

Local Water Utility information request

WaterNSW is able to provide information to Local Water Utility customers where it delivers water that will be used for the purposes of drinking water, upon request. The information provided under this procedure is covered under the Sharing of Information or Ownership and Exchange of Information clause(s) in their agreements.

INFORMATION REQUEST

How to request

Requests should be made 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.

Each request should include:

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

WATERSNSW 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.

Issued by

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