

Customer Advisory Groups

Fact Sheet | 2025

WaterNSW is working hard to develop deeper and more meaningful relationships with our customers and stakeholders to understand what matters most to them, and to help shape all aspects of our operations and projects.

Why get involved with WaterNSW?

At WaterNSW we operate the state's dams, capturing and storing water, and then supplying it ready for distribution – for the environment, agriculture, industry and the community.

With 41 major dams and hundreds of waterways across the state, we play a vital role at the source of the state's water, delivering two thirds of all water used in NSW.

WaterNSW is a state-owned corporation and one of the main government agencies tasked with managing water in NSW.

By joining one of our CAGs, you will participate in discussions that matter to you and the association or community you represent to ultimately help us deliver water, when and where it matters.

What are Customer Advisory Groups (CAGs)?

CAGs are the primary forum for WaterNSW to regularly engage and consult, on an area basis, with a broad cross-section of our customers. We do this on issues relevant to our performance and delivery of services to our customers.

Members provide advice from a customer point of view to WaterNSW on range of issues including:

- water planning and delivery
- asset operations and maintenance
- customer services
- our involvement in government programs
- customer and stakeholder engagement
- pricing
- other issues relevant to the performance and delivery of service to customers.

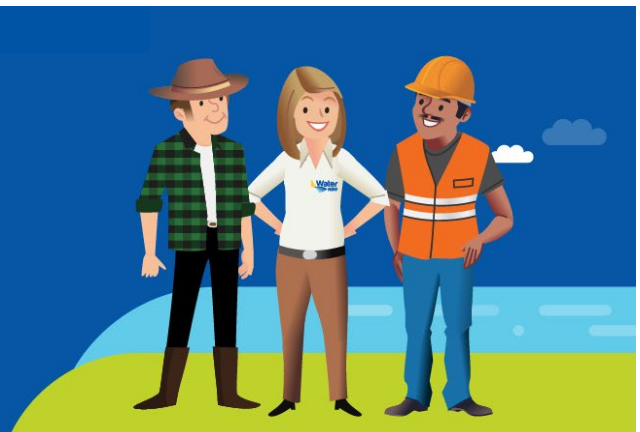
Where are the CAGs?

WaterNSW has 11 area-based CAGs in the following valleys:

- Barwon-Darling
- Border Rivers
- Coastal-Hunter
- Greater Sydney
- Gwydir
- Lachlan
- Macquarie-Cudgegong
- Murray-Lower Darling
- Murrumbidgee
- Namoi
- Peel.

“Customer Advisory Groups are one of the most important meetings we have.”

WaterNSW customer and CAG member



Who is on the CAGs?

CAGs include members representing:

- stock and domestic water users
- regulated river water users
- unregulated river water users
- groundwater users
- environmental water users
- industrial and commercial water users
- public water utilities
- Aboriginal community representatives and cultural water users
- small/medium/large water users.

How often do CAGs meet?

CAGs endeavour to meet in person twice per year, with the option for further meetings online if requested or required. Meetings are held locally and members are encouraged to attend in person.

Meeting schedules and discussions are based on relevant and timely issues relating to WaterNSW's planning and operations and in consultation with the CAG Chairperson.



Our team is
here to listen

Member roles and responsibilities

CAG members represent WaterNSW customers in their valley. Representatives have an obligation to provide regular feedback to the water users they represent.

As a representative, you will represent the views of members from your nominating organisation, not your individual views, and reflect a broader contribution of all customers you represent.

How long is the term?

Your nominating group/organisation will be appointed for a five-year term from 1 July 2025 - 30 June 2030. Nominated representative/s may be changed during the term.

Government department representation

WaterNSW follows the government rules and regulatory frameworks, implementing the rules to deliver water when and where it's needed. The NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW) is the lead agency setting water policy in NSW. Senior officers from the department will be invited to attend meetings from time to time and other government agencies may also be invited to brief members on relevant topics.

How do I nominate for the CAG?

Membership is through nomination from a recognised water user group/representative organisation that represents the interest of our customers.

If you are interested in becoming a member of one of our CAGs, please contact your water user group to submit a nomination or get in touch with us.



Find out more about our Customer Advisory Groups at [waternsw.com.au/cag](https://www.waternsw.com.au/cag)

For questions, email us at cag.support@waternsw.com.au or call 1300 662 077.