

Hunter Valley Water Ordering

Water orders matter

WaterNSW is focusing on the water ordering process for customers in the Hunter Valley. Our aim is to better meet customer needs through improvements in water delivery and supply. We are planning to have Hunter Regulated River top water users fully engaged in water ordering by 1st July 2017.

What are the changes ?

Water orders matter for the timely delivery of water supplies to our customers.

For WaterNSW to better meet customer needs Hunter Regulated River top water users MUST order water.

Top water users hold a water access licence(s) or property with annual usage greater than 100 megalitres, or are zero share licence holders.

Water users with annual usage less than 100 megalitres are encouraged to also order water.

Benefits to the customer

These changes will foster engagement in the water ordering process and deliver benefits for the water user community, which include;

- Enhanced customer experience
- Improved reliability of water supply
- Reduced regulatory issues

Things to remember:

The easiest way to order water is online using iWAS. You can register for and access iWAS at www.waternsw.com.au

Information and factsheets are available on the WaterNSW website or you can call the customer helpdesk on 1300662077 for assistance.



Further information

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