

# Non-urban metering review implementation quarterly report: July–September 2025

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## 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. the first progress update against the specific commitments made in the second 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 has prepared a second implementation plan for 2025–26 period. There are 3 actions continuing from the initial implementation plan that are scheduled for delivery by quarter 3 of 2025 and 3 actions continuing from the initial implementation plan for ongoing delivery. There are 19 actions outlined in the implementation plan for 2025–26.

## Overview of the July to September 2025 report

For the July–September 2025 reporting period:

- 2 actions are now complete
- 13 actions are on-track for delivery under revised timeframes
- 4 actions are yet to commence
- 35.8% licensed entitlement in NSW (all works considered) is conforming entitlement, and
- 66.9% licensed entitlement in NSW (assumed active works considered) is conforming entitlement.

## Quarterly Report

### Aligning the metering framework with the agreed policy intent

Table 1 summarises the progress against the ‘Aligning the metering framework with the agreed policy intent’, previously the changing 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, aligning the policy to the agreed upon changes, streamlining reporting for water users.

Table 1. Progress against the ‘Aligning the metering framework with the agreed policy intent’, previously changing the rules priority

Commitment	Timing	Status	Comment
Update the Non-urban Water Metering Policy to reflect the new metering rules.	Q4 2025 – Q2 2026	Blue – Not started, on track	Work to update the <i>Non-urban Water Metering Policy 2020</i> will commence from Q4 2025 pending the completion of the work for delivery of the stage 2 metering amendments to the <i>Water Management (General) Regulation 2025</i> .
Update the Access Licence Dealings Principles Order to make it clearer and more aligned with changes to the metering policy and legislation	Q4 2025 – Q2 2026	Green – On track	Amendments to the <i>Access Licence Dealings Principles Order</i> are currently progressing through approvals.

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Commitment	Timing	Status	Comment
Introduce regulation amendments (Stage 2) required to: <ol style="list-style-type: none"> <li>1. streamline recording and reporting requirements for approval holders, and</li> <li>2. establish a process for reporting the volume of water taken against an access licence (attestation) for access licence holders</li> </ol>	Q2 2025 – Q2 2026	Green – On track	The stage 2 metering amendments to the <i>Water Management (General) Regulation 2025</i> are being prepared for public consultation.

## Support duly qualified persons

Table 2 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 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, continue work on service to provide in-field support to DQPs to trouble shoot installation issues to reduce multiple site visits, and improve remote access to LIDS.

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

Commitment	Timing	Status	Comment
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	Q3 2025 – Q2 2026	Complete	The new TAFE Microskill course will support other skilled persons to become trade meter installers (TMIs).  The TAFE Microskill course will be available online from November 2025.
Support DQPs to better service water users by exploring practical ways to help them improve their service offerings and increase productivity	Q3 2025 – Q2 2026	Green – On track	The DQP Concierge Service is working with DQPs to help resolve any challenges with meter installs.  DQPs are encouraged to reach out to the department if they have any suggestions or recommendations for consideration. Email <a href="mailto:water.enquiries@dcceew.nsw.gov.au">water.enquiries@dcceew.nsw.gov.au</a> .

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Commitment	Timing	Status	Comment
Share with DQPs and LID suppliers the insights and recommendations from the Telemetry Review towards improving the value and utility of telemetry for water users	Q3 2025 – Q2 2026	Green – On track	Completion of the Telemetry Review has taken place.  The Department, WaterNSW and NRAR are working together on actions that can be taken to act on the review findings.
Reduce repeat DQP site visits by improving remote access to LIDs for diagnostics and troubleshooting purposes	Q3 2025 – Q2 2026	Blue – Not started, on track	New action.
Increase the availability of DQPs by implementing the new TAFE Microskills course for existing tradespersons	Q3 2025 – Q2 2026	Green – On track	Work has commenced to engage with local irrigation stores to identify potential students for the Microskills course (DQP NSW TAFE course).

## Support and educate water users

Table 3 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
Help water users build the knowledge and confidence to understand and apply the NSW metering framework.	Q3 2025 – Q2 2026	Green – On track	<p>The second round of metering webinars for 2025 are scheduled for:</p> <ul style="list-style-type: none"> <li>• 26<sup>th</sup> November 2025</li> <li>• 27<sup>th</sup> November 2025, and</li> <li>• 4<sup>th</sup> December 2025</li> </ul> <p>Advertised on the department’s website and via a targeted social media campaign.</p>

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Commitment	Timing	Status	Comment
Support water users to confidently understand and apply the metering works classification to their works	Q3 2025 – Q2 2026	Green – On track	<p>Work classification material is available on the WaterNSW website, see it next to ‘Amend’ on <a href="https://www.waternsw.com.au/customer-services/water-licensing/approvals">https://www.waternsw.com.au/customer-services/water-licensing/approvals</a></p> <p>Further notification about the amendments to works classifications will be shared at WaterNSW Customer Advisory Group meetings, and DCCEEW metering webinars. Works Approval holders can already log on to the Customer Portal and update information relating to their works classifications.</p>
Work closely with water user groups to support them in educating their members through clear, practical information and guidance	Q3 2025 – Q2 2026	Green – On track	Targeted engagement with the NSW Irrigators Council, and Hunter Valley Water Users Association has taken place during Q3 of 2025.
Make it easier for water users to manage telemetry by streamlining the alarm notification process	Q3 2025 – Q2 2026	Blue – Not started, on track	New action.

## Improve systems

Table 4 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
Continue to improve systems including the DQP Portal to improve functionality and usability	Q3 2025 – Q2 2026	Green – On track	Improvements to the DQP Portal have been made to improve functionality and usability and to enable resolution of simple DQP administrative errors. The identified improvements to the Water Management System (WMS) have been made, and Business 360 has successfully been deployed.  Project planning for further system improvements as part of the second implementation plan is underway.

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Commitment	Timing	Status	Comment
Commission an independent expert review of data logging and telemetry requirements and associated data systems.	Q3 2025 – Q2 2026	Complete	The review report identified 14 recommendations for the improvement of data logging and telemetry requirements and associated data systems. High priority recommendations have been identified for implementation a part of the implementation plan for 2025-26.
Set up a simple system to track metering installation progress for smaller volume water users (15ML–100ML)	Q4 2025 – Q2 2026	Blue - Not started, on track	New action.
Make it easier for water users to stay compliant and support agency reporting by enabling water take data from multiple sources to be shared seamlessly	Q3 2025 – Q2 2026	Green – On track	Project planning is in progress to further understand and develop a program to support water users to stay compliant and support agency reporting through data source sharing.
Deliver direct benefits to water users by continuing to improve metering information systems to make them more useful and accessible	Q3 2025 – Q2 2026	Blue - Not started, on track	New action.

## Increase the metering installation rate

Table 5 summarises the progress towards increasing the metering installation rate in NSW and the objective of 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 projects committed to by NSW water agencies to increase meter installation rate and the commitment to install telemetry water metering equipment in NSW through the Telemetry Uplift Program.

Table 5. Progress against the 'Improve systems' priority

Commitment	Timing	Status	Comment
Support large water users by installing telemetry through the NSW Telemetry Uplift Program	Q3 2025 – Q2 2026	Green – On track	<p>Contracts with the successful meter installer tenderer for the supply and installation of telemetry devices have been finalised. The successful contractors are Goanna Ag Pty Ltd and Kallipr.</p> <p>Data validation continues to be finalised for eligibility to participate in the program and hand over of details of eligible landholders to the contractors is to take place.</p> <p>Opt-in to program and more information;  <a href="https://water.dpie.nsw.gov.au/our-work/nsw-non-urban-water-metering/what-water-users-need-to-know/telemetry-uplift-program">https://water.dpie.nsw.gov.au/our-work/nsw-non-urban-water-metering/what-water-users-need-to-know/telemetry-uplift-program</a></p>
Support targeted interventions to increase the metering compliance rates of works that are nominated by the largest entitlement accounts	Q4 2025 – Q2 2026	Blue - Not started, on track	New action.

## 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)

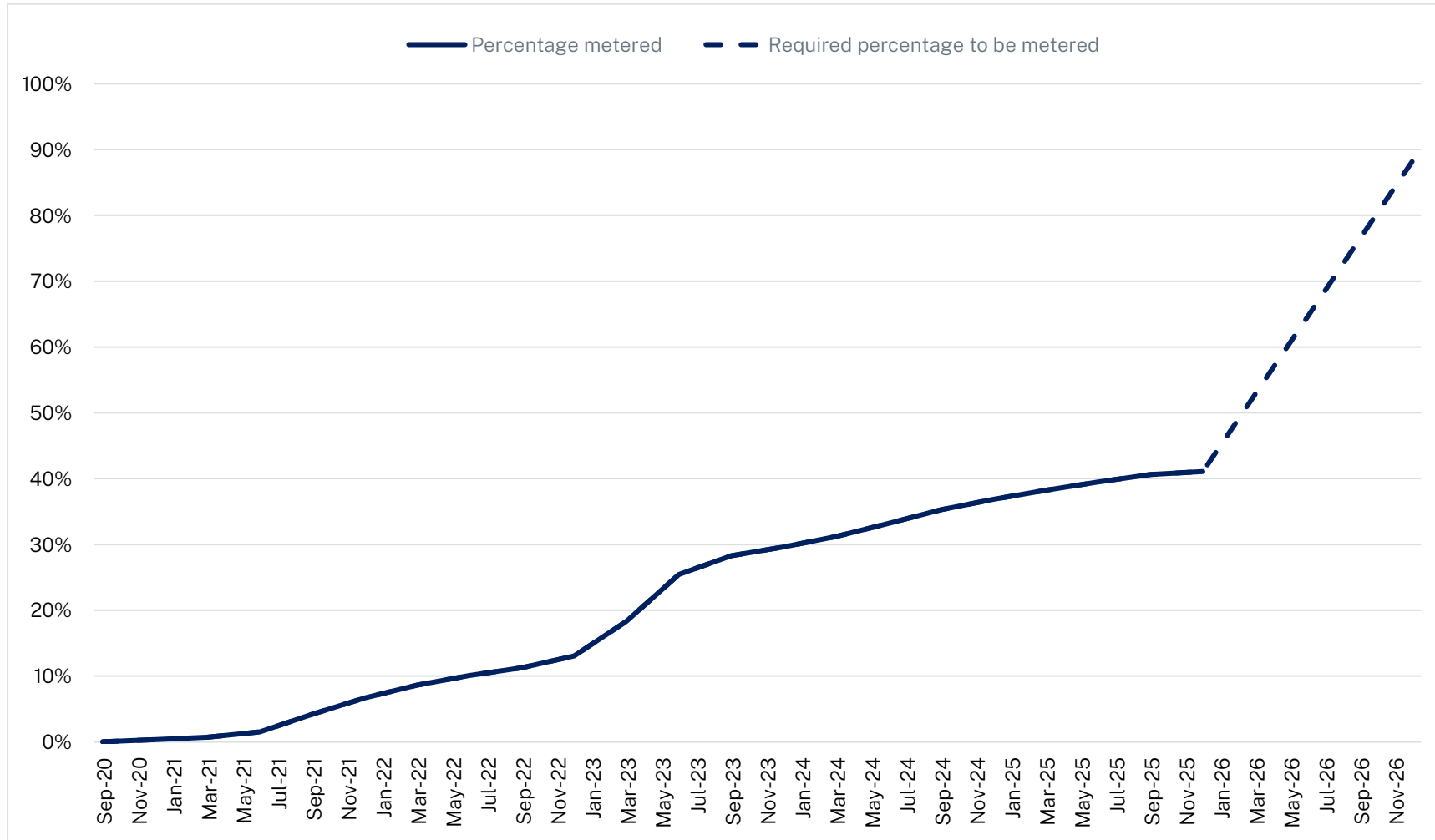


Figure 2. NSW licensed entitlement (all works considered)

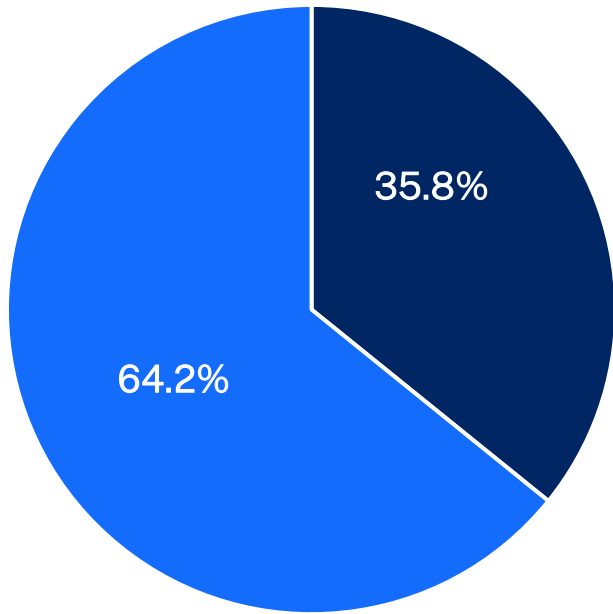
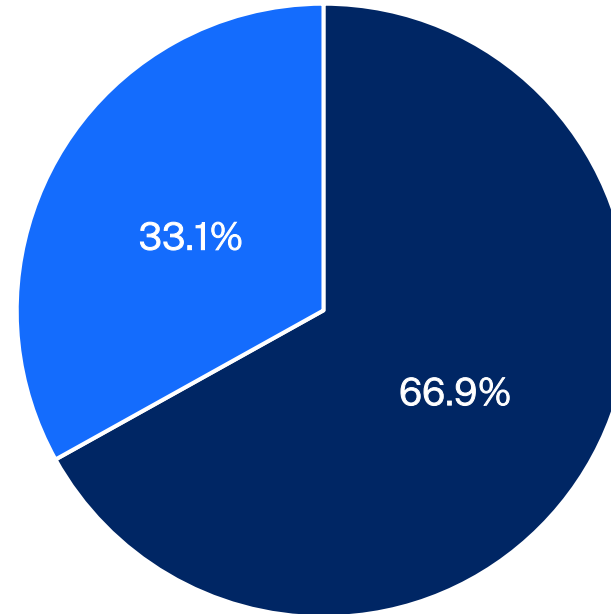


Figure 3. NSW licensed entitlement (assumed active works considered)



Legend:



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](#)