

# Internet Water Accounting System (iWAS) for groundwater

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

## What can iWAS do for you?

Through iWAS you can:

- Enter your own meter readings.
- Access all licences and works approvals.
- 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.watarnsw.com.au](http://www.watarnsw.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.

Note: If you are a regulated river customer and have already registered for iWAS, you will not need to register again.

## How 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 1300 662 077 for help.
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. Your password must have at least six characters

## 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.

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 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.

## Multiple users

iWAS was designed for use by the registered licence holder. Access for other users must be managed by the registered licence holder.

## Multiple licences

If you are part of an unincorporated irrigation scheme or you have multiple customer numbers, you will have to access each account individually or use the master accounts function.

If you have one customer number but you hold access licences in multiple valleys, you will be able to access all your access licences, including regulated licences, after registration.

## Entering a meter reading

1. From the menu on the left, select Enter Meter Reading.
2. Enter the date the meter was read.
3. Enter a meter reading for each meter.
4. If the reading is unchanged, tick the unchanged box.
5. 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  
**Phone:** 1300 662 077  
PO Box 1018, Dubbo NSW 2831  
7 Commercial Avenue  
Dubbo NSW 2830  
[www.waternsw.com.au](http://www.waternsw.com.au)