

Local Water Utility information request

Procedure

WaterNSW is able to provide information to Local Water Utilities where it delivers water that will be used for the purposes of drinking water.

Information request

How to request

Requests should be made by completing the online [Local Water Utilities Information Request form](#) or to Customer.Helpdesk@waternsw.com.au

Information to provide

Each request should clearly identify what the request for information covers and the timeframe under which the information is required such as:

- requesting officer's name
- organisation
- contact details, including phone number and email.

WaterNSW responsibilities

WaterNSW will acknowledge the request with 24 hours of the email being received. As the time required collating the data requested may vary according to the complexity of the request and the location of the data, WaterNSW will endeavour to fulfil its information provision obligations within six working days of receiving the request.

Fees and charges

There will be no charge to the Local Water Utilities in the requesting of information covered under the Sharing of Information and Exchange of Information clause(s) in their agreements.

Need help?

If you need more information, please contact our Customer Service Centre on 1300 662 07, Monday to Friday between 8am-5pm or email Customer.Helpdesk@waternsw.com.au

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