



Metering regulations

NRAR's compliance approach

Fact sheet

The Natural Resources Access Regulator (NRAR) is an independent regulator established under the NSW *Natural Resources Access Regulator Act 2017*.

We ensure the lawful use of water, so communities and the environment get their fair share.

One of NRAR's regulatory priorities is to ensure compliance with the non-urban water metering rules.

Ensuring accurate measurement of water take is the most effective way to protect NSW water sources and improve water management. Accurate measurement can provide greater certainty about on-farm water balances, helping to optimise water use and make more informed decisions. Installing accurate meters and telemetry can also help to reduce water waste, save money and improve yields.



The metering rules

The metering rules are being rolled out in stages by the NSW Government to better measure water take in NSW, make water use fairer and to build community confidence in water management.

These rules apply to many water supply works such as pumps or bores that are licensed to take water from rivers and groundwater systems. View the [list of approved meters](#)¹.

Do you need to comply?

Use the department's [online metering guidance tool](#)² to check how the rules apply to you and if any exemptions may apply. You can find a certified meter installer (known as a DQP, meaning duly qualified person) on the [Irrigation Australia website](#)³.

Complying with the rules

Under the metering rules, surface pumps 500mm and above and inland works nominated by total entitlements of 100ML and above are overdue to comply. These works must be fitted with approved meters that have been independently validated by a DQP. It is the water user's responsibility to engage a DQP.

These meters must be fitted with an intelligence device and require telemetry to enable data about water taken through the work to be shared with a centralised database (often referred to as the DAS, meaning data acquisition system).

The meters must also be validated by a DQP 10 years after the initial install and then every 5 years.

If metering equipment doesn't work after it's installed, water users need to report this to WaterNSW using the [online S91i form](#)⁴ on the WaterNSW website.

Coastal water users with works nominated by 100ML and above total entitlements (but less than 500mm) are due to have a compliant meter and intelligence device installed by 1 December 2026.

Works nominated by total entitlements between 15 and 100ML have different requirements that must be met by 1 December 2027 or the work approval renewal (whichever is later).

A failure to comply with the metering rules may be an offence under the *Water Management Act 2000*.

Exemptions that may apply

- **Inactive works** – water users who no longer use their pumps, but might want to in the future, need to apply to make their pump inactive using the [WaterNSW customer portal](#)⁵.
- **Unintended works** - An unintended work is a work listed on a work approval that is not taking licensed water or water under a basic landholder right. This may be because the work has been decommissioned, is inactive, has not been constructed or is not

taking from a water source. Water users will have a condition on their licence that prohibits them from using these types of works to take licensed water.

- **Keeping an existing meter** – a manufacturer certificate (up to 5 years old) is required to keep an existing meter that was installed before 1 April 2019 and isn't on the approved list. Alternatively, a meter installer can field test each meter and verify its accuracy. In both cases, a meter installer is required to validate the installation and fit the meter with an intelligence device and tamper evident seals.
- **Telemetry connectivity issues** – water users can use the department's [telemetry coverage tool](#)² to check their coverage. If a water user is in a blackspot, they are eligible for a temporary exemption from the telemetry requirements. To apply for the exemption, water users can email the report from the telemetry coverage tool to the department.

Visit the NSW DCCEEW - Water Group's website for [information about exemptions from the metering rules](#)²

How we monitor metering compliance

We audit data sources and visit properties to check metering compliance, confirming:

- that the appropriate metering equipment has been installed and validated and if required, that data about water taken through the work is being transmitted to the DAS.
- If action has been taken to commence an alternative pathway to compliance.

Comply with the metering rules before your deadline to avoid fines and interruptions to your water supply.

Our compliance approach

We are a firm but fair regulator and will assess each situation on a case-by-case basis.

Water users should hold onto their records and be prepared to show NRAR the steps they've taken to comply.

Compliance checklist

- Have you checked your compliance requirements?
- Do you have an approved meter installed by a DQP?
- Has a DQP validated your meter?
- Does it have intact, tamper-evident seals?
- Is it fitted with an intelligence device?
- If you need to transmit data are you connected?

Our response to breaches of the rules

When responding to breaches of the metering rules we approach each case on its merits by considering:

- the seriousness of the non-compliance, based on its actual or potential harm to the community, the environment and public interest
- the offender's attitude toward the offence and willingness to comply
- their cooperation and transparency
- their compliance history.

Our responses range from warnings and fines, to interruptions to water supply and in extreme cases, prosecution.

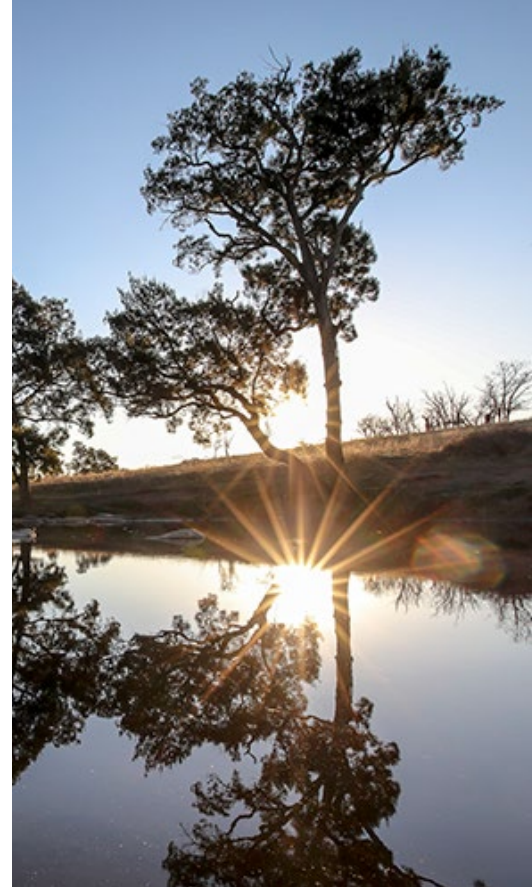
1 dceew.gov.au/water/policy/policy/nwi/nonurban-water-metering-framework

2 water.nsw.gov.au/metering

3 irrigationaustralia.com.au/directory?mtype=Certification%20Directory

4 waternsw.com.au/s91i

5 waternsw.com.au/customerportal



More information

To contact NRAR, you can write to us at nrar.enquiries@nrar.nsw.gov.au

Contact WaterNSW for help getting into compliance on 1300 662 077 or via email customer.helpdesk@waternsw.com.au

Scan the QR code to access useful materials from WaterNSW about the non-urban water metering framework.



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