Department of Climate Change, Energy, the Environment and Water

NSW Telemetry Uplift Program — Grant guidelines

Installation of local intelligence devices

July 2026

NSW GOVERNMENT

Acknowledgement of Country



Department of Climate Change, Energy, the Environment and Water acknowledges the traditional custodians of the land and pays respect to Elders past, present and future.

We recognise Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to place and their rich contribution to society.

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

NSW Telemetry Uplift Program — Grant guidelines

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Grant program details

Opening date and time: 12.00 am, 18 February 2026

Closing date and time: 30 June 2027, or when funding has been exhausted

Decision-maker: Deputy Secretary Water

NSW Government agency: Department of Climate Change, Energy, the Environment and Water

Type of grant opportunity:

- $1,000 per local intelligence device installed between 1 July 2024 and 31 January 2025
- $2,000 per local intelligence device installed between 1 February 2025 and 30 June 2027

Enquiries: nswtelemetryupliftprogram@dpie.nsw.gov.au

1 Overview of grant program

The Water Group is part of the NSW Department of Climate Change, Energy, the Environment and Water (the department), and oversees the management of state water resources.

Telemetry is required for both groundwater and surface water works.

The NSW Telemetry Uplift Program (TUP) is designed to assist water users in the Murray–Darling Basin (MDB) by offering subsidised telemetry devices and installations, including a local intelligence device (LID) and data logger.

This initiative is part of a broader effort to improve water monitoring and management, ensuring that water is extracted fairly and according to regulations. The Telemetry Uplift Program aims to assist eligible water users in the Murray–Darling Basin with compliance to the metering rules, to ensure water taken from inland regional water sources is extracted fairly, equitably and according to the rules.

The program is funded by the Australian Government and aims to simplify compliance for water users. The program has been running since February 2025 through an 'opt in' process for installation of telemetry using government contractors. Under the 'opt in' process eligible recipients can choose to have the equipment supplied and installed by Government-approved duly qualified persons (DQP's) by registering their interest through the Telemetry Uplift Program website.

This grant program provides alternative models of delivery that will enable eligible water users to sign up and engage their own DQP's to install telemetry equipment or receive a reimbursement where telemetry has already been installed.

1.1 Purpose and objectives

The grant program will include payments through two streams:

- Reimbursement of $1,000 for retrospective installations, targeted to water users who have installed (and validated) a local intelligence device (LID) between 1 July 2024 and 31 January 2025 and who have not received other government incentive payments.

  Water users who installed telemetry up to 30 June 2024 received a $975 rebate that was automatically applied to their water bill under the Commonwealth funded NSW Telemetry Rebate Program. Water users in receipt of this rebate will not be eligible for reimbursement under the TUP.
- Reimbursement of $2,000 for installations, targeted to water users who have installed (and validated) a LID on or after 1 February 2025.

The program does not cover the installation of meters.

1.2 Eligibility

The program is open to landholders in the Murray–Darling Basin.

Each funding stream has additional eligibility requirements (Table 1).

Table 1. Eligibility requirements for each funding stream

Funding stream	Eligibility criteria	Evidence of eligibility
$1,000 reimbursement	• MDB • LID installed from 1 July 2024 to 31 January 2025 • Have not installed a LID with a government contractor through the TUP	LID validated in the DQP Portal
$2,000 reimbursement	• MDB • LID installed from 1 February 2025 to 30 June 2027 • Have not installed a LID with a government contractor through the TUP	LID validated in the DQP Portal

1.3 Grant value and allocation

- $1,000 for LIDs installed from 1 July 2024 until 31 January 2025
- $2,000 for LIDs installed since 1 February 2025.

Grant payments will be allocated to eligible applications on a first-come, first-served basis until funds are exhausted. Reimbursement funding will remain available until the project end date of 30 June 2027, or earlier if the funding allocation is fully spent.

The department reserves the right to amend or extend the close date, subject to the availability of funds. Any changes to the grant program will be published on the department's website.

2 Selection criteria

2.1 Assessment criteria

Table 2. Assessment criteria for the TUP grants and evidence required

Criteria	Response considerations and evidence
Criterion 1: The applicant meets the eligibility requirements and provided mandatory details	Refer to the eligibility criteria for each funding stream. Refer to the application form for mandatory details: Entity/Business Name, ABN, Address, Phone number.
Criterion 2: The applicant has provided bank details and a copy of a bank statement	Include bank details: Account name, BSB and Account number in the application form. Attach documentation showing proof of bank account details to the application form.
Criterion 3: The LID has been registered with WaterNSW and a copy of the Validation Certificate has been attached to the application	WaterNSW has issued a Validation Certificate for the works, confirming the LID is registered in the DQP Portal.

3 Application process

3.1 How to apply

To apply, eligible individuals and organisations must submit an application addressing the eligibility and assessment criteria.

Applications are to be submitted through SmartyGrants (the NSW Government grant system).

3.2 Support available to applicants

Further information about the TUP can be found on the department's website.

For more information call 1300 081 047 during business hours or email the Metering and Licensing Team at nswtelemetryupliftprogram@dpie.nsw.gov.au

4 Assessment process

4.1 Assessment of grant applications

The grant will be managed and acquitted by the department in accordance with section 6.6.2 of the Grant Administration Guide. The assessment framework includes:

- Applications will be reviewed by the Metering and Licensing Team against the eligibility and assessment criteria.
- Complete applications will be assessed in the order they are received. The department reserves the right to request additional information from eligible organisations to assist in assessing the application and verifying any information provided. Failure to provide such information may result in the department declining the application.

4.1.1 Decision

- The decision maker for this grant program is the Deputy Secretary Water.
- The decision maker for award of grants is the delegated officer detailed in the delegations under the *Government Sector Finance Act 2018* (NSW).
- The program will be administered by the department's Metering and Licensing Team.
- All decisions in the recommendation and approval process must be documented. A decision to approve or decline an application for a grant must be recorded in writing. All records must be managed in accordance with the requirements of the *State Records Act 1998* (NSW).

4.2 Notification of application outcome

The department will automatically make a payment to your nominated bank account and advise you in writing, via email, for successful applications.

The department will advise you in writing, via email, if an application is unsuccessful or requires further information.

4.3 Publication of grants information

The Grants Administration Guide requires that certain information is published in relation to grants awarded no later than 45 calendar days after the grant agreement takes effect (see section 6.5 of the Guide and Appendix A to the Guide). This information is also open access information under the *Government Information (Public Access) Act 2009* (NSW) (GIPA Act), which must be made publicly available unless there is an overriding public interest against disclosure of the information.

In accordance with these requirements, relevant information about the grants awarded will be made available on the NSW Government Grants and Funding Finder as soon as possible after the grant funding is approved or declined.

All records in relation to this decision will be managed in accordance with the requirements of the *State Records Act 1998* (NSW).

5 Successful grant applications

5.1 Grant payment

Payments will be payable on submission of satisfactory evidence that the application for telemetry (LID) has met the eligibility criteria, and the LID has been installed by an accredited DQP and registered in the DQP Portal by WaterNSW, who have then issued the Landholder with a Validation Certificate.

Payment will be made within 30 days of department acceptance of the application.

5.2 Evaluation

The department may evaluate this grant program against its stated purpose and objectives, following section 6.7 of the Grant Administration Guide. The evaluation will assist in the improvement of the program and the design of future grant opportunities.

We will evaluate this program to determine how rebate payments have contributed to the program's objectives. We may also interview you or ask you for more information to help us understand how the grant impacted you and to evaluate how effective the funding was in achieving its objectives.

We may contact you up to five years after completion of your project for more information to assist with this evaluation.

You consent to the use of your information for this purpose by:

- the NSW Department of Climate Change, Energy, the Environment and Water
- the Minister or Minister's office
- the NSW Ombudsman and Audit Office of NSW
- the department's staff, consultants, and advisors
- any agency or body of the NSW Government, or any other organisation or individual considered by the department to have a need or an entitlement to know what information (including any federal, state, or territory agency or body), where that need or entitlement to know that information arises out of or in connection with the purpose above.

6 Additional information and resources

6.1 Feedback or complaints

If you have general feedback or a complaint about this grant program or grant decisions, please email nswtelemetryupliftprogram@dpie.nsw.gov.au

Your feedback will be sent to the department's Metering and Licensing Team for action.

6.1.1 Handling complaints

The NSW Government is committed to ensuring transparency, fairness, and accountability in its programs. Complaints will be managed promptly and professionally, with all concerns reviewed in line with established procedures. Applicants and stakeholders can expect clear communication, respectful engagement, and appropriate action where necessary to resolve issues. When submitting a complaint, please include:

- a brief description of your concern and what happened
- the person, agency, or area of the department involved
- relevant dates, locations, and any reference numbers
- what you would like us to do to resolve your complaint
- your contact details: name, postal address, and phone number
- if you prefer your complaint to be handled confidentially.

If your complaint is not resolved satisfactorily, the NSW Ombudsman can be contacted for external review of the administrative actions of the department. The Ombudsman will not usually investigate a complaint unless you have already raised the matter directly with the relevant department.

6.2 Access to information

6.2.1 Privacy Policy

The department must comply with the NSW *Privacy and Personal Information Protection Act 1988* (Privacy Act). We collect the minimum personal information given voluntarily to allow us to contact the organisation and to assess the merits of an application.

Any information you give will be stored on a database that will only be accessed by authorised personnel and is subject to privacy restrictions. The information will only be used for the purpose for which it was collected.

Applicants must ensure that people whose personal details are supplied in applications are aware that the department is receiving this information and how the department will use this information.

The department may be required by law to disclose information provided by an applicant, including but not limited to under the *Government Information (Public Access) Act 2009* (NSW) or in response to a request by a House or a Committee of the Parliament of New South Wales or the Commonwealth of Australia.

6.2.2 GIPA Act

The *Government Information (Public Access) Act 2009* (NSW) (GIPA Act) provides for the proactive release of government information by agencies and gives members of the public an enforceable right to access government information held by an agency (which includes Ministerial offices). Access to government information is only to be restricted if there is an overriding public interest against disclosure.

The NSW Legislative Council has the power to order the production of State papers by the Executive Government. Standing Order 52 provides that the House may order documents to be tabled by the Government in the House. The Cabinet Office coordinates the preparation of the papers—that is, the return to order. The return to order may contain privileged and public documents. Privileged documents are available only to members of the Legislative Council.

Note that documents submitted as part of a grant application may be subject to an application under the GIPA Act or an order for papers under Standing Order 52.

6.3 Ethical conduct

The department will be guided by independent probity advisors on integrity, fairness, and accountability throughout the grant process. These probity advisors will make recommendations on issues that may arise around prioritising risks and issues, assessing submissions, awarding grants, and administering funding agreements. Their involvement assists to ensure decisions are made with integrity, fairness and accountability to deliver value for money for NSW.

6.3.1 Conflict of interest management

6.3.1.1 Conflict of interest for the applicants

You, and any project partners must disclose any actual, potential or perceived conflicts of interest as part of your application or, if successful, as they arise during project implementation. Conflicts of interest are any factors that could (actually or by perception) compromise the judgement, decisions, or actions of a person or group of people.

The department will consider whether it considers there to be a conflict of interest and notify you as the applicant of the outcome. You must follow the directions of the department with respect to the conflict of interest, including procuring assurances from the consultant, otherwise the department may elect not to proceed with your application.

You should be cautious with respect to any conflicts of interest, and we recommend you contact the department if you are unsure whether something constitutes an actual, potential or perceived conflict of interest.

6.3.1.2 Conflict of interest for the department

The department will adhere to its conflict-of-interest procedures and all personnel involved in administering or assessing this program will be required to declare their interests. All advisors engaged by the department are required to disclose any conflict of interests they may have in relation to applicants. They may also be excluded from partaking in discussions on those projects.

Mitigation measures are in place to ensure conflicts of interest that may arise during any stage of this grant initiative are adequately addressed. This ensures the grant process is equitable.

6.3.2 Provision of false or misleading information

The department takes fraud very seriously. It is an offence to provide false or misleading information to the department. If an individual or organisation provides any information, or makes any representations to the department that is or may be inaccurate, intended to mislead, deceptive, deceitful, or otherwise fraudulent, the department may take the following actions against the individual or organisation:

- refuse to consider its application
- refuse to accept or consider any further applications from it
- withdraw its funding offer
- require the return of any received payment that the department determines the individual or organisation was not entitled to receive in accordance with these guidelines and the terms of the funding deed
- report the matter to the NSW Police.

6.3.3 Confidentiality

Unless otherwise stated, any confidential information provided by you as part of, or in connection with an application or negotiation process will be treated confidentially by the department. We may disclose confidential information provided by you to the following parties:

- the Minister or Minister's office
- the NSW Ombudsman and Audit Office of NSW
- departmental staff, consultants and advisors
- any agency or body of the NSW Government, or any other organisation or individual considered by the department to have a need or an entitlement to know that information. The need or entitlement to know the information must arise out of connection with the department's assessment, verification or due diligence of any aspect of an application
- where authorised or required by law.

We will use reasonable endeavours to ensure that any information received which is marked 'Commercial-in-confidence' or 'Confidential' is treated as confidential. However, all information in or relating to your application will remain subject to the GIPA Act. If we disclose confidential information to any of the above parties, we will inform the party that the information is strictly confidential. We will otherwise only disclose confidential information provided by you with your consent.

6.4 Administration of these program guidelines

The department will review these guidelines every 12 months or as otherwise required and, subject to approval by the Deputy Secretary Water, make necessary updates.

6.4.1 Approval

Version	Name	Role	Date
1	Amanda Jones	Deputy Secretary Water	14/02/2026
2	Ashraf El-Sherbini	Acting Deputy Secretary Water	10/07/2026

6.5 Further information

Further information about the Telemetry Uplift Program can be found on the department's website at water.nsw.gov.au/telemetry-uplift-program