

Non-urban metering review implementation quarterly report: January – March 2026

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 January to March 2026 report

For the January – March 2026 reporting period:

- 3 actions are now complete
- 10 actions are on-track for delivery
- 1 action has not started and is on track for delivery
- 5 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
- 37% 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	Not started	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	Complete	Amendments to the <i>Access Licence Dealings Principles Order</i> have been recommended for approval.

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Commitment	Timing	Status	Comment
3. Introduce regulation amendments (Stage 2) required to: 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	Q2 2025 – Q2 2026	On track	The draft metering amendments to the <i>Water Management (General) Regulation 2025</i> have been prepared and public exhibition is anticipated for Q2 2026.

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	Complete	The new TAFE Microskill course will support other skilled persons to become trade meter installers (TMIs). The TAFE Microskill course is available online.
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	At risk	The department and WaterNSW are working with DQPs to review alarm codes to detect trends and resolve challenges. Practical solutions are being considered while system and platform updates are scheduled.
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	On track	The Water Group, WaterNSW and NRAR are working together on actions that can be taken. Meetings with LID suppliers are scheduled to 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	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	On track	The TAFE Microskill course has been launched and as of March 2026 has seen 280 registrations which 123 completing. 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.

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

Commitment	Timing	Status	Comment
9. Help water users build the knowledge and confidence to understand and apply the NSW metering framework.	Q3 2025 – Q2 2026	On track	Targeted information is being shared with water users by water sharing plan area specifically on works classifications as part of a broader communications rollout, alongside webinars for irrigation suppliers and local water utilities. Engagement activities will also include industry events, stakeholder meetings and regional forums to build awareness of metering requirements, works classifications and compliance timelines.

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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	Delayed	Targeted communications will be shared with water users on a water sharing plan basis to support clearer understanding of metering works classification. Relevant agencies are working together to develop a consistent framework, so water users receive clear and reliable advice on selecting the correct classification. This guidance will be promoted through stakeholder forums and regional advisory groups to build confidence and consistency in applying the metering framework, along with correspondence to all works approval holders commencing in April 2026.
11. Work closely with water user groups to support them in educating their members through clear, practical information and guidance	Q3 2025 – Q2 2026	On track	Ongoing collaboration with peak water user groups supports the development and sharing of clear, practical guidance for their members. Webinars for irrigation suppliers and local water utilities were held to help build understanding and confidence in applying metering requirements. Metering information was presented to the March Customer Advisory Group meetings.
12. Make it easier for water users to manage telemetry by streamlining the alarm notification process	Q3 2025 – Q2 2026	On track	WaterNSW and DCCEEW are reviewing the prevalence of alarms and associated notifications and the required customer response.

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	At risk	More work is programmed in 2026 for enhancements to the DQP Portal.
14. 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.

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Commitment	Timing	Status	Comment
15. Set up a simple system to track metering installation progress for smaller volume water users (15ML–100ML)	Q4 2025 – Q2 2026	On track	WaterNSW are working on standardising reporting on numbers of metering installations for smaller volume water users (15ML–100ML) that have been received and processed.
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	At-risk	The Water Group and WaterNSW have prioritised addressing water utilities first with a solution to be delivered during 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	At-risk	Changes have been made to the WaterNSW website to enable direct connection to the DAS (Data Acquisition System – where customers can see meter health and meter reading information). Continuing efforts are underway to address legacy data, which will be assisted by works approval holders completing works classification and updating works approval information.

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	On track	Kallipr has installed 44 devices. A cashback reimbursement program was launched in February 2026, with eligibility for the program for those who: • have installed LIDs since 1 July 2024 in the Murray-Darling Basin, and • with a combined entitlement of 100ML or greater. https://water.dpie.nsw.gov.au/our-work/nsw-non-urban-water-metering/what-water-users-need-to-know/telemetry-uplift-program

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Commitment	Timing	Status	Comment
19. Support targeted interventions to increase the metering compliance rates of works that are nominated by the largest entitlement accounts	Q4 2025 – Q2 2026	On track	NRAR has undertaken enforcement action and continues to focus on metering compliance including the correct works classification for water users. NRAR output for Jan-Mar 2026: • 313 desktop assessments of 950 works. • 74 properties visited and 183 works inspected. • Enforcement actions (warning letters or above) issued for 29 works. • Advisory letters issued for 256 works. These outputs relate to works nominated by >100 units entitlement in inland water sources of NSW.

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)

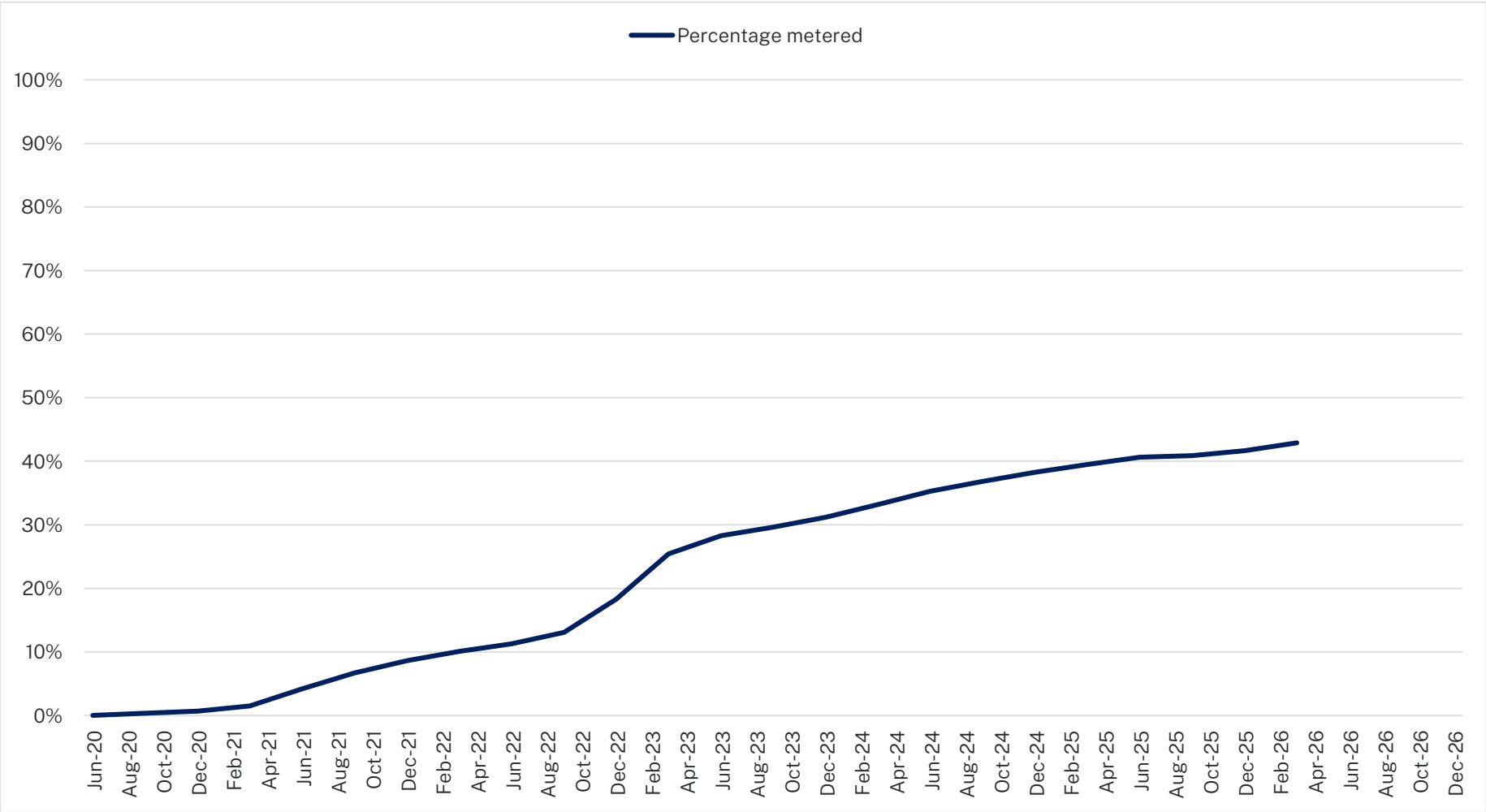


Figure 2. NSW licensed entitlement (all works considered)

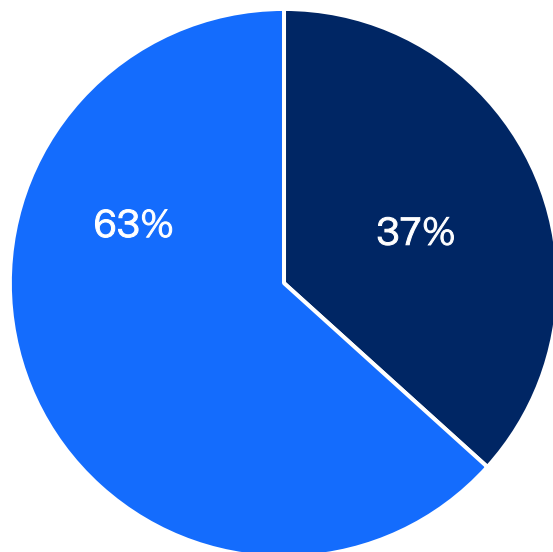
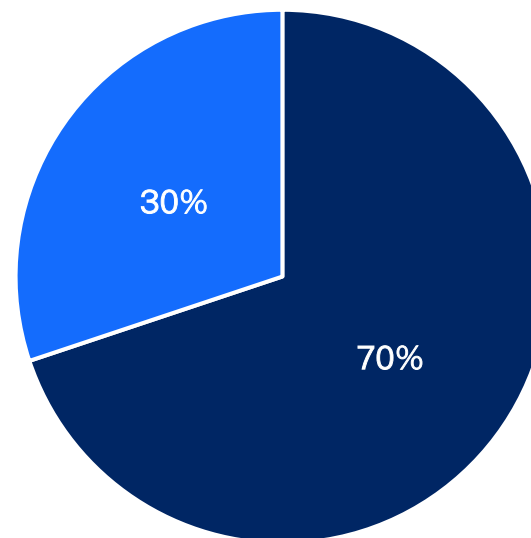


Figure 3. NSW licensed entitlement (assumed active works considered)



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](#)