

Verification required: Professional service providers, executors and power of attorney holders



WaterNSW recognises the important role of professional service providers in the water industry. Our customers regularly involve the professional service of a solicitor, accountant, water brokers, engineer, consultant or a driller to obtain or amend a licence or approval or assist in trading water with WaterNSW.

The WaterNSW Customer Portal has been designed to allow professional service providers, executors and power of attorney holders to apply for, or amend licences and approvals on behalf of WaterNSW customers. Professional service providers, executors and power of attorney holders must be verified to use the Customer Portal. This is a simple one-time process.

Obtaining verification

As part of our commitment to privacy and ensuring customer data is protected, we require professional service providers, Executors and Power of Attorney holders to be verified through our Customer Portal.

To become verified we need **one** of the following documents:

- A professional accreditation e.g., a current Law Society Card, a current Drillers Licence (includes either NSW or interstate issued licences)
- Evidence of professional registration e.g., a current certified practicing certificate issued by an Australian professional body
- A letter (on company letterhead) confirming employment with the company representing the customer and signed by a director or partner in the company. If employment ceases, verification expires.

If you are acting as an executor or under a power of attorney, you will be required to upload documents provided by the customer's solicitor to demonstrate your authority to act on the customers' behalf.

Once verified, we will not request further evidence of professional or legal credentials. However, if you have provided an employer letter and your employment changes, a letter from your new employer is required.

Obtain authority to act as an "Agent"

If you (or your employee) are acting on behalf of a client to submit or amend a licence or approval, or trade water, we recommend you obtain written consent from the customer specifying the scope of the 'agent' role e.g., single transaction, period, types of application or trades. It is recommended that you retain consent documents in your customer records.

The customer will also be required to respond to the 'Consent' step in the Customer Portal to submit an application through a third party.