

Non-urban metering review implementation quarterly report: October – December 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 a progress update against the:

1. specific commitments described in the [current 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 '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 4 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 October to December 2025 report

For the October – December 2025 reporting period:

- 3 actions are now complete
- 10 actions are on-track for delivery
- 4 actions have not started and are on track for delivery
- 2 actions are at-risk for delivery, however, the department, WaterNSW and the Natural Resources Access Regulator (NRAR) are working collaboratively to ensure that these actions are completed in line with a revised timeframe
- 45% licensed entitlement in NSW (all works considered) is conforming entitlement, and
- 70% 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
1. 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 following consultation and a decision on the stage 2 metering amendments to the <i>Water Management (General) Regulation 2025</i> .
2. 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	Grey – Complete	Amendments to the <i>Access Licence Dealings Principles Order</i> have been recommended for approval.

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Commitment	Timing	Status	Comment
<p>3. Introduce regulation amendments (Stage 2) required to:</p> <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 	<p>Q2 2025 – Q2 2026</p>	<p>Green – On track</p>	<p>The first tranche of drafting instructions for the stage 2 metering amendments to the <i>Water Management (General) Regulation 2025</i> have been provided to Parliamentary Counsel’s office. A draft amending regulation is being developed for public exhibition, likely Q2 2026.</p>

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
4. 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	Grey – 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.
5. 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.
6. 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	The Water Group, WaterNSW and NRAR are working together on actions that can be taken. Meetings with LID suppliers will commence in early 2026.

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Commitment	Timing	Status	Comment
7. Reduce repeat DQP site visits by improving remote access to LIDs for diagnostics and troubleshooting purposes	Q4 2025 – Q2 2026	Green – On track	Work has commenced to improve remote access with priority being the largest number of installed units.
8. Increase the availability of DQPs by implementing the new TAFE Microskills course for existing tradespersons	Q3 2025 – Q2 2026	Green – On track	The TAFE Microskill course has been launched and as of December 2025 has seen 100 registrations. It should be noted that not all registrations will translate into a trained DQP.

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.

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

Commitment	Timing	Status	Comment
<p>9. Help water users build the knowledge and confidence to understand and apply the NSW metering framework.</p>	<p>Q3 2025 – Q2 2026</p>	<p>Green – On track</p>	<p>The second round of metering webinars for 2025 were held on the:</p> <ul style="list-style-type: none"> • 26 November 2025 (Topic: Metering exemption and works classifications presentation) • 27 November 2025 (Topic: Duly qualified person installations presentation) • 4 December 2025 (Topic: Self-installation). <p>Social media promoting the webinar with coastal water users ran across 323 postcodes in the top 10 coastal water sources from 9 November 2025.</p> <p>During November 2025, the Water Group ran a metering advertorial in the Water Feature of the Land newspaper.</p> <p>Other engagement included attendance at meetings of the Hunter Valley Water Users Association and the Greater Sydney and Coastal Hunter Customer Advisory Groups.</p>

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Commitment	Timing	Status	Comment
10. 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 waternsw.com.au/approvals</p> <p>Information has been shared at WaterNSW Customer Advisory Group meetings, and Water Group metering webinars. Works Approval holders can already log on to the Customer Portal and update information relating to their works classifications.</p>
11. 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	<p>Metering webinars were held during November and December 2025 and the Water Group presented on metering to the NSW Irrigators Council.</p>
12. Make it easier for water users to manage telemetry by streamlining the alarm notification process	Q3 2025 – Q2 2026	Green – On track	<p>The Water Group and WaterNSW are currently scoping the replacement system to address this issue.</p>

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
13. Continue to improve systems including the DQP Portal to improve functionality and usability	Q3 2025 – Q2 2026	Green – On track	The DQP Portal had enhancements loaded in December, with more work programmed in 2026.
14. Commission an independent expert review of data logging and telemetry requirements and associated data systems.	Q3 2025 – Q2 2026	Grey - 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.

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Commitment	Timing	Status	Comment
15. Set up a simple system to track metering installation progress for smaller volume water users (15 ML–100 ML)	Q4 2025 – Q2 2026	Green – On track	WaterNSW have made an online form available on their website for water users to self-report when they have installed a new meter if they are eligible for self-installation (less than 100 ML).
16. 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	Amber – At-risk	The Water Group and WaterNSW have prioritised addressing water utilities first with a solution to be delivered during February 2026.
17. Deliver direct benefits to water users by continuing to improve metering information systems to make them more useful and accessible	Q3 2025 – Q2 2026	Amber – At-risk	WaterNSW has made changes to the DQP Portal in the 2024–25 period which have improved data quality. Continuing efforts are underway to address legacy data.

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
18. Support large water users by installing telemetry through the NSW Telemetry Uplift Program	Q3 2025 – Q2 2026	Green – On track	<p>Kallipr and Goanna Ag have begun installation. With Kallipr forecasting to install 20 telemetry units by December 2025. Development of a reimbursement program will take place from 2026, with eligibility for the program for those who:</p> <ul style="list-style-type: none"> • have installed LIDs since 1 July 2024 in the Murray-Darling Basin, and • with a combined entitlement of 100ML or greater. <p>https://water.dpie.nsw.gov.au/our-work/nsw-non-urban-water-metering/what-water-users-need-to-know/telemetry-uplift-program</p>

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Commitment	Timing	Status	Comment
<p>19. Support targeted interventions to increase the metering compliance rates of works that are nominated by the largest entitlement accounts</p>	<p>Q4 2025 – Q2 2026</p>	<p>Green – On track</p>	<p>NRAR has undertaken enforcement action and will focus on compliance and correct work classification for water users.</p> <p>NRAR output for October-December 2025:</p> <ul style="list-style-type: none"> • 388 desktop assessments of 1,108 works. • 121 properties visited and 180 works inspected. • Enforcement actions (warning letters or above) issued for 22 works. • Advisory letters issued for 198 works. <p>These outputs relate to works nominated by >100 units entitlement in inland water sources of NSW.</p>

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)

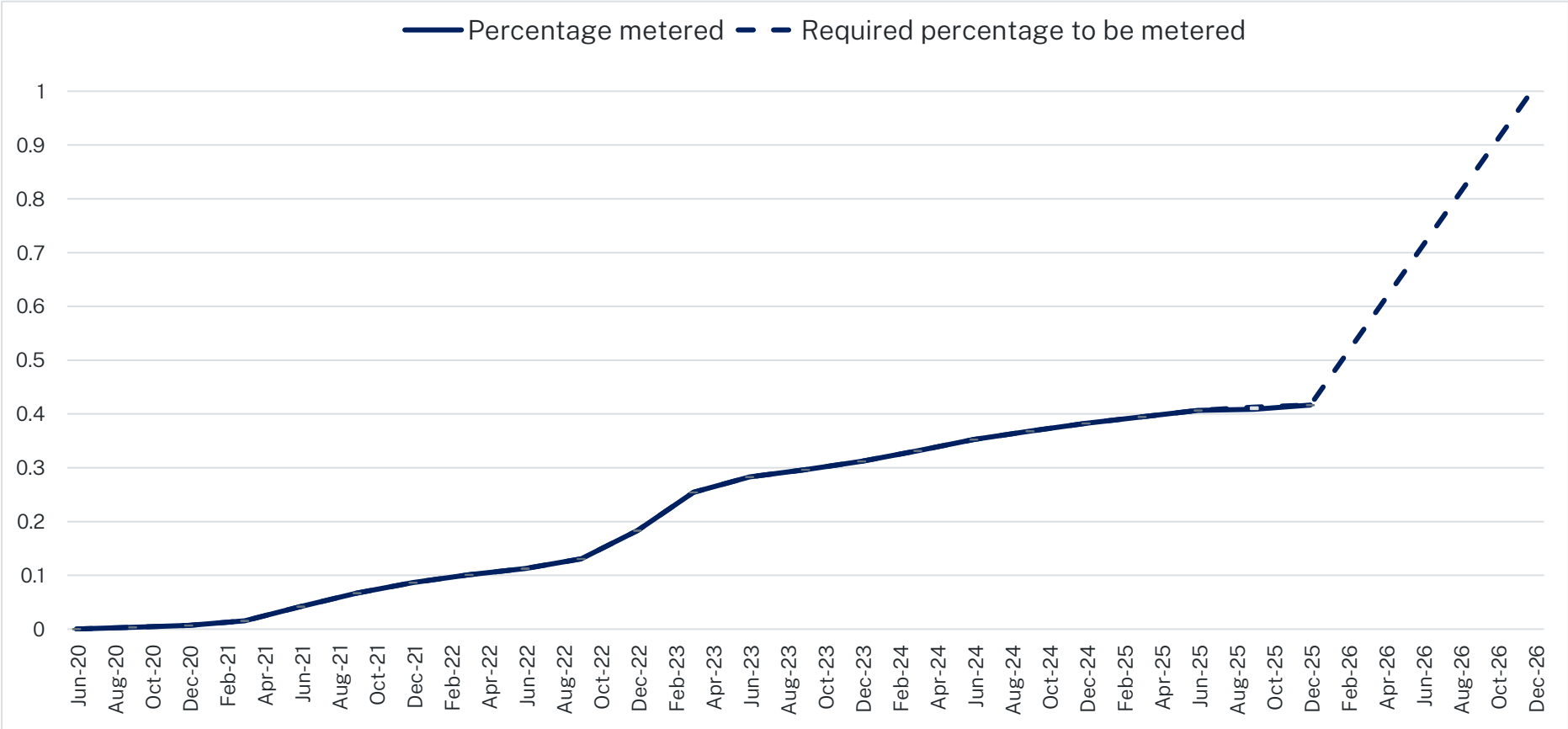


Figure 2. NSW licensed entitlement (all works considered)

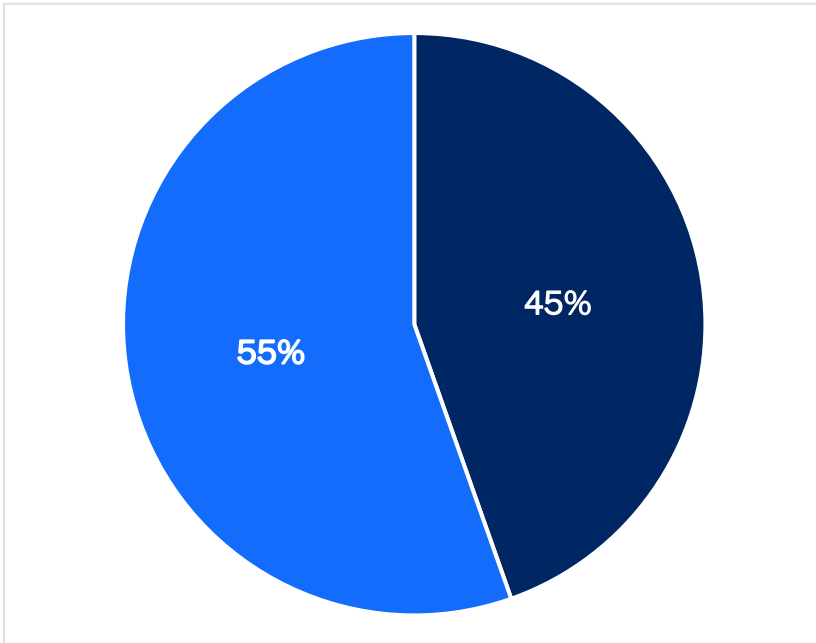
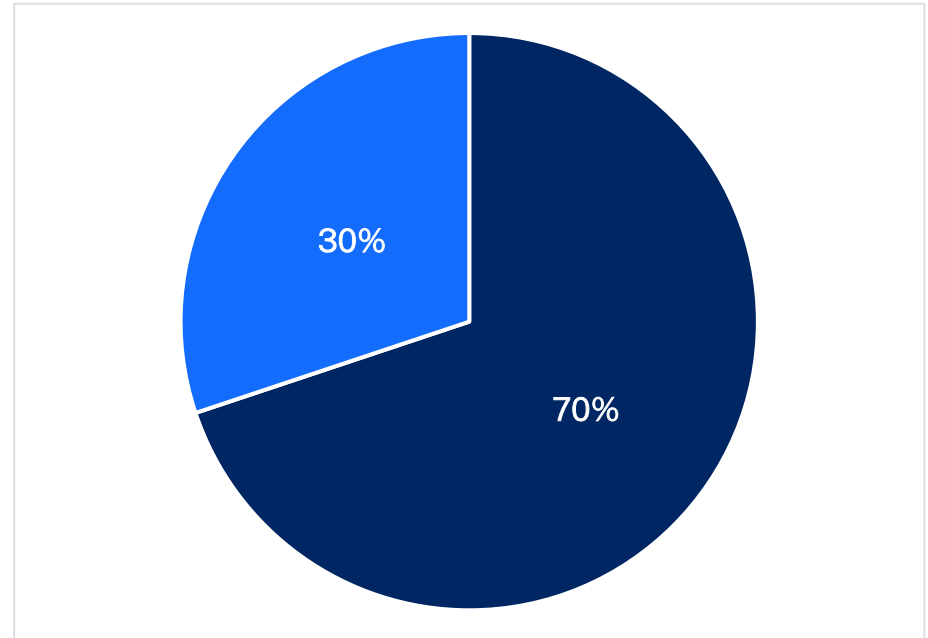


Figure 3. NSW licensed entitlement (assumed active works considered)



Legend:

Non-conforming entitlement

Conforming entitlement

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](#)