

# Internet Water Accounting System (iWAS)

Access your water account 24 hours a day, 7 days a week with iWAS

## Functions of iWAS

With iWAS, you can:

- Enter meter readings
- Enter and amend your own water orders including bulk water orders
- Access all licences and works approvals
- Create a master account allowing customers to link other customers to their iWAS account
- Download water account statements detailing transactions and account balances
- View specific regional announcements via the message board
- View and download the allocation assignment register
- Access current information

## How can you access iWAS?

Visit [www.waternsw.com.au](http://www.waternsw.com.au)

To activate your iWAS account, you will need an activation code. The activation code is the account number on your tax invoice.

You must register your account before using iWAS.

Follow these 7 easy steps to register:

1. Select the registration link on the WaterNSW website home page.
2. Enter your customer number found on your water account statement. Alternatively, our Customer Service Officers can mail you a registration letter with your customer number, call us for assistance.

3. Enter activation code (your account number on your tax invoice).
4. Enter the generic password IWAS00 (zero/zero). **This password must be in capital letters.**
5. Enter your email address.
6. Read the terms and conditions box.
7. Register.

Next steps - email verification (this only occurs once):

- Verify current email address or update.
- When email received at verified address, click 'confirm my email' button.
- Go to 'Login' link on the WaterNSW website.
- Enter your customer number.
- Enter the generic password IWAS00.
- Log in.

## Password

After logging in for the first time, you will be prompted to change your password.

## Key things to remember:

- Your activation code is the account number on your tax invoice.
- Your customer number is found on your water account statement.
- Be careful how you enter your password.

Your password must have at least six characters and include numerals and letters for enhanced security.

If you forget your password:

- Go to the log in link.
- Click 'forgot my password'.
- You will be asked to enter your customer number, the activation code (your account number) and your email address.

*Please ensure your details are correct.*

## Master accounts

The iWAS master customer account allows you to link other customers to your iWAS account, creating a master account.

Linking accounts will allow the master customer to place orders and meter reads and view all water account details of any linked account.

A linked account can only have one master and cannot, itself, become a master account.

A linked customer may still place orders and meter reads, however orders can be overridden by the master account.

A sub-account holder linked to a master will only be able to view their own account details, not those of the master or other sub-accounts linked to that master account.

In order to use this feature, customers must meet the following requirements:

- Both customers must be registered for iWAS
- Both customers must have valid email addresses

- The master customer has been provided with the customer identification of the potential linked account.

## The basics

Entering a water order

- Go to the menu to the left of the screen.
- Select order from the menu.
- Enter/change order.
- Select work approval, then extraction site ID.
- Select access licence.
- Select order period ie. days ahead and click show orders.
- Enter the amount of water (in megalitres) on the date you intend to pump.
- Confirm your order.
- An order confirmation email will be sent to your verified and registered email address.

*You can only order water available in your account*

## Order lead days

All licences have a number of lead days before their actual extraction date.

Order lead days are the number of days it takes for water to get from the WaterNSW dam to your extraction site. They appear as the number of days to pumping in iWAS.

You can amend your iWAS order if your order is outside your lead days.

*To enter, amend or cancel a water order during lead days, fax or email a water order application form.*

## Entering a meter reading

- From the menu on the left, select Meter Reading, then enter meter reading.
- Select work approval and extraction site ID.
- Enter the date the meter was read
- Enter a meter reading for each meter
- If the reading is unchanged, tick the Unchanged box
- Confirm your readings

*All meters on the same work approval must have a meter reading entered at the same time.*



## Further information

**Please contact:** WaterNSW

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