

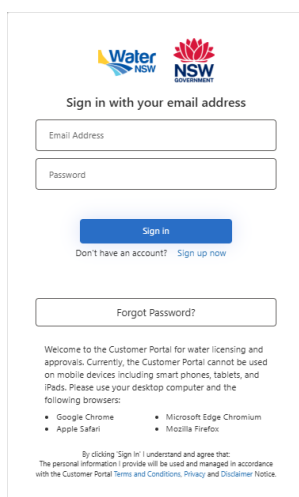
# Application for a water supply works approval in the Customer Portal

## How-to guide

This guide will assist you in applying for a water supply works approval through our Customer Portal.

### Step 1

Visit our [Customer Portal](#). Sign in if you have an account or to create an account, select 'Sign up now' and complete the prompts to register.



WaterNSW NSW GOVERNMENT

Sign in with your email address

Email Address

Password

Sign in

Don't have an account? [Sign up now](#)

[Forgot Password?](#)

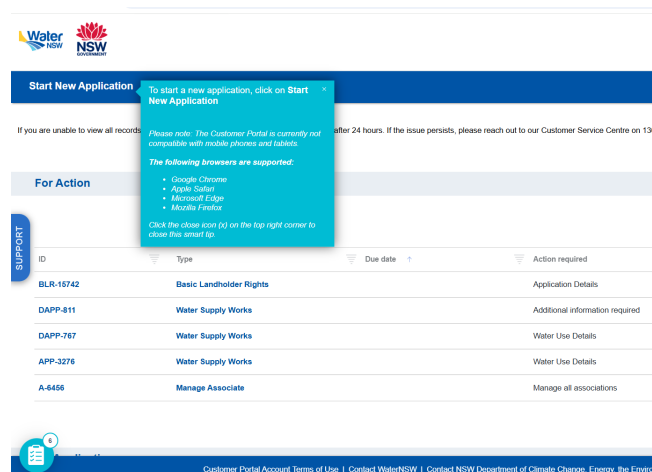
Welcome to the Customer Portal for water licensing and approvals. Currently, the Customer Portal cannot be used on mobile devices including smart phones, tablets, and iPads. Please use your desktop computer and the following browsers:

- Google Chrome
- Microsoft Edge Chromium
- Apple Safari
- Mozilla Firefox

By clicking 'Sign in' I understand and agree that: The personal information I provide will be used and managed in accordance with the Customer Portal Terms and Conditions, Privacy and Disclaimer Notice.

### Step 2

Once you're in the Customer Portal, click 'Start new application' in the left-hand corner.



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**Start New Application**

If you are unable to view all records, please note: The Customer Portal is currently not compatible with mobile phones and tablets. The following browsers are supported: Google Chrome, Apple Safari, Microsoft Edge, Mozilla Firefox. Click the close icon (x) on the top right corner to close this smart tip.

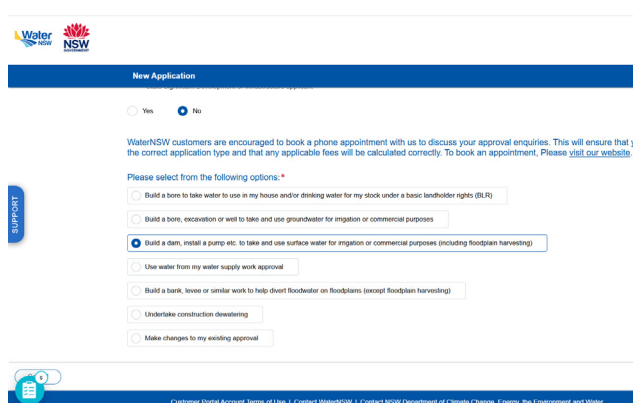
**For Action**

ID	Type	Due date	Action required
BLR-15742	Basic Landholder Rights		Application Details
DAPP-811	Water Supply Works		Additional information required
DAPP-767	Water Supply Works		Water Use Details
APP-3276	Water Supply Works		Water Use Details
A-4456	Manage Associate		Manage all associations

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### Step 3

To apply for a water supply works approval to take surface water, please select 'Build a dam, install a pump etc. to take and use surface water...'



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**New Application**

☐ Yes ☒ No

WaterNSW customers are encouraged to book a phone appointment with us to discuss your approval enquiries. This will ensure that you the correct application type and that any applicable fees will be calculated correctly. To book an appointment, please visit our website.

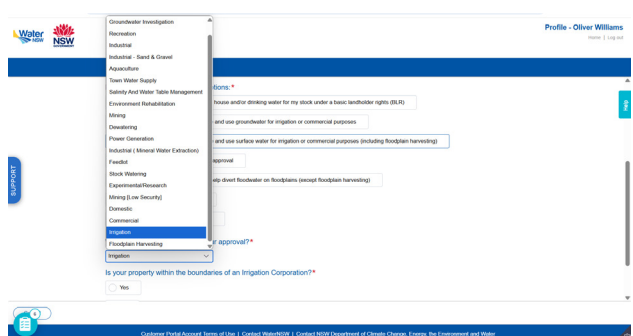
Please select from the following options:\*

- ☐ Build a bore to take water to use in my house and/or drinking water for my stock under a basic landholder rights (BLR)
- ☐ Build a bore, excavation or well to take and use groundwater for irrigation or commercial purposes
- ☒ Build a dam, install a pump etc. to take and use surface water for irrigation or commercial purposes (including floodplain harvesting)
- ☐ Use water from my water supply work approval
- ☐ Build a bank, levee or similar work to help divert floodwater on floodplains (except floodplain harvesting)
- ☐ Undertake construction dewatering
- ☐ Make changes to my existing approval

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### Step 4

Now select the primary purpose of your approval and whether your property is within the boundaries of an irrigation corporation.



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**Approval details**

Primary purpose of your approval: **Build a dam, install a pump etc. to take and use surface water for irrigation or commercial purposes (including floodplain harvesting)**

Is your property within the boundaries of an irrigation corporation? **Yes**


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### Step 5

Based on your answers, you will be shown information on the type of approval you are applying for. If this is correct, click 'Continue' if not, you may go back and amend your answers, or alternatively, [book a meeting](#) with our team for further assistance.

## Step 6

Now that we have identified the application type, please complete the following questions including whether development consent is required.



Profile - Oliver Williams

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Application for Water Supply Works Approval

APP-3282

Application Details

Application Details

Applicant Details

Land Details

Work Details

Licence Details

Additional information required

Application Summary

What would you like to apply for? \*

Select the purpose of the approval? \*

Do you require a development consent for any of the works and/or uses proposed under this application? \*

☒ Yes

☐ No

Warning

Please contact your local Planning authority if a development consent is required before lodging this application with WaterNSW.

Save

Continue


Water NSW

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If you require development consent, you will be prompted to complete some additional questions regarding your development application. Once you have completed these questions, there will be a number of questions regarding native vegetation.

## Step 7

Next, you will be prompted to complete information as the 'applicant', including your contact details.



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### Application for Water Supply Works Approval

APP-3262

**Information**

For applications made by a corporation, completed for and on behalf of the applicant in accordance with section 127 of the Corporations Act 2017 (Cth) or by its authorised officers. Where signing is undertaken by a duly authorised officer, please attach authorisation for that duly authorised officer. If the corporation has more than one director, add each person as an Applicant/Profile user for the business to be verified and progress with application.

### Applicant's List

- Oliver Williams

#### Personal Details

Title*	First name*
Dr	Oliver
Middle name	Last name*
	Williams

#### Contact details

Email address\*

wilby\_oliverwilliams@gmail.com

[Save](#)
[Continue](#)

In the land details section, you are required to click the 'Proceed with title search' button that will allow us to perform a title search for the selected LOT and DP or address.

**Water NSW**

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Application for Water Supply Works Approval APP-3252

**Provide Land Details**  
Ownership of land where workhouse is/will be located

Please select the land ownership that best fits this application \*

- ☐ The applicant(s) owns the land owner on which the workhouse is/will be located
- ☐ The applicant(s) will become the owner of the land within a reasonable time
- ☒ The applicant(s) owns the beneficial owner / lessee on which the work is/will be located
- ☐ The applicant(s) owns NOT the land owner and land is either Crown land, Road reserves, Easement or National park

**Warning!**  
You are required to provide evidence of your lawful occupation, such as a lease agreement, court order, or written occupation.

Save Continue

## Step 8

Upload evidence regarding your relation to the land if you are not the current landowner, this includes applicants that will become the owner. Click the 'Launch map' button to review and confirm the boundary lines.

The screenshot shows the 'Attach file(s)' dialog box in the WaterNSW application. The dialog is titled 'Attach file(s)' and has a close button in the top right corner. It features a large rectangular area with a paperclip icon and the text 'Drag and drop files here'. Below this area is a 'Select file(s)' button. At the bottom of the dialog, there are three tabs: 'Name', 'File', and 'Category'. The 'File' tab is selected, displaying a table with columns 'Contract ID Name' and 'Contract ID Size'. Two files are listed: 'Contract ID Size: Inlet' and 'Contract ID Size: Inlet above'. The 'Contract ID Size: Inlet' file is selected, and a dropdown menu is open showing 'Select...', 'Inlet', and 'Contract ID Size'. Below the table is a 'Cancel' button and an 'Attach' button. The background of the application shows the 'Proceed' step in the 'ATTACH' process, with a 'Proceed with this Search' button and a 'Launch Map' button.

## Step 9

Complete information regarding the work details.

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0408 1 123 2265

Application for Water Supply Works Approval APP-3262

Application Details ✓ Applicant Details ✓ Land Details ✓ **Work Details** ✗ Licence Details ✗ Additional information required ✗

Application Summary

### Work Details

Briefly describe the details of the works for the application for a new approval you wish to make. \*

Remaining: 1024 characters

Are there any known contamination sites on or around the works/use site/s (approx. 250 metres)? This includes any septic tank or other on-site sewage system on your property or neighbouring property? \*

☒ Yes ☐ No

Save Continue

Copyright 2018 Advanced Systems of User & Content Management | Content MMSD Development of Chemicals, Chemicals, Chemicals, Chemicals and Chemicals

In this section, if there are any known contamination sites near the works or use site, you will need to indicate this by either selecting the area on a map or attaching a map document with the site marked.

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## Application for Water Supply Works Approval

APP-3252

No.

Contaminant Site 1 - Septic Tank

Specify contamination site location and type

Contamination type\*

Septic tank

Click on the below button to specify contamination site location on a map OR Upload either a PDF or a Word file containing a plan with the contamination site marked

[Specify Site Location on map](#) [Attach Map Document](#)

Add contamination sites

Add Mark

Continue Final Assessment Terms of Use | Contact WaterNSW | Contact North Department of Climate Change, Energy, the Environment and Water

Save Continue

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**Water NSW**

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## Use the map below to pin the location of the proposed work

Edit Map Save Contaminated Site Location Submit and Close Cancel

How to use the map:

1. Click **Edit map** on the top left
2. Hover over the map. Place the cursor (C) where the work will be located. Click to capture the location on the map.
3. Check location is correct, then click **Save Contaminated Site Location**.
4. Click **Submit and Close** to proceed to the next screen.
5. Use **Cancel** button to undo the changes on the map.

You will then need to complete details regarding the work/s that are part of this application. This will include marking this on a map or attaching a document of a map with the work site indicated.

## Step 11

In this section, please complete the licence details including if this approval you're applying for will be used in association with an existing water access licence.

Depending on your answer, you will be provided with additional information.

There will be a number of additional questions for you to complete including permit requirements and if required, you will need to upload the necessary supporting information.

To complete your application, you will be shown a declaration and consent screen where you are required to tick the boxes to indicate you have read and consented to the above text.

## Step 14

Lastly, you will need to complete payment for your application. Once you have done so, you will be shown a summary of your application submission, including an application reference number.

To view the progress of your application, please return to the home screen of the Customer Portal and locate the application reference number in the first column, you will then be able to view the status of your application in the third column.

## Need help?

For more information on our Customer Portal, visit our [website](#). For assistance, please contact our Customer Service Centre on **1300 662 077**, Monday to Friday between 8am-5pm or email [Customer.Helpdesk@waterNSW.com.au](mailto:Customer.Helpdesk@waterNSW.com.au)