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## MEDIA RELEASE

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# Bigger Burden, Reduced Services for Irrigators

**16/10/2020**

New South Wales irrigators are facing a further reduction in WaterNSW services under a proposed regulation to force irrigators into self-reporting their water take every month.

NSWIC CEO Claire Miller warned the Water Management (General) Amendment (Miscellaneous) Regulation 2020 imposed an additional administrative burden on water users who are paying for WaterNSW to read meters.

The Regulation proposes mandatory monthly self-reporting of water take for irrigators not required to install telemetry. In a submission, NSWIC highlighted potential impacts such as:

- Reduced services by WaterNSW for customers.
- Unclear commencement date.
- Lack of clarity on who the regulation applies to.
- Accuracy issues relating to human error.
- Additional administrative burden for water users.
- Usability of the online reporting portal, and options for non-internet users.

“Government water agencies have recently proposed a significant price increase for water users from 1 July 2021,” Ms Miller said.

“Improved water management, specifically “measurement of water take”, is one of the justifications for higher charges.

“But here we have a proposal to put duties such as meter reading back onto landholders, which leaves irrigators questioning what exactly they are paying for.

“NSWIC unequivocally supports robust metering standards across NSW but irrigators must receive the crucial services that they pay for.

“The proposed self-reporting may not only leave irrigators short-changed but the general public who rightly demands world-class metering, measurement and monitoring of water by government agencies for the sake of transparency and accountability.”

For further information please contact NSWIC CEO Claire Miller on 0409 509 677 or read NSWIC’s submission [[HERE](#)].