

Non-urban metering review implementation quarterly report: April–June 2025

Introduction

The NSW Government has committed to developing robust reporting and monitoring mechanisms to track the effectiveness of metering implementation.

This quarterly report provides:

1. a progress update against the specific commitments made in the initial implementation plan, as part of the NSW Government's response to the Review of non-urban metering framework (Review) and
2. progress towards the primary policy objective of having 'the vast majority (95%) of water take is accurately and reliably metered using tamper-evident metering equipment' by 1 December 2026 (metering implementation progress).

Note: Metering compliance reporting is available from the Natural Resources Access Regulator

Improvement plan to accurately track outcome-based implementation progress

As revealed in the Review, outcome-based reporting of the percentage of total entitlement that is being taken with compliant metering equipment, will not accurately reflect the on-ground reality until changes to the regulations, systems and individual water supply work approvals are made so that the metering obligations apply only to works being used to take water. Resolving this issue is one of the key initial priorities arising from the review.

The Review recommendations outline an improvement pathway for the accuracy of outcome-based reporting.

NUM implementation plan 2025–26

The NSW Government is currently preparing an implementation plan for 2025–26. There are 3 actions continuing from the initial implementation plan that are scheduled for delivery by quarter 3 of 2025. There are 4 actions continuing from the initial implementation plan for ongoing delivery. From the July–September 2025 quarter, the NSW Government will report delivery progress against the actions outlined in the implementation plan for 2025–26.

Overview of the April to June 2025 report

For the April–June 2025 reporting period:

- 6 actions are now complete
- 1 action is at-risk, however, the department, WaterNSW and the Natural Resources Access Regulator (NRAR) are working collaboratively to ensure this action is completed in line with a revised timeframe
- 6 actions are on-track for delivery under revised timeframes
- 34% licensed entitlement in NSW (all works considered) is conforming entitlement, and
- 65% licensed entitlement in NSW (assumed active works considered) is conforming entitlement.

Quarterly Report

Change the rules

Table 2 summarises the progress against the ‘Change the rules’ implementation priority set out in the [Recommendations Report: Review of the NSW non-urban metering framework](#). It provides an overview of the status of key initiatives aimed at changing the rules to accelerate compliance.

These initiatives focus on the drafting of Regulation amendments for consultation, prioritising those that will have the greatest impact on accelerating compliance rates, including expanding definitions of who can provide duly qualified person (DQP) services to grow the market, staging compliance expectations to focus on larger water users in inland NSW first (includes change to coastal compliance date), and simplifying requirements for smaller volume and low-risk works.

Table 1. Progress against the ‘Change the rules’ priority

Commitment	Timing	Status	Comment
Draft regulation amendments for consultation prioritising the recommendations that will have the greatest impact on accelerating compliance rates.	End of 2024	Grey - Complete	Complete. Proposed amendments to the metering framework in the Water Management (General) Regulation 2018 were publicly exhibited from 11 November to 8 December 2024. The Department considered feedback received during public exhibition before making final recommendations to the Minister on amendments to the regulation in February 2025.

Commitment	Timing	Status	Comment
Make and commence highest priority regulation amendments that give effect to the proposed rule changes and consider stakeholder feedback.	Mid 2025	Grey - Complete	Complete The Water Management (General) Amendment (Metering) Regulation 2025 commenced on Friday 7 March 2025.
Update the Non-urban Water Metering Policy to reflect the new metering rules.	Mid 2025	Green – On track	In progress. Work to update the Non-urban Water Metering Policy has commenced, however, is on hold while the Stage 2 metering amendments to the Water Management (General) Regulation are being made and the review of the Metrological Assurance Framework is finalised.

Support duly qualified persons

Table 3 summarises the progress against the ‘Support duly qualified persons’ priority set out in the [Recommendations Report: Review of the NSW non-urban metering framework](#). It provides an overview of the status of key initiatives aimed at supporting DQPs to increasing their capacity.

These initiatives include the establishment of a new service to provide in-field support to DQPs to trouble shoot installation issues and address the backlog of defects, developing step by step guides for selecting, installing and configuring equipment meters and local intelligence devices to make it easier for DQPs and to reduce error rates, and developing a new meter installer course specific to NSW that can then be delivered by a range of providers in order to increase training capacity in the market.

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Table 2. Progress against the ‘Support duly qualified persons’ priority

Commitment	Timing	Status	Comment
Stand up a new service to provide in-field support to duly qualified persons to trouble shoot installation issues and address the backlog of defects.	End 2024	Grey - Complete	Complete. The Duly Qualified Persons (DQP) Concierge Service is operational, supplying in-field support to DQPs. DQPs can now book a conversation with WaterNSW directly through this service.
Develop step by step guides for selecting, installing and configuring equipment meters and local intelligence devices to make it easier for duly qualified persons and reduce error rates.	End 2024	Grey - Complete	Complete. Five step by step DQP Portal guides have been developed for use by all DQPs.
Develop a new meter installer course specific to NSW that can then be delivered by a range of providers to increase training capacity in the market.	Mid 2025	Green – On track	In progress. The department is working with TAFE to develop the Micro skill course to support other approved Installers. On track for delivery by Q3 2025.

Support and educate water users

Table 4 summarises the progress against the ‘Support and educate water users’ priority set out in the [Recommendations Report: Review of the NSW non-urban metering framework](#). It provides an overview of the status of key initiatives aimed at increasing engagement with and education of water users.

These initiatives include providing water users with the opportunity to have their say on changes to the rules through public exhibition of the draft amended regulations, engaging with water users to help them update their work approvals to reflect which works are taking licensed water and require metering and which do not, and engaging specifically with coastal water users to ensure that they understand their obligations well ahead of the proposed compliance date.

Table 3. Progress against the ‘Support and educate water users’ priority

Commitment	Timing	Status	Comment
Provide water users with the opportunity to have their say on changes to the rules through public exhibition of the draft amended regulations.	End 2024	Grey - Complete	Complete. Proposed amendments to the metering framework in the Water Management (General) Regulation 2018 were publicly exhibited from 11 November to 8 December 2024. The department considered feedback received during public exhibition before making final recommendations to the Minister on amendments to the Regulation in February 2025.

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Commitment	Timing	Status	Comment
Engage with water users to help them update their work approvals to reflect which works are taking licensed water and require metering and which do not.	End 2024–Mid 2025	Amber – At risk	In progress. The required system changes in Water Licensing System and Water Market System are complete. The data assumptions are drafted and in review. Dedicated resourcing to support customer enquiries is in place. The new conditions have been drafted and are with Legal for review. Customer communications will commence by Q3 2025. This implementation of this work will continue under the NUM implementation plan for 2025–26.
Engage with coastal water users to ensure that they understand their obligations well ahead of the proposed compliance date.	End 2024–Mid 2025	Green – On track	In progress. 3 public webinars were held during May/June 2025 including 311 participants. There were 2,851 new hits to the department’s website over May/June 2025. This work commenced in April 2025 and will continue under the NUM implementation plan for 2025–26.

Improve systems

Table 5 summarises the progress against the ‘Improve systems’ priority set out in the [Recommendations Report: Review of the NSW non-urban metering framework](#). It provides an overview of the status of key initiatives to facilitate increased metering compliance through system improvement.

These initiatives include enhancement of systems to reflect the new water supply work categories that make it clear which require metering and which do not, continued improvement of systems including the DQP Portal to improve functionality and usability, commissioning an independent expert review of data logging, telemetry requirements and associated data systems, and trialling of reporting arrangements that seek to establish a single time-bound source of truth for the volume of water taken against a licence.

Table 4. Progress against the ‘Improve systems’ priority

Commitment	Timing	Status	Comment
Enhance systems to reflect the new water supply work categories that make it clear which require metering and which do not.	Mid 2025	Grey – Complete	Complete. The required system changes in the Water Licensing System and Water Market System are complete.
Continue to improve systems including the DQP Portal to improve functionality and usability	End 2024–Mid 2025	Green – On track	In progress. Improvements to the DQP Portal have been made to improve functionality and useability and to enable resolution of simple DQP admin errors by the DQP Concierge Service which reduces the time required to rectify simple issues from weeks to a matter of hours. This implementation of this work will continue under the NUM implementation plan for 2025–26.

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Commitment	Timing	Status	Comment
Commission an independent expert review of data logging and telemetry requirements and associated data systems.	Mid 2025	Green – On track	In progress. All four reports have been delivered for finalisation in July 2025. The department, WaterNSW and NRAR are preparing priorities for delivery over 2025–26. On track for delivery by Q3 2025.
Trial reporting arrangements that seek to establish a single time-bound source of truth for the volume of water taken against a licence (attestation).	Mid 2025	Green – On track	In progress. Provisions for attestation will be included in the proposed Stage 2 metering amendments to the Water Management (General) Regulation 2025. Key agency roles have been determined. This work commenced in April 2025 and will continue under the NUM implementation plan for 2025–26.

Graphs

Non-urban Metering Review Implementation Report Card

Figure 1. Percentage of works with metering installed (active works nominated by 100 ML or more of entitlement or high risk)

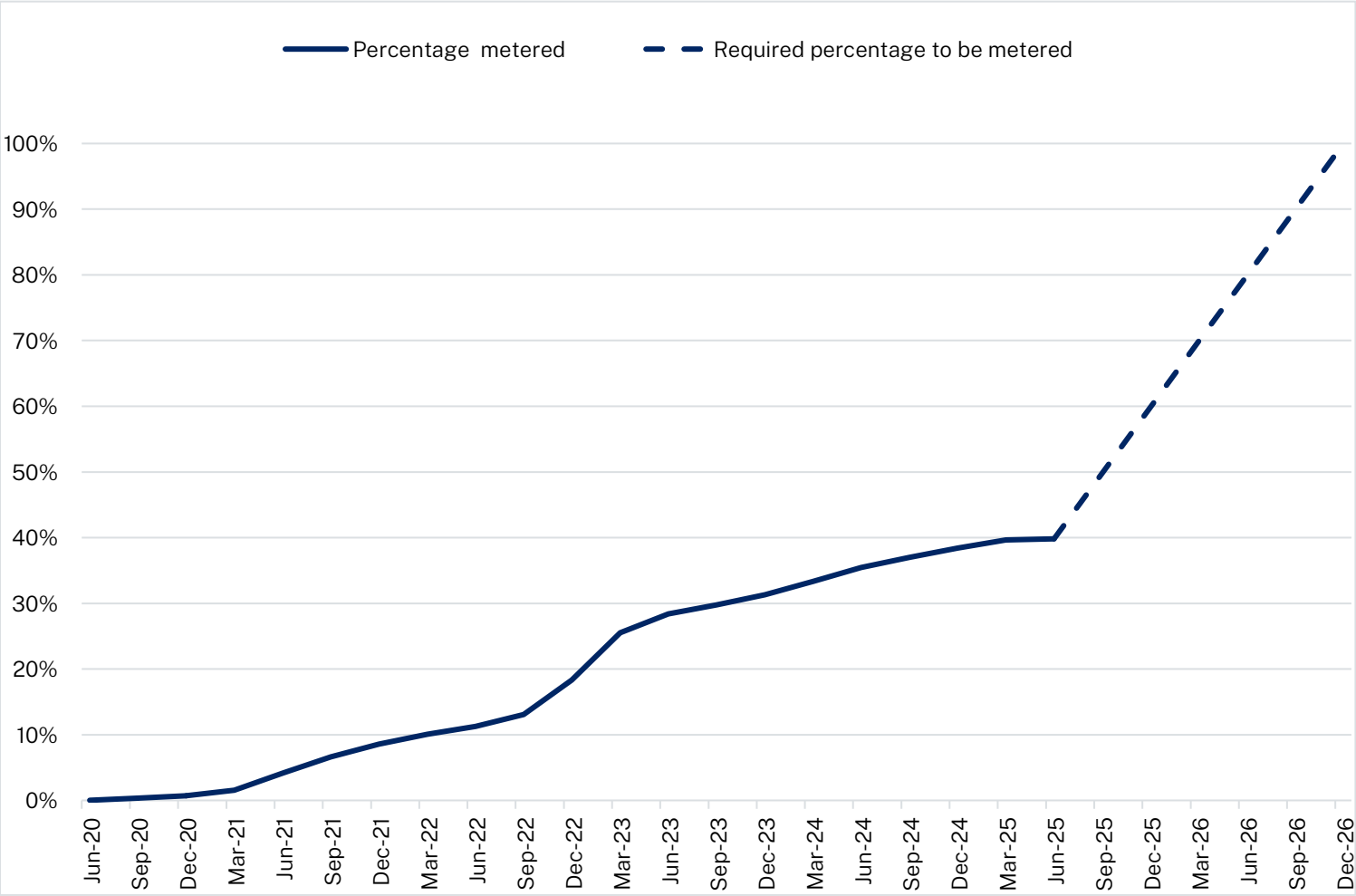


Figure 2. NSW licensed entitlement (all works considered)

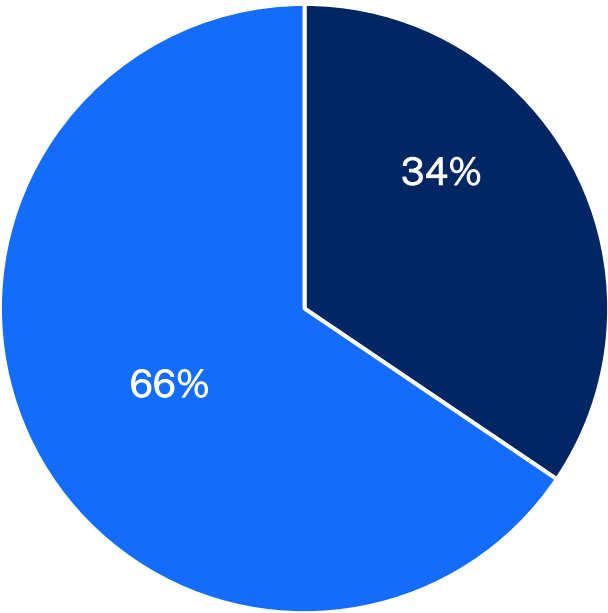
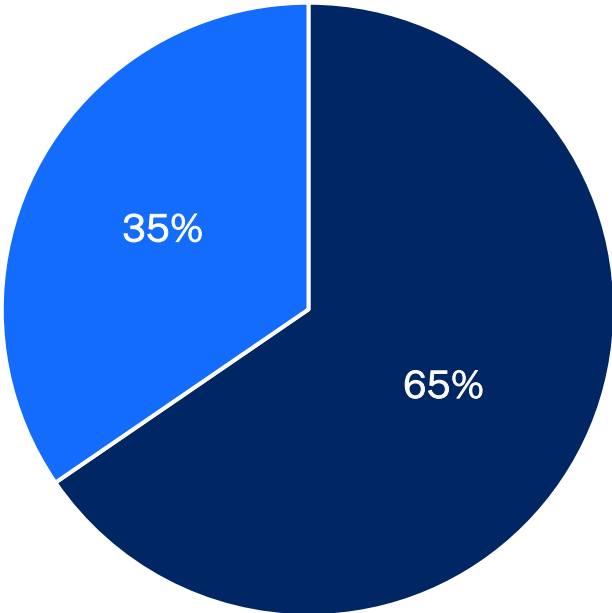


Figure 3. NSW licensed entitlement (assumed active works considered)



These graphs provide an update on progress towards implementation of the metering policy objective, *95% entitlement metered by 1 December 2026* (metering **implementation** progress).

Metering **compliance** reporting is available from the [Natural Resources Access Regulator](#)