

Non-urban metering implementation plan for 2025–26

A summary of the key priorities for implementation of the NSW non-urban metering framework over the 2025–26 financial year.

Background

On 29 August 2024 the NSW government released the Recommendations report: Review of the NSW non-urban metering framework. These recommendations are intended to put the state on track to have 95% of licensed water take in NSW accurately metered by December 2026, around a decade sooner than was predicted. The most important actions have been prioritised to accelerate compliance. These priorities are reviewed and updated annually in response to performance data and feedback from stakeholders.

Implementation priorities

The key priorities for implementation of the non-urban metering framework over the 2025–26 financial year are described against 5 key themes:

- Aligning the metering framework with the agreed policy intent (Table 1)
- Support duly qualified persons (DQPs) (Table 2)
- Support and educate water users (Table 3)
- Improve systems (Table 4)
- Increase the metering installation rate (Table 5)

Table 1. Implementation priorities for 2025–26: Aligning the non-urban metering framework with the agreed policy intent

No.	Activity	Agency lead	Agency support
1.1	Update the NSW Non-Urban Water Metering Policy 2020 to reflect the new metering rules	Water Group	N/A
1.2	Update the Access Licence Dealings Principles Order to make it clearer and more aligned with changes to the metering policy and legislation	Water Group	N/A

No.	Activity	Agency lead	Agency support
1.3	Introduce regulation amendments (stage 2) required to: <ul style="list-style-type: none"> i. streamline recording and reporting requirements for approval holders, and ii. establish a process for reporting the volume of water taken against an access licence (attestation) for access licence holders 	Water Group	N/A

Table 2. Implementation priorities for 2025–26: Support duly qualified persons (DQPs)

No.	Activity	Agency lead	Agency support
2.1	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	Water Group	N/A
2.2	Support DQPs to better service water users by exploring practical ways to help them improve their service offerings and increase productivity	Water Group	WaterNSW
2.3	Share with DQPs and local intelligence device (LID) suppliers the insights and recommendations from the Telemetry Review towards improving the value and utility of telemetry for water users	Water Group	WaterNSW
2.4	Reduce repeat DQP site visits by improving remote access to LIDs for diagnostics and troubleshooting purposes	WaterNSW	Water Group
2.5	Increase the availability of DQPs by implementing the new TAFE Microskills course for existing tradespeople	Water Group	WaterNSW

Table 3. Implementation priorities for 2025–26: Support and educate water users

No.	Activity	Agency lead	Agency support
3.1	Help water users build the knowledge and confidence to understand and apply the NSW non-urban metering framework	Water Group	N/A
3.2	Support water users to confidently understand and apply the metering works classification to their works	WaterNSW	Water Group

No.	Activity	Agency lead	Agency support
3.3	Work closely with water user groups to support them in educating their members through clear, practical information and guidance	Water Group	N/A
3.4	Make it easier for water users to manage telemetry by streamlining the alarm notification process	WaterNSW	Water Group

Table 4. Implementation priorities for 2025–26: Improve systems

No.	Activity	Agency lead	Agency support
4.1	Continue to improve systems including the DQP Portal to improve functionality and usability	Water Group	N/A
4.2	Commission an independent expert review of data logging and telemetry requirements and associated data systems	Water Group	N/A
4.3	Set up a simple system to track metering installation progress for smaller volume water users (15 ML–100 ML)	WaterNSW	Water Group
4.4	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	WaterNSW	Water Group
4.5	Deliver direct benefits to water users by continuing to improve metering information systems to make them more useful and accessible	WaterNSW	Water Group

Table 5. Implementation priorities for 2025–26: Increase the metering installation rates

No.	Activity	Agency lead	Agency support
5.1	Support large water users by installing telemetry through the NSW Telemetry Uplift Program	Water Group	WaterNSW NRAR
5.2	Support targeted interventions to increase the metering compliance rates of works that are nominated by the largest entitlement accounts	NRAR	Water Group

Metering implementation summary

There are 13 actions that were described in the Non-urban metering implementation plan for 2024/25.

At 30 June 2025:

- 6 actions are now complete
- 1 action is at-risk, however, the department, WaterNSW and the Natural Resources Access Regulator are working collaboratively to ensure that this actions 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 confirming entitlement
- 65% licensed entitlement in NSW (assumed works considered) is confirming entitlement.

For detailed information please see the [Quarterly report: Non-urban metering implementation, April - June 2025](#)

Quarterly metering implementation reporting

The NSW Government is committed to publicly reporting on metering implementation progress.

The department's metering implementation reporting considers 95% of licensed entitlement in NSW (approx. 15.3 million ML). Monitoring efforts focus on achieving the primary policy objective—ensuring that the majority of all licensed water entitlements are measured with accurate, auditable, and tamper-evident metering equipment.

Metering implementation reporting is available on the [department's website](#)

NRAR metering compliance reporting

The NRAR metering compliance reporting considers only the entitlement in NSW that is required to be metered at this date (approx. 10.2million ML at September 2025).

[Metering compliance reporting](#) is available from the NRAR's website.

Assistance

If you require assistance, please contact the department on 1300 081 047 (business hours) or water.enquiries@dcceew.nsw.gov.au