199 mm	Compliant meter and LID
< 100 mm	Check multiple pump requirements
<b>Other works</b>	
Includes bores where no size is listed	Compliant meter, LID and telemetry
Groundwater	
<b>Bores</b>	
200 mm+	Compliant meter and LID
< 200 mm	Check multiple pump requirements
<b>Other works</b>	
Includes bores already required to meter	Compliant meter and LID
At-risk groundwater sources	
<b>All works</b>	Compliant meter and LID

## How to amend your pump size?

If your pump size is different to what is listed on your approval, you can apply to update your pump size. Complete the 'Application to amend approval to reduce size of pump' form at [waternsw.com.au/amendapproval](http://waternsw.com.au/amendapproval)

## How to make your work inactive?

If you wish, you can make your work inactive to be exempt from the metering rules. Complete the 'Application to amend approval for inactive or active works' form at [waternsw.com.au/amendapproval](http://waternsw.com.au/amendapproval)

Unregulated and groundwater customers will be billed a [one-part tariff](#) once the work has been made inactive.

Making a work inactive does not mean surrendering it. You can make it active again in the future.

## New or existing meter?

All new or existing meters must be pattern-approved, have an LID and tamper-evident seals; and be installed or validated by a DQP.

If you would like to keep an existing meter that was installed prior to 1 April 2019, you will need to demonstrate that it is accurate, otherwise you will be required to replace it with a pattern-approved meter by the relevant roll-out date.

## How to demonstrate your existing meter is accurate?

To show that your existing meter is accurate, you need to obtain a meter manufacturer's certificate and a validation certificate completed by a DQP within the 12 months before your rollout date (for open channel meters), or 5 years before your roll-out date (for all other meters).

If you are unable to provide a meter manufacturer certificate, your meter must be tested in the field for accuracy by a DQP and the maximum error must not exceed 5%.

## What is telemetry?

Under the new metering rules, surface water works, with the exception of pumps below 200mm, need to be fitted with a compatible local intelligence device (LID).

An LID uses telemetry to transmit metering data from your meter to The Department of Planning and Environment (DPE-Water), Natural Resource Access Regulator (NRAR) and WaterNSW, using a secure cloud-based data acquisition service (DAS).

This data will assist in compliance enforcement, billing and other water management activities.

As a water user, you will also have access to this data via a private online dashboard and you will be notified if your equipment is not operating properly.

## What to do if you have a faulty meter?

If your meter is not working properly, there are three steps you need to take to ensure you are not in breach of the *Water Management Act 2000*.

- 1. Report the faulty meter to us within 24 hours using our online self reporting s91i form** at [waternsw.com.au/s91i](http://waternsw.com.au/s91i). You will need to specify how the water extracted will be measured and record it in the logbook that we provide you with once you have submitted the form.
- 2. Repair or replace the metering equipment within 21 days and have it certified by a DQP.** If the metering equipment cannot be repaired or replaced within 21 days of reporting, you can apply for an extension up to an additional 21 days.
- 3. Submit a completion form within 28 days, this will include:** The logbook used to record water taken, a copy of the validation certificate completed by the DQP and up to two photos of the new or repaired metering equipment.

More information is available at [waternsw.com.au/metering](http://waternsw.com.au/metering)