

Department of Climate Change, Energy, the Environment and Water

# Non-urban metering

Focus topic:

Metering exemptions and works  
classifications

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Manager Metering Implementation

**Public webinar**

26 November 2025



# Acknowledgement of Country

The Department of Climate Change, Energy, the Environment and Water acknowledges that it stands on Aboriginal land.

We acknowledge the Traditional Custodians of the land and water, and we show our respect for Elders past, present and emerging.

We do this through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

Artist and designer Nikita Ridgeway from Aboriginal design agency – Boss Lady Creative Designs, created the People and Community symbol.

# Contents



No	Description
1	Overview of metering requirements (Water Group)
2	Focus topic - Metering exemptions and works classifications (Water Group)
3	How to use the Customer Portal (WaterNSW)
4	Q&A session
5	Close

# Who to talk to about what?



Water Group

Makes the rules

Responsible for making the rules and regulations  
Manages corporate customer accounts and water licensing



WaterNSW

Implements the rules

Always contact first with a water enquiry

Manages most customer accounts and water licensing



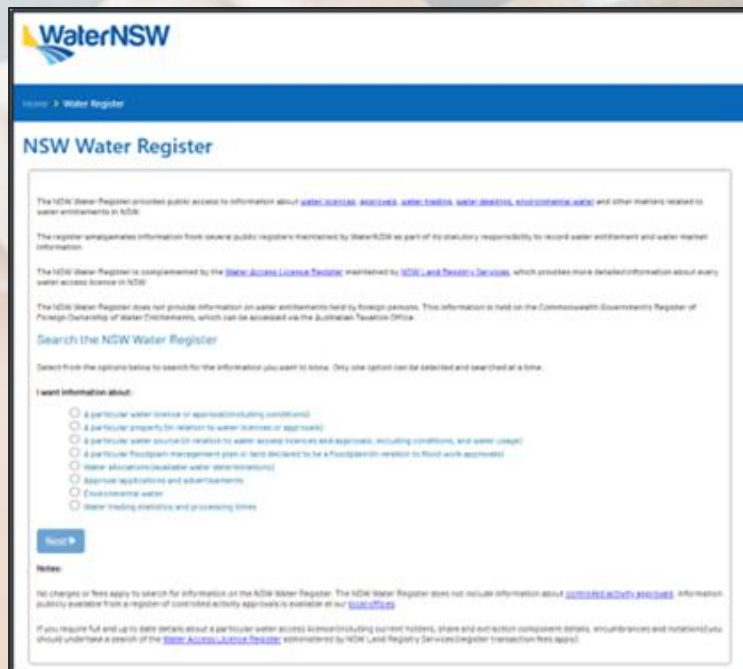
NRAR

Enforces the rules

The independent regulator responsible for enforcing the rules and regulations

# What informs the rules? You need approval to take water in NSW

- *Water Management Act 2000*
- Water Management (General) Regulation 2025, and
- Your water sharing plan
- A water access licence (WAL) or a valid exemption
- Water supply works approval
- Water use approval

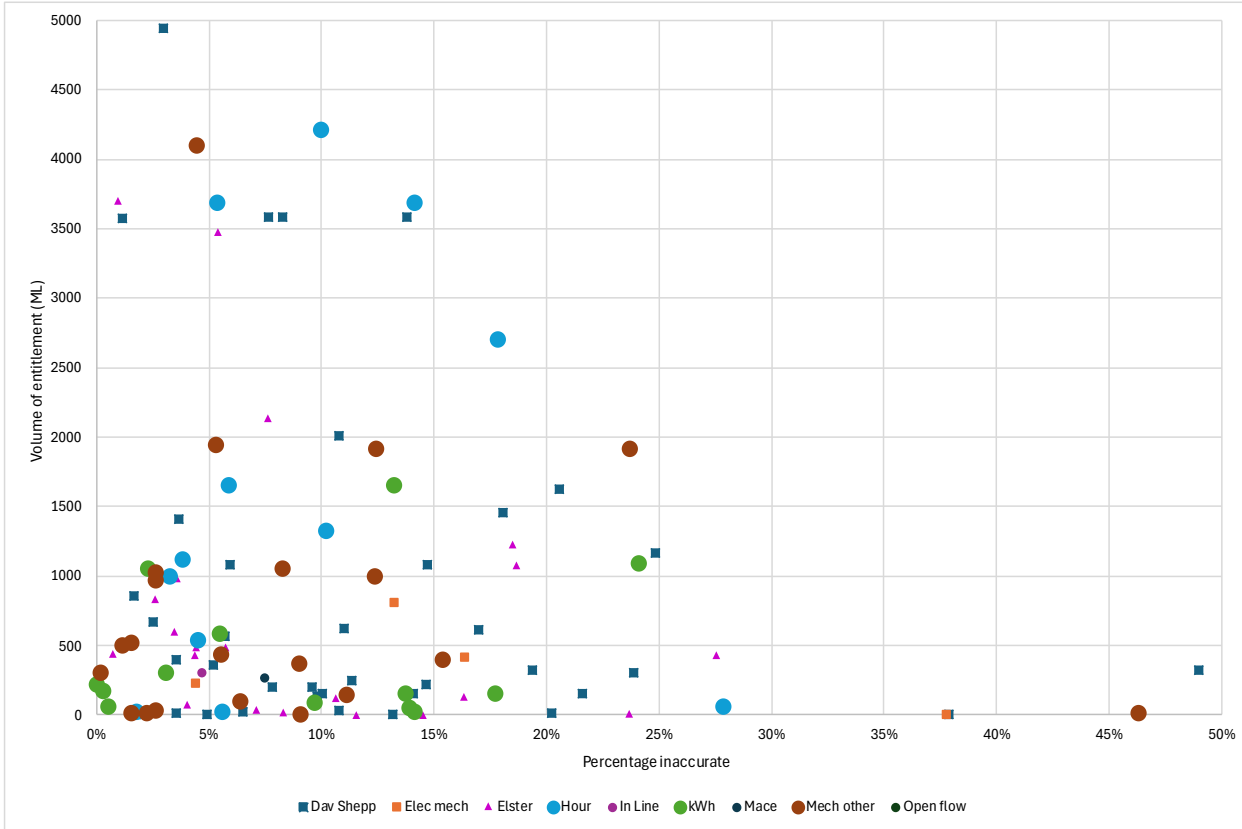


Your specific conditions are outlined in your Statement of Approval (for your works approval)

You can also check your conditions on the NSW Water Register:  
[waterregister.watnsw.com.au](http://waterregister.watnsw.com.au)

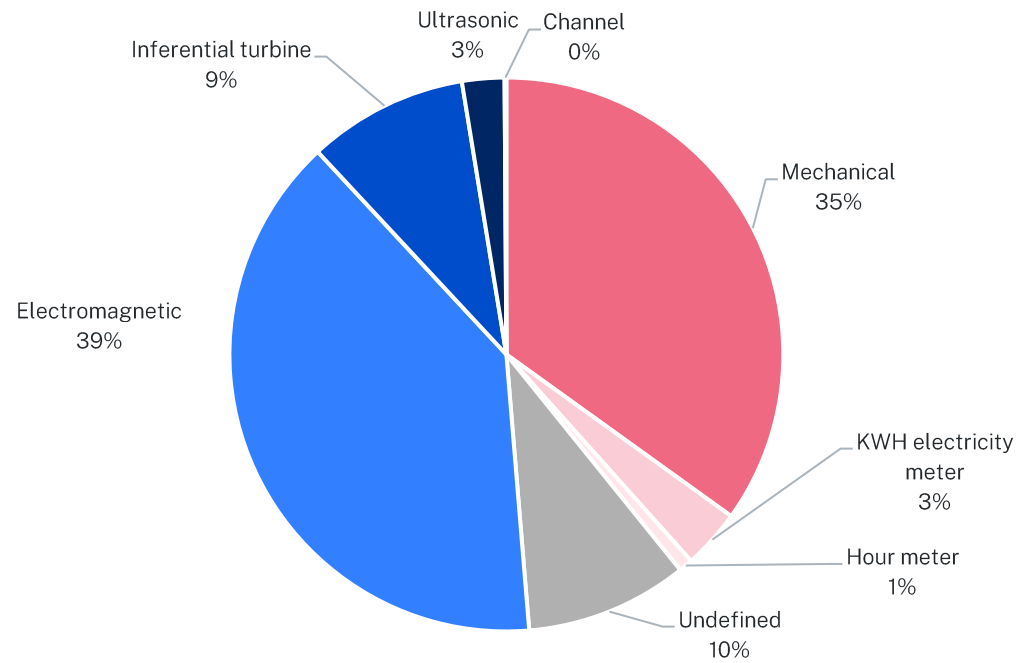
# Why metering matters

## Meter accuracy survey before commencement of metering reform












Note: Graph has been limited to 5,000 ML and 50% inaccurate to improve visual inaccuracy > possible over extractions > reduced allocations.

## Types of meters currently installed on NSW works










**39%** need an upgrade  
**10%** are unknown  
**51%** are compliant or could be

# Who needs to comply and when

Works	Pattern-approved meter	AS4747 meter	LID & telemetry	DQP validation	Compliance date
Surface water pumps ≥500 mm diameter					Must comply now
Nominated by entitlement ≥100 ML  <i>Work size-based exemptions may apply</i>					Inland Must comply now  Coastal 1 December 2026 <i>(unless pre-existing condition applies)</i>
Nominated by entitlement >15 ML to <100 ML  <i>Excludes surface water pumps ≥500 mm diameter Work size-based exemptions may apply</i>		Optional	Mandatory recording & reporting <i>(applies now)</i>	Optional	1 December 2027 or work approval renewal date <i>(whichever is later)</i>
Nominated by entitlement ≤15 ML  <i>Excludes surface water pumps ≥500 mm diameter</i>	Optional  <i>Unless trading water</i>	Not applicable	Mandatory recording & reporting <i>(applies now)</i>	Not applicable  <i>Unless trading water</i>	1 December 2027 <i>(if trading water)</i>

All works must comply with the non-urban metering rules unless an exemption applies.  
Volume-based exemptions do not apply for pumps 500 mm or greater.

# Exemptions from the requirement to meter

-  the work is used solely to take water under a *basic landholder right*; harvestable rights, domestic & stock rights and native title rights
-  the work is *not nominated* by a water access licence (WAL)
-  the work is classified as not taking water
-  the work is nominated by *total nominated entitlement of 15 ML or less*
-  the work is below *the size-based exemption*; single and multiple works thresholds apply
-  the work is solely nominated by a *floodplain harvesting WAL*
-  the work *can not physically comply* with the non-urban metering rules (available by application to the Minister)

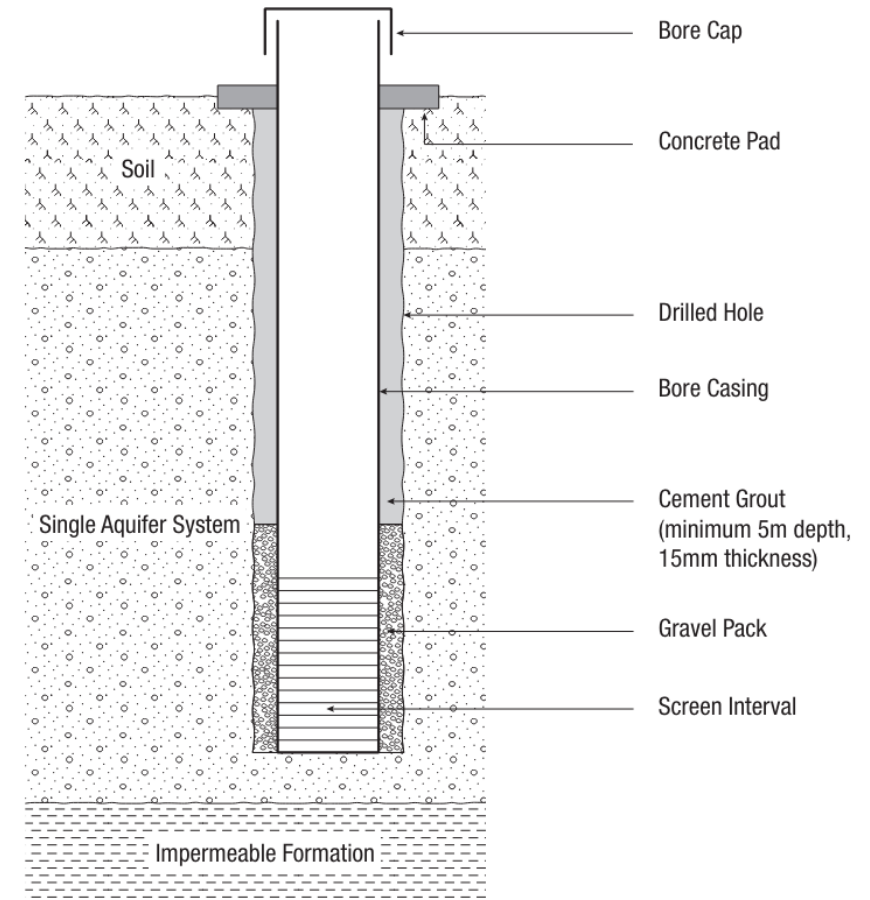
Type of work	Number	Maximum size
Surface water (pumps)	1 pump	99 mm
Surface water (pumps)	2 pumps	74 mm
Surface water (pumps)	3 pumps	49 mm
Surface water (pumps)	4 pumps	39 mm
Groundwater (bores)	1 bore	199 mm
Groundwater (bores)	2 bores	159 mm
Groundwater (bores)	3 bores	129 mm
Groundwater (bores)	4 bores	119 mm

# Groundwater works and metering requirements

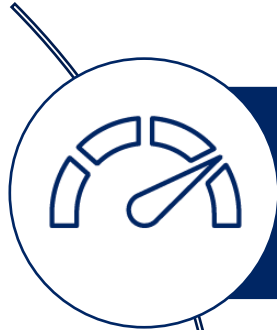
- Bore, wells and spearpoints are all types of bores for the assessment of the size-based exemptions
- Diameter is measured using the external diameter of the bore casing

## Note

- If a bore cannot access the size-based exemption it may be able to access the low volume exemption  $\leq 15$  ML
- If a bore doesn't have a diameter specified it is required to meter



# Metering equipment requirements



Pattern approved by the National Measurement Institute



Visit [dcceew.gov.au](http://dcceew.gov.au) — search for 'pattern approved meters'



Closed conduit (pipe) meters or open channel meters

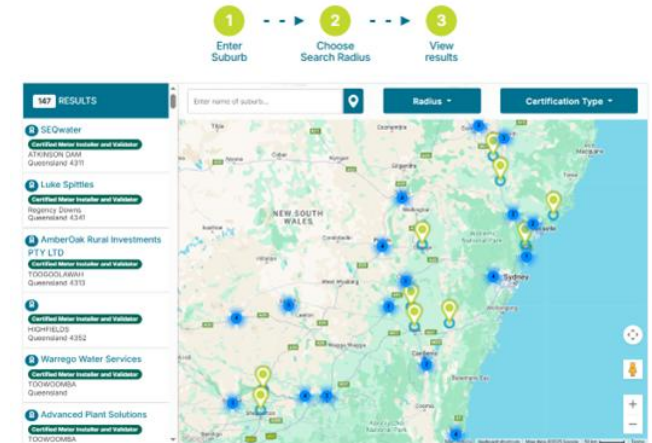
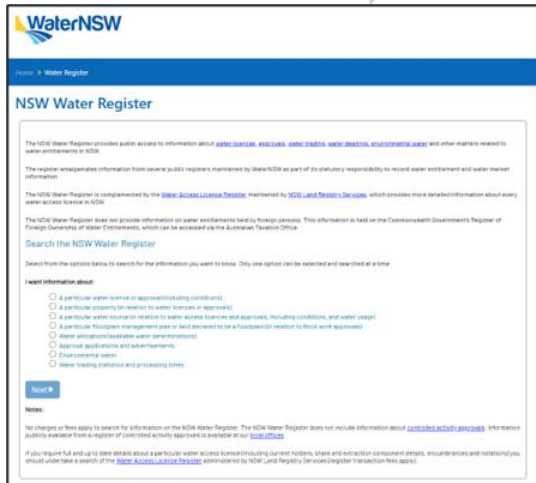
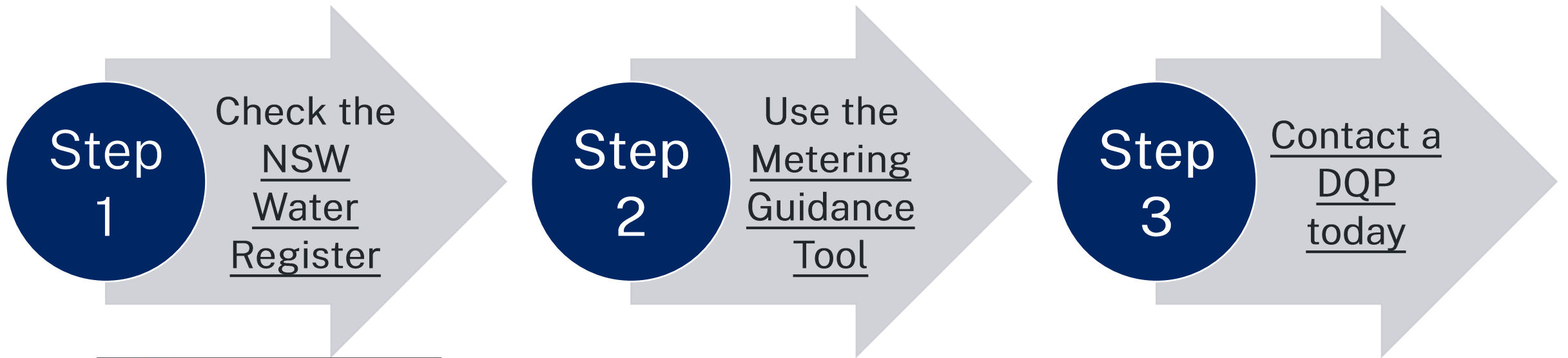
# What is a local intelligence device?

A local intelligence device or LID is a combined data logger and telemetry unit

It is used to record and transmit water take data to WaterNSW via a cloud-based platform known as the Data Acquisition Service (DAS)

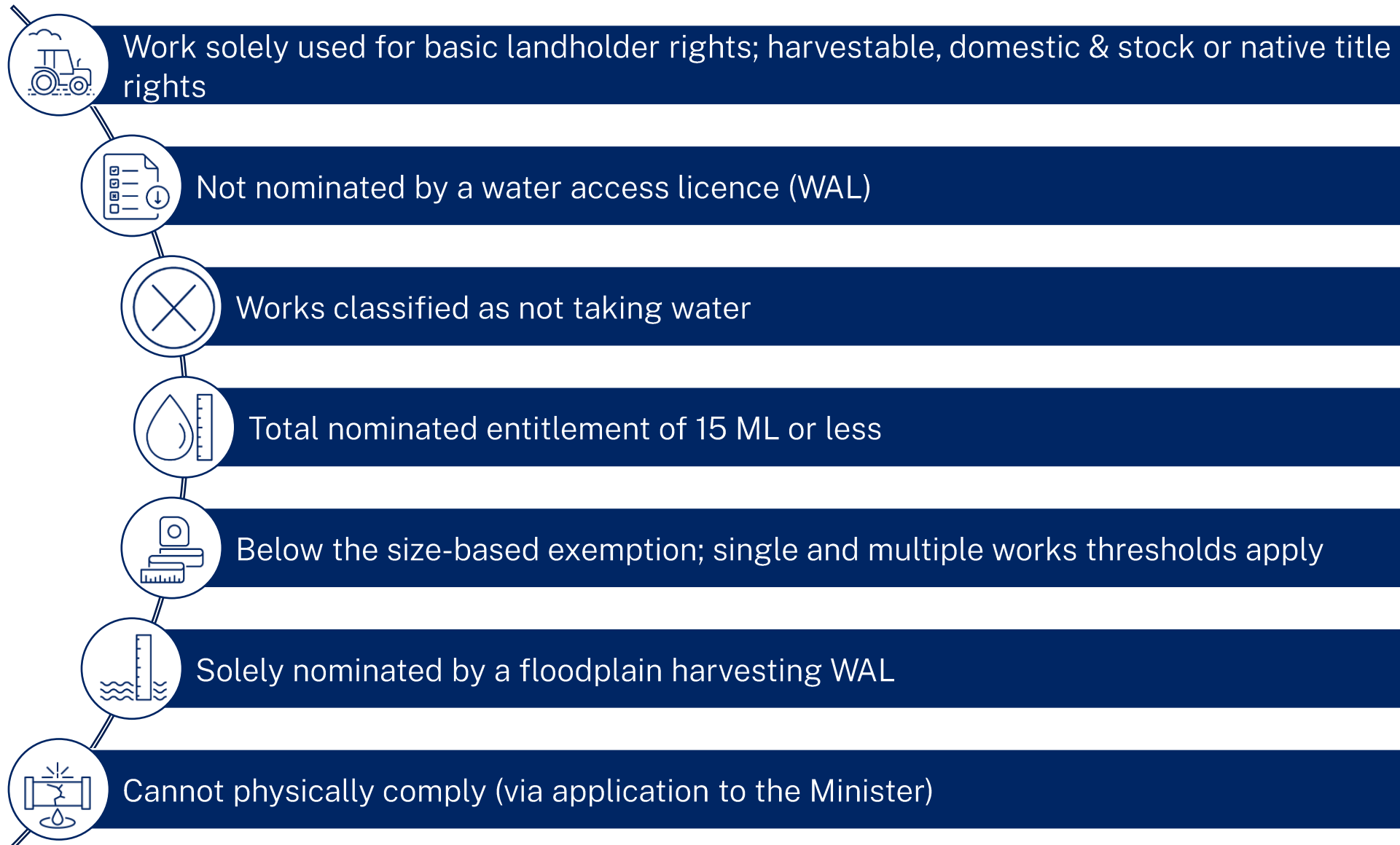


# 3 steps to become metering compliant



# Focus session: Metering exemptions and works classifications

# Exemptions from the requirement to meter



# Works Classifications

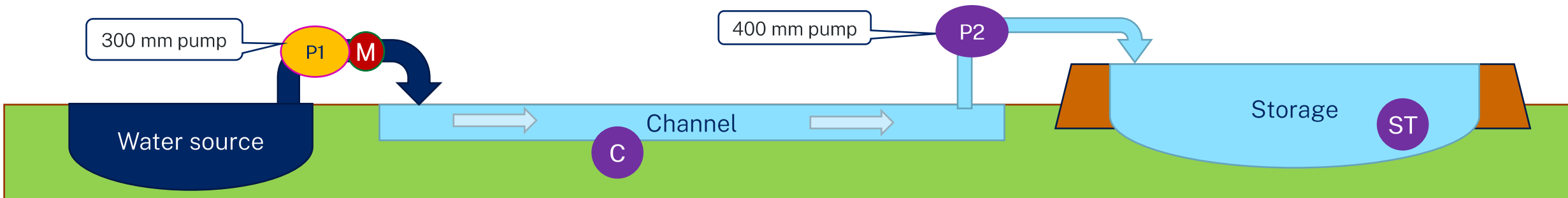
If a work is classified as:

- Constructed, non-taking work
- Constructed, basic landholder rights only
- Constructed, approval holder declared not taking water
- Not constructed
- Decommissioned

Works not classified or classified as constructed are required to be metered

The work is exempt from metering requirements, with no physical modifications required.

However, they are conditioned not to take water (excluding Constructed, BLR only that is permitted to take water under a basic landholder right).



 Work required to meter  Work not required to meter

# What should you look for on your statement of approval?

## Schedule 2 - Water supply works

### Part A: Authorised water supply works

Subject to the conditions of this approval, in relation to each numbered work in the table, the holders of this approval are authorised to construct and use a water supply work of the type shown at the location specified:

#### Work 1

Work identifier	1234567890
ESID number	1234567890
Status	Inactive
Specified work	BORE
Classification	Constructed, approval holder declared not taking water
Meter and/or reporting requirement	No meter or reporting required
Diameter (constructed) in millimeters	160
Specified location	DP123/40825      Whole Lot

## Condition reference MR9508-00001

Under section 77 of the Water Management (General) Regulation 2025, it is a mandatory condition of an authority to which an exemption under section 75 applies in relation to a work under the authority, that the holder of the authority:

- (a) for an exemption granted under section 76(2)(b), (c), (e), or (f) — must not take water using the work, or
- (b) for an exemption granted under section 76(2)(d) — must not take water using the work other than in accordance with the holder's basic landholder rights.

Note. This condition relates to metering requirements. More information on how to comply with this condition is available on the Department's website.

# What is a work solely for BLR?



Water taken can only be used for domestic consumption and stock watering purposes under the definition of BLR. The water cannot be used for any other purpose, which includes any commercial or irrigation purpose.

Domestic consumption means the use of water for normal household purposes in domestic premises which are situated on the land.

Stock watering means the watering of stock animals being raised on the land. It does not include raising stock animals on an intensive commercial basis where the animals are housed or kept in feedlots or buildings.

Examples of authorised use	Examples of unauthorised use
Watering a garden attached, adjacent to, or associated with a domestic premises	Watering a cultivated area such as a plantation or orchard that is used for commercial purposes
Ordinary residential purposes such as washing clothes, bathing, drinking, cleaning	Purposes related to a home business or farming activities that generate a commercial return, except stock watering purposes
Use of water in sheds, other outbuildings or structures for normal household purposes	Use of water in sheds, other outbuildings or structures used for commercial purposes e.g. hydroponics, dairy
Watering stock being kept on a 'free range' basis	Watering stock kept 'housed' for a substantial period of their raising, such as feedlots, piggeries, battery hens
Watering farm animals or animals considered 'useful'	Watering animals that are housed for the purposes of operating a commercial zoo or wildlife park
Watering horses kept for farm work or pleasure activities by landholder, such as recreational riding	Watering racehorses at a local racetrack brought in for race days

# What if the works installed size is less than the authorised size?

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- With your work approval number use the [NSW Public Water Register](#) to check your authorised size.
- If your installed work is smaller than what is on your approval – notify WaterNSW
- <https://comms.waternsw.com.au/pump-size>

Note: works authorised as ‘other pump’ or bores with no listed diameter automatically require metering – simply updating the approval to reflect what is installed may alter your metering requirements

# Non-urban metering – 26 November 2025

**Focus session - How to use the Customer Portal**  
**Lachlan Browne – Water Accounting Manager**

# Accessing the Customer Portal

You can find out more information about the Customer Portal, including how to register by visiting [www.watnsw.com.au/customerportal](http://www.watnsw.com.au/customerportal) or by scanning the QR code.

A screenshot of the Customer Portal sign-in page. At the top, there are logos for Water NSW and NSW Government. Below the logos, the text reads "Sign in with your email address". There are two input fields: "Email Address" and "Password". A blue "Sign in" button is centered below the fields. Below the button, there is a link: "Don't have an account? Sign up now". A "Forgot Password?" link is located in a separate box below. At the bottom, there is a welcome message and a list of supported browsers: Google Chrome, Microsoft Edge Chromium, Apple Safari, and Mozilla Firefox. A disclaimer at the very bottom states that by clicking "Sign In", the user agrees to the terms and conditions, privacy, and disclaimer notice.

Water NSW NSW GOVERNMENT

Sign in with your email address

Email Address

Password

Sign in

Don't have an account? [Sign up now](#)

Forgot Password?

Welcome to the Customer Portal for water licensing and approvals. Currently, the Customer Portal cannot be used on mobile devices including smart phones, tablets, and iPads. Please use your desktop computer and the following browsers:

- Google Chrome
- Microsoft Edge Chromium
- Apple Safari
- Mozilla Firefox

By clicking 'Sign In' I understand and agree that:  
The personal information I provide will be used and managed in accordance with the Customer Portal [Terms and Conditions](#), [Privacy](#) and [Disclaimer Notice](#).

# Amending your work classification



Start New Application Settings

A-6948 Manage Associate Manage all associations WaterNSW

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### My Applications

1 2 3 4 5 6 7 8 9 10 >

Application ID	Application Type	Status of the application	Agency
MA-8582	Manage Approval	Draft	WaterNSW
MA-8580	Manage Approval	Resolved-completed	WaterNSW
DAPP-1618	Water Supply Works	Received	DCCEEW
APP-4297	Water Supply Works	Under assessment	WaterNSW
BLR-16647	Basic Landholder Rights	Under assessment	WaterNSW

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### My Licences and Approvals

< 1 2 3 4 5 >

ID	Type	Status	Holder	Agency	
10WA23456	Approval	Current	John Smith	WaterNSW	<a href="#">Make changes</a>
10WA112233	Approval	Current	John Smith	WaterNSW	<a href="#">Make changes</a>
10WA789123	Approval	Current	John Smith	DCCEEW	<a href="#">Make changes</a>
20CA78910	Approval	Current	John Smith	WaterNSW	<a href="#">Make changes</a>
20CA85432	Approval	Current	John Smith	WaterNSW	<a href="#">Make changes</a>

# Amending your work classification

Manage Approval

## Which change would you like to make today?

The selected approval is only eligible for these changes. If you are looking to propose a specific change to your approval, which isn't listed as an option, it would imply that the selected approval is not eligible for that change. Please go back and select a different approval in order to proceed

I want to...

**To change the classification of work(s)**

I want to propose updates to my current work classification



Submit

# Amending your work classification

## ▼ Holder Information

### Holders

Holder Name Primary

John Smith



### Primary contact person

John Smith

Email

Johnsmith@youremail.com

> Water Use

> Linked Licences & Approvals

> Prior Licences / Approvals

> Work and Extraction Site Details

> Work Location

> Conditions

> Attachments

Cancel

Continue

# Amending your work classification

## Amend the status of your work

Note: All fields marked in asterisks are mandatory fields



If the status shown on your work(s) is incorrect, please complete the following form to amend the classification status of your work(s)

Approval Number 30CA000635



Work ID Number ( 1000012456 ) - Work Type ( BORE )

My work is \*

- Not constructed
- Constructed and only used to take water for basic landholder rights
- Constructed and takes water from a water source
- Constructed and not capable of taking water from a water source
- Constructed and I declare it is not being used to take water from a water source
- Decommissioned

Cancel

Submit

# We're here to help

We want to make it easy for you to understand how the metering rules apply to you.

You can find resources and other helpful information on our website and book a one-on-one meeting to discuss your metering questions with our team.

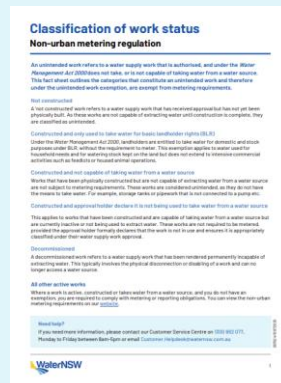


## Metering explained fact sheets

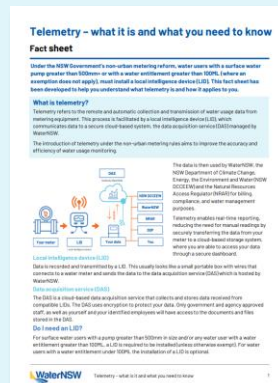
We've developed a series of fact sheets to answer your questions and break down the information you need to know.



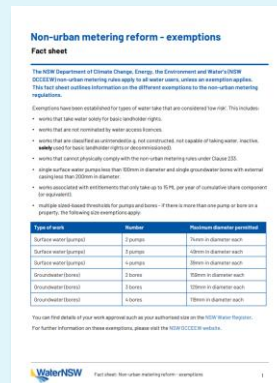
[Non-urban metering reform - what it means](#)



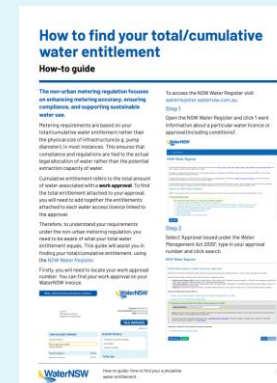
[Classification of Work Status](#)



[Telemetry - what it is and what you need to know](#)



[Non-urban metering reform exemptions](#)



[How-to find your total water entitlement](#)

# Contact Details



Call us on  
**1300 662 077**



Visit us at  
**waterNSW.com.au**

Follow us on socials



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# Questions



For metering and licensing enquiries contact WaterNSW

- 1300 662 077 (Monday to Friday 8am-5pm)
- [Customer.Helpdesk@waterNSW.com.au](mailto:Customer.Helpdesk@waterNSW.com.au)
- Make an online appointment with a metering expert



For more information about metering policy please contact Water Enquiries

- 1300 081 047 (business hours)
- [water.enquiries@dcceew.nsw.gov.au](mailto:water.enquiries@dcceew.nsw.gov.au)

# Thanks for joining us

Tell us how we went – scan this QR code or [click here](#)

