

Non-urban water metering

This document answers to frequently asked questions about the NSW Water Metering Framework, including its regulation and policy.

General

What is the non-urban metering framework?

The NSW non-urban metering reform is part of a commitment made by all state and territories of Australia in 2009. It is part of the Government's long-term plan for better water management in NSW.

The non-urban metering framework sets clear rules around who needs a meter, the recording and reporting requirements, and the metering equipment standards that need to be met. It means we know whether water is being taken according to the rules and everyone is getting their share, especially in times of drought. Most water users do the right thing, and they want those who don't to be held accountable.

What will the new metering framework achieve?

The [metering framework](#) will result in real and positive change for water management in NSW. Water is a precious resource that needs to be properly managed for current and future generations.

The framework will significantly improve the standard and coverage of non-urban water meters in NSW by setting clear rules around who needs a meter and the standards that need to be met. The standards are based on the objective that meters are accurate, tamper-proof, and auditable.

Who will carry out compliance in relation to the new metering rules?

The Natural Resources Access Regulator (NRAR) is responsible for compliance and enforcement of water laws in NSW, including [non-urban metering rules](#). It is likely that NRAR will conduct random audits during each rollout stage to ensure compliance. Any suspected breaches can be reported to NRAR's compliance hotline on 1800 633 362, via its [website](#) or by email to nrar.enquiries@nrar.nsw.gov.au.

Who will pay for my meter?

Authority holders (approval and/or access licence holders) are responsible for the costs associated with buying, installing, and maintaining their own meters, including telemetry devices.

However, you may be able to tap into one of several programs to help offset the cost of buying metering equipment:

- the [telemetry rebate program](#) provides a \$975 rebate to a water users' account for each meter they connect to the telemetry system

- the [instant asset write off scheme](#) allows farmers to deduct the full purchase price of assets up to \$150,000 – such as metering equipment – from their taxable income
- the [NSW Farm Innovation Fund](#) provides loans to carry out capital works, including metering, that benefit the long-term profitability of businesses.

The [Department of Primary Industries Drought Hub](#) contains information to help farmers during droughts, including financial assistance.

WaterNSW will continue to manage the compliance and ongoing maintenance of existing government-owned meters and is committed to making sure these meters are compliant under the non-urban metering framework.

If you are currently using a government-owned meter, WaterNSW will be in touch with you before the rollout date for your region. However, if you have any questions regarding your government-owned meter, you can contact WaterNSW on 1300 662 077 or email meter.maintenance@waternsw.com.au.

WaterNSW has published a fact sheet about [government-owned meters](#).

What if I am not able to comply with the new metering rules by my rollout date for reasons beyond my control?

NRAR has released its [compliance approach](#) which explains how it will treat instances of non-compliance. NRAR expects water users to make arrangements well ahead of their metering start date to bring their equipment into compliance and be able to demonstrate they have made every effort to comply with the metering rules.

How are the metering rules connected with water resource plans and water sharing plans?

The metering rules will replace any metering or measuring requirements in [water sharing plans](#). This means there will be a consistent and streamlined metering framework across NSW, rather than separate requirements for separate water sharing plan areas. Once the metering rules have taken effect, the metering provisions in water sharing plans will be removed.

Shouldn't all water users be metered?

Government is mindful of the need to ensure that the costs of metering do not outweigh the overall benefits. Based on current market considerations, the benefits of metering do not outweigh the costs for those small users who represent only a very small proportion of take. The metering thresholds will be reviewed in 5 years against the objectives and the metering thresholds could be adjusted to include more works.

Timeframes

When do the metering rules commence?

The rollout dates for metering rules are:

- 1 April 2019 – for new and replacement meters. Anyone replacing an existing meter or installing a new meter from 1 April 2019 must install a pattern-approved meter (except for open channels) which is installed by a duly qualified person in accordance with Australian Standard 4747, with tamper-evident seals and a compatible local intelligence device (LID) that stores the meter's readings.
- 1 December 2020 – for all surface water pumps 500 mm or larger
- 1 December 2021 – for all remaining works in the inland northern region
- 1 June 2023 – for all remaining works in the inland southern region
- 1 December 2024 – for all remaining works in the coastal regions.

To see which region you are in, see Attachment D of the [NSW Non-Urban Water Metering Policy](#), which lists the water sharing plans and *Water Act 1912* licences within each region.

Telemetry will also be required for all surface water works, except pumps less than 200 mm from the relevant rollout date.

Should I plan to have my metering equipment installed ahead of time?

We encourage all water users to become familiar with how the new metering requirements will apply to them, and to plan well ahead of their commencement date to ensure that they are compliant by their rollout date. You may choose to comply with the new requirements at any time before your rollout date.

Metering thresholds

Do I need a meter?

You must install metering equipment on your water supply works unless an exemption applies.

Use our interactive [metering guidance tool](#) to understand if the metering rules apply to your works and what you need to do to comply with the rules.

What if the pump size is not stated on my work approval?

If there is no size stated on your work approval for a surface water pump, the work will be required to be metered and will require telemetry. Water users can amend the work approval to record the correct size by contacting their relevant licensing authority.

WaterNSW customers should apply through [WaterNSW](#) and local government water authorities and other government customers should apply through the [department's Licensing and Approvals team](#).

What if my pump or bore is smaller than the size listed on my work approval?

If the size of the work constructed is smaller than what is authorised by the work approval, you must notify WaterNSW of the actual constructed size. You can do this online at comms.watarnsw.com.au/pump-size.

The exemptions to the requirement to install metering equipment will then be based on the notified work size and not the size listed on the work approval.

Why isn't water taken under basic landholder rights (which includes stock and domestic rights) being metered?

The NSW Government recognises that water taken under basic landholder rights is an important issue and it has committed to consult publicly on this matter.

Is floodplain harvesting water being metered?

Yes. Water taken under a floodplain harvesting access licence is required to be measured using accurate, auditable, and tamper-proof measurement equipment.

Measurement of floodplain harvesting is a separate project being addressed as part of the Healthy Floodplains Project. You can read more about floodplain harvesting measurement on the [department's website](#).

Will the same metering rules apply to licensed environment water?

Yes. The metering rules apply equally to licensed environmental water.

Will the same metering rules apply to Irrigation Corporations?

The metering rules will apply to Irrigation Corporations at their offtake. The metering rules will not apply to individual users taking water from an irrigation corporation.

Are there any exemptions?

Yes, exemptions apply to works that:

- are used **solely** to take water under a basic landholder right
- have been made inactive
- cannot physically comply with the non-urban metering rules and have been granted a Ministerial exemption, this includes the telemetry coverage blackspot exemption from the requirement to install an LID.
- are not nominated against an access licence.
- are small, low risk works used solely to take water under a stock and domestic water access licence (NB this exemption lapses on 1 December 2024)
- are below the single and multiple works size thresholds, provided the work does not have a pre-existing requirement to meter and is not in an at-risk groundwater source.

More information on exemptions is available on the department's website at

www.water.dpie.nsw.gov.au/nsw-non-urban-water-metering/what-water-users-need-to-know.

I don't have fixed or permanent pumping equipment. Do I still need to comply with the metering rules?

Yes, portable pumps are subject to the same standards as fixed and permanent works. The department has developed a note which provides guidance on how to install a compliant meter on [portable pumps](#).

Will a groundwater extraction site that uses a spearpoint system require a meter?

Yes, all spear points need to be metered, unless an exemption applies, for example if the spearpoint is used solely for basic landholder rights purposes.

Do the metering rules apply to gravity-fed pipes without pumps?

Yes, gravity-fed pipes will need to be metered and will need to be fitted with tamper evident seals, a data logger and telemetry by the rollout date, unless an exemption applies.

Do the metering rules apply to wells?

Yes, all wells will need to be metered, unless an exemption applies, for example if the well is used solely for basic landholder rights purposes.

Metering standards

What type of meter do I need to install?

Use our [interactive metering guidance tool](#) to understand if the metering rules apply to your works and what you need to do to comply with the rules.

From 1 April 2019, all new and replacement meters must be pattern-approved (except for open channels), installed by a duly qualified person in accordance with Australian Standard 4747, and have a data logger and tamper-evident seals.

The Department of Climate Change, Energy, the Environment and Water maintains a list of [pattern-approved non-urban water meters](#). This list is updated regularly when new meters become pattern approved.

Can I keep my existing meter?

Water users with existing meters will be allowed to keep their meters if they meet certain requirements. Users will need to demonstrate, by their rollout date, that the meter is either pattern-approved (unless an open channel meter) and validated, or accurate. A DQP will be required to install a data logger and tamper-evident seals, if not already installed.

Telemetry is required for all surface water works (except pumps less than 200 mm). If you are in a telemetry coverage blackspot you are still required to install a compliant meter. There is an [exemption from the requirement to install a LID](#), provided you have notified the department in the approved form. You can also use our [interactive metering guidance tool](#) to understand if the metering rules apply to your works and what you need to do to comply with the rules.

Are pattern-approved meters more accurate than non-pattern-approved meters?

Pattern-approved meters are factory tested to ensure they conform to national standards prior to installation. Each meter is issued with a certificate of calibration. The National Metering Standards have strict accuracy requirements of $\pm 2.5\%$ under laboratory test conditions and $\pm 5\%$ under field conditions.

When do I need to have my meter validated?

Metering equipment must be validated on installation, at 5-yearly intervals (or every 12 months in the case of open channels) and in any other circumstances in which validation is required under the Australian Standard 4747, such as when any maintenance work is conducted that requires breaking the seal, or when your meter has been moved or damaged and no longer operates properly.

What other maintenance requirements apply to my meter?

All meters must be maintained in accordance with the [Maintenance Specifications 2019](#). These specifications set out the maintenance that needs to be carried out, the frequency of maintenance, and whether the maintenance needs to be carried out by a duly qualified person or if it can be carried out by the licence or approval holders.

Tamper-evident seals

What is classified as tampering?

Under the *Water Management Act 2000*, a person may be found guilty of an offence if they interfere with, damage, destroy or disconnect any metering equipment that has been installed in connection with a water management work.

A person may interfere with metering equipment by unsealing any sealed component, blocking any part of the equipment, attaching a device that may affect the operation of the equipment, or disconnecting the equipment from its power source.

A higher offence may apply if the tampering is intentional or reckless.

Do tamper-evident seals need to have a seal number?

Yes. Each tamper-evident seal will have a unique number. Duly qualified persons validating metering equipment will record the seal number on the validation form.

Will the government make and issue tamper-proof seals?

Under the metering rules, the NSW Government has appointed Irrigation Australia Limited (IAL) as the approved provider of all tamper-evident seals.

Only current duly qualified persons can purchase seals from the website and each certified person will need to login to the [IAL website](#) using their membership credentials before a purchase can be made.

What measures are in place to stop someone from cutting off a tamper-evident seal and replacing it with another one?

Each tamper-evident seal has its own unique identification number which is recorded by the duly qualified person on the metering equipment's validation form. This means that NRAR officers will be able to verify if a tamper evident seal has been cut and replaced.

Meter tampering is an offence under the *Water Management Act 2000*.

A duly qualified person **must** notify the Natural Resources Access Regulator (NRAR) within 7 days if they know or reasonably suspect any tampering of metering equipment they are installing or are carrying out work on.

It is an offence for a duly qualified (DQP) person to fail to notify in these circumstances. DQPs can contact NRAR on 1800 633 362 during business hours or by email at nrar.enquiries@nrar.nsw.gov.au to report suspected meter tampering, or [report suspicious activity online](#).

Duly qualified persons

Who is a duly qualified person?

A duly qualified person is a person with the qualifications, skills, or experience to carry out certain work in relation to metering equipment.

There are three main types of DQPs:

1. Certified Meter Installers (CMIs), who can install and validate closed conduit meters, LIDs, and telemetry.
2. Certified practising hydrographers, who can install and validate open channel meters, LIDs, and telemetry.
3. Telemetry technicians who can install and maintain LIDs and telemetry.

Water users must use a DQP to carry out certain work in relation to their metering equipment, including installation, certain maintenance requirements, validation and checking the accuracy of an existing meter.

The list of qualifications and skills for duly qualified persons is in Attachment E of the [NSW Non-Urban Water Metering Policy](#). There are different skills required for different activities.

How can water users find a duly qualified person?

There are 3 ways to find a DQP:

1. use the Metering and Measurement Virtual Marketplace online tool at www.dpie.nsw.gov.au/virtual-marketplace
2. visit www.irrigationaustralia.com.au to find a certified meter installer in your region
3. find a certified practising hydrographer via the Australian Hydrographers Association visit aha.net.au.

Will there be enough duly qualified people to carry out the work?

We are working closely with Irrigation Australia and Training Services NSW to increase the number of duly qualified persons available throughout NSW to do this work.

If I want to keep my existing meter, what do I need to do?

Water users with existing meters will be allowed to keep their meters if it meets the accuracy requirements and a LID is installed. Users will need to demonstrate, by their rollout date, that the meter is either pattern-approved and validated, or is not pattern-approved, but accurate. There is more information on the department's website at water.dpie.nsw.gov.au/nsw-non-urban-water-metering/what-water-users-need-to-know. They will also need to install a data logger and tamper-evident seals, if not already installed. Telemetry is required for all surface water works (except pumps less than 200 mm) or if a telemetry blackspot exemption applies.

You can also use our [interactive metering guidance tool](#) to understand if the metering rules apply to your works and what you need to do to comply with the rules.

Can a duly qualified person validate their own work?

Yes. If a duly qualified person validates their own equipment, they must indicate they are validating their own metering equipment when entering data into the DQP Portal.

Can a duly qualified person access meter data on-site when conducting maintenance?

Yes. Duly qualified persons can read meter data on-site when they are carrying out maintenance activities.

Who is responsible for ensuring the accuracy of the validation certificate?

The authority/approval holder is responsible for ensuring that their metering equipment is accurate. This extends to any forms or certificates completed by duly qualified persons.

When do forms completed by a duly qualified person need to be provided to the water user?

The non-urban metering rules require for duly qualified persons to give water users the certificates of validation, design, or accuracy check within 7 days of completing the work. The water user then has 28 days from the date they receive the certificate to submit it to the department.

However, when your DQP submits the certificate in the DQP Portal, you will automatically receive the certificate by email. You must keep the certificate for 5 years.

What is the DQP Portal?

The [DQP Portal](#) is a secure website that can be used on a computer, laptop, tablet, or smartphone. It is the entry point for DQPs to assist the water user to:

- register intent to order and install a new or replacement Local Intelligence Device (LID)
- notify completion of configuration, installation, and testing of the LID

- generate the Validation Certificate to notify the water user, and, on behalf of the water user, notify the department, NRAR, and WaterNSW, that the telemetered meter installation is compliant.

The [DQP Portal](#) is maintained and supported by WaterNSW.

How will another duly qualified person know if a meter has failed a validation?

We recognise that accessing historical validation certificates can help duly qualified persons perform their functions.

We encourage duly qualified persons to ask water users for a copy of their previous validation certificates before going on-site.

Faulty metering equipment

What happens if my metering equipment stops working?

If your metering equipment is not working properly, you must report it to WaterNSW within 24 hours– using their online [Section91I form](#).

Failing to report faulty metering equipment within 24 hours of becoming aware of the fault is an offence.

Metering equipment includes telemetry.

If a meter fails and it is not being used, does the water user still need to notify the department, or can they wait until they want to take water?

Water users must notify WaterNSW within 24 hours of becoming aware that a meter is not working properly or has stopped working, even if they are not taking water, using their online [Section91I form](#).

Recording and reporting

What records should I keep?

There are 3 types of water take information to be recorded:

1. licensed water take
2. water taken under a licence exemption, for example basic land holder rights (BLR), This requirement only applies if the work is used to take water under a licence and under a licence exemption
3. confirming water is taken according to conditions.

The records to keep from your rollout dates will depend on whether your work needs to be metered or not, and whether you have telemetry. See compliance dates on our [website](#), and check your approval for the conditions which apply to you.

If you **do not have a meter** you will need to keep daily records for all 3 types of water take information.

If you have a **meter** your LID automatically stores your water take. You will need to record your meter read every month, and record any other water take under BLR or licence exemption – so the volumes can be subtracted from the amount taken under your licensed entitlement.

If you have a **meter and telemetry** your water take is recorded automatically. You would only be required to record any other water take under BLR or licence exemption – so the volumes can be subtracted from the amount taken under your licensed entitlement.

For all water users, if your conditions require you to confirm you can take water, for example confirming cease to take conditions have not been triggered, you will also need to keep daily records to confirm this.

These new records will replace the logbook requirements on your approval, or access licence.

You will need to keep the records for 5 years.

More information on the [reporting rules](#) and how to report your water take is available on the WaterNSW website.

When should I submit my records?

There are different requirements, depending on your metering equipment and use of water. If you:

- use a pump, bore or other work to take both licensed and unlicensed water, such as under a basic landholder right, you'll need to report your water take to the Minister every month
- have a meter but not telemetry will need to submit a 'self-assessed' meter reading to the Minister every month
- do not have a meter but take licensed water you must record your usage, including water taken under basic landholder rights if relevant, and that cease to pump conditions do not apply and report annually
- do not use telemetry, you will also need to have the data from your data loggers downloaded every 12 months by an authorised person (WaterNSW).

More information on the [reporting rules](#) and how to report your water take is available on the WaterNSW website.

Data logging and telemetry

What is data logging and telemetry?

In simple terms, data logging and telemetry is the process of recording and transmitting the readings of an instrument, such as water take data from a meter. The benefits of data logging and telemetry include:

- **timely information** to assist water users with their business decisions
- **efficiency:** telemetry reduces the need for water users to physically go to the meter site
- **data integrity and auditability:** giving greater confidence to the community that water is being taken according to legal frameworks and licence conditions

- **efficient river and water management:** WaterNSW can manage regulated rivers more efficiently with up-to-date information and government can better monitor water usage.

What is the Data Acquisition Service?

To enable the secure transmission of telemetered data, the department procured a data acquisition service (DAS). The DAS is a cloud-based platform that collects and stores consumption data from non-urban water meters that are fitted with telemetry. The LID transmits meter data over a secure network to the DAS. The DAS makes data available to authorised officers such as DQPs, NRAR, WaterNSW and the department.

Do I need a data logger or a telemetry device?

Under NSW's metering rules, all surface and groundwater works which are required to install an accurate meter must also install a compatible telemetry-capable data logger (LID).

From 1 April 2019, all new and replacement meters must be pattern-approved (except for open channels) and must be connected to a compatible LID.

Telemetry is only mandatory for works which take surface water except pumps below 200mm. In telemetry blackspot areas, an exemption applies only to the installation of a LID.

What type of LID do I need to install?

The department maintains a [list of compatible devices and solutions](#) that have been tested and found to meet the functional and security requirements of the DAS. It is the water user's responsibility to ensure they purchase a fit-for-purpose device that meets their individual needs.

Who can install and register my LID to the government telemetry network?

Under the Water Management (General) Regulation, only duly qualified persons (DQPs) can install LIDs. A DQP is someone with the qualifications, skills, or experience to carry out certain work in relation to metering equipment, as defined by the Regulation.

Different types of DQPs are required to carry out different work in relation to metering equipment. DQPs include certified meter installers, certified practising hydrographers, and telemetry technicians.

Use the [Metering and Measurement Virtual Marketplace online tool](#) to contact an installer.

How are the devices being tested for inclusion on the compatible devices list?

The department has taken an open market approach to the development of metering and telemetry equipment. The Market engagement policy for metering and telemetry outlines how the department engages with metering equipment manufacturers and vendors and the processes for assessing any new solutions.

All LIDs must comply with the approved *Data Logging and Telemetry Specifications*. The department has also published the *Data Acquisition Service Logged Data Format Guidelines* to assist vendors to develop solutions which are compatible with the DAS.

These documents can be found in the non-urban metering document library on the department's website at water.dpie.nsw.gov.au/nsw-non-urban-water-metering/document-library.

Who pays for the ongoing costs of telemetry?

Water users are responsible for the costs of buying, installing, and maintaining all metering equipment, including telemetry. Telemetry charges are also applied by WaterNSW as determined by IPART.

Can I choose to have telemetry even if I'm not required to?

Yes, contact a DQP who will be able to assist in installing your LID with telemetry.

Water users who install and connect telemetry equipment can access the \$975 telemetry rebate. The rebate is applied as a discount to the telemetry service charge on your water bill, over a four-year period for each meter connected to the telemetry system.

When do I need to comply?

The metering framework is being rolled out in a staged manner.

The first rollout date was 1 December 2020 for all water users who have surface water pumps 500 mm and above. All these water users require telemetry. All remaining works in the inland northern region were required to be compliant by 1 December 2021.

Other water users will need to ensure that they have compliant metering equipment by their relevant regional rollout date:

- 1 June 2023 – for all remaining works in the inland southern region
- 1 December 2024 – for all remaining works in the coastal regions.

To confirm which region you are in, see Attachment D of the [NSW Non-Urban Water Metering Policy](#), which lists the water sharing plans and *Water Act 1912* licences within each region.

Why isn't groundwater required to be telemetered as part of this framework?

In the current market, the benefits of telemetry do not outweigh the costs for smaller surface water users and for groundwater users. However, the telemetry threshold will be reviewed in December 2023 and the requirement for telemetry could be adjusted.

You still can choose to install telemetry on your groundwater works.

Water users who install and connect telemetry equipment can access the \$975 telemetry rebate. The rebate is applied as a discount to the telemetry service charge on your water bill, over a four-year period for each meter connected to the telemetry system.

Is telemetry required for open channels, diversion channels, regulators, and dams?

Yes. Telemetry is mandatory for all surface water works which are required to have a meter installed except surface water pumps 199mm or less. An exemption may apply to works in a [telemetry blackspot area](#).

My meter and LID are in a mobile blackspot – how can I meet the telemetry requirement?

If you are in a telemetry coverage blackspot you are still required to install a compliant meter. There is an [exemption from the requirement to install a LID](#), provided you have notified the department in the approved form. You can also use our [interactive metering guidance tool](#) to understand if the metering rules apply to your works and what you need to do to comply with the rules.

Water users should contact a DQP for advice on checking cellular coverage. Use the [Metering and Measurement Virtual Marketplace online tool](#) to find one.

Can water users use third party telemetry systems to connect to the DAS?

No. The NSW Government recognises that many diligent water users have already installed telemetry systems to help them monitor and manage their water use.

We recognise the value in exploring this matter further, however its immediate priority is ensuring that the DAS is fully operational.

Is the telemetry data real time?

LIDs record water take data every hour. This information is then transmitted to the DAS once every 24 hours.

Who is the owner of the telemetry system?

WaterNSW is the administrator of the telemetry system.

Who owns the data in the telemetry system?

The NSW Government owns the data that it receives from water users. Water users can access and use their data for their own purposes.

Can I access my data via the telemetry system?

Yes, you will be able to access your own data through a private online dashboard (iWAS), which is managed by WaterNSW. You will also receive notifications when your telemetry device is not transmitting data.

What do I do if my LID stops working?

A LID is part of your metering equipment. If your LID stops working, or is not working properly, you must report this to WaterNSW within 24 hours of becoming aware, using the online [Section 91i form](#).

My DQP has advised me that my current meter can't connect to a compatible LID, what should I do?

If your work is required to have a meter, then you should talk to your DQP about options to make the current meter compatible with a compatible LID.

If your meter cannot connect to a LID, then you will need to replace the meter.

Do I have to comply with the telemetry requirements if I am a customer of irrigation corporation/scheme?

No. Telemetry requirements apply to irrigation corporations at the intakes and offtakes, but not to the individual customers within the corporation's area of operations.

I don't have fixed or permanent pumping equipment. Do I still need to comply with the telemetry requirements?

Yes, portable works are subject to the same standards as fixed or permanent works.

Metering and measurement virtual marketplace

What is the Virtual Marketplace?

The Metering and Measurement Virtual Marketplace is a web-based tool that facilitates contact between water users, installers and suppliers of non-urban metering and floodplain harvesting measurement equipment.

How do I access the Virtual Marketplace?

Go to the department's website at www.dpie.nsw.gov.au/virtual-marketplace.

I'm a registered surveyor, registered professional engineer or certified practising hydrographer. How do I sign up to the Virtual Marketplace?

To sign up to the Virtual Marketplace as a service provider (installer/supplier) please complete this online form.

You will need to provide:

- Name
- Email address
- Phone number
- Physical/business address
- Registration number from one of the following professional bodies:
 1. **For engineers** – Service NSW, Engineers Australia, or other relevant state bodies
 2. **For registered surveyors** – The Board of Surveying and Spatial Information of NSW, or an equivalent body in other states
 3. **For certified practising hydrographers** – the Australian Hydrographers Association.

I'm a duly qualified person (DQP), how do I sign up for the Virtual Marketplace?

Go to the department's website at www.dpie.nsw.gov.au/virtual-marketplace.

Follow the steps on the webpage to log in and create a profile.

You will need:

- Name

- Email address
- Phone number
- Physical/business address
- Registration number from Irrigation Australia.

I'm a water user. How do I sign up to the Virtual Marketplace?

Go to the department's website at www.dpie.nsw.gov.au/virtual-marketplace.

Follow the steps on the webpage to log in and create a profile.

You will need:

- Name
- Email address
- Phone number
- Physical address
- Water access licence number (choose one if you have multiple WALs)
- Work approval number (choose one if you have multiple works approvals).

Note the water access licence and work approval numbers must be related. The work approval number you use must be associated with the water access licence number you use.

Note the physical address is used by the Virtual Marketplace to assist with finding installers and suppliers that are close to your location. Use the address where your pump is located to ensure the best search results for your needs.

This location will be displayed on a mapping interface within the Virtual Marketplace.

Can I unsubscribe from the Virtual Marketplace?

Yes, to unsubscribe follow the steps in the user guide on the department's website at www.dpie.nsw.gov.au/virtual-marketplace.

Can I request that my data be deleted from the virtual marketplace entirely?

Yes, please complete this [online form](#) to request that your data be deleted from the Virtual Marketplace.

You will need to provide the following details:

- Email subject – Request to delete user data from Virtual Marketplace
- Name
- Email address
- Phone number
- Water access licence number (for water users)
- Work approval number (for water users)
- Registration number from one of the following professional bodies:

- For **DQPs** – Irrigation Australia
- For **engineers, registered surveyors, and certified practising hydrographers** – use the number sent to you by the department when you registered on the Virtual Marketplace.

I've moved/ sold my WAL, can the new owner sign up to the Virtual Marketplace?

Yes, please complete this [online form](#) to request that your data be deleted from the Virtual Marketplace.

You will need to provide the following details:

- Name
- Email address
- Phone number
- WAL.

I've moved/ purchased a WAL, can I sign up to the Virtual Marketplace?

Yes. If your registration cannot be completed, please complete this [online form](#) to request that your data be deleted from the Virtual Marketplace.

You will need to provide the following details:

- Name
- Email address
- Phone number
- WAL.

If I sign up as a water user, is my profile information visible to others?

Not automatically. You can choose to share your information during the signup process and can change the visibility of your profile at any time to make it visible or hidden.

The [user guide](#) will provide you with instructions.

Where can I get help to use the virtual marketplace?

There are [user guides](#) on the department's website that can help you to use the Virtual Marketplace. Visit www.dpie.nsw.gov.au/virtual-marketplace.

If you still need help you can call 1300 081 047 or email water.enquiries@dpie.nsw.gov.au.