

# Change Customer Details Form

If you are the holder of a water access licence or approval, or any WaterNSW customer, use this form to change your contact details.

A customer's contact details are their phone numbers, email and postal address. Please provide all previous contact details and any changed contact details so we can change your records.

If your contact details are correct it will assist us to keep you informed of any changes to your licence or approval.

You cannot use this form to change the holder of a water access licence or approval.

## Complete the form

There are two options for completing the form – you can either:

- complete a 'fillable' Word form, or
- print the form and fill it out by hand in capital letters with a black/blue pen

## Ensure the completed form is signed on page 2

- The completed form must be signed by the customer whose contact details have changed.
- If you are completing a 'fillable' Word document, you will need to print the completed form for it to be signed.

Water access licence number <i>(if applicable)</i>		
Approval number <i>(if applicable)</i>		
Water Act licence number <i>(if applicable)</i>		
Title (Mr, Mrs, Ms)		
Surname		
Given name/s		
Company/corporation name <i>(if applicable)</i>		
ACN <i>(if applicable)</i>		
Position held <i>(if applicable)</i>		
	<b>Previous contact details</b>	<b>New contact details</b>
Postal address (street, PO Box, etc)		
Town		
State		
Postcode		
Country		

Phone		
Mobile phone		
Fax		
Email		

I, the undersigned, acknowledge and agree:

- that all information contained in this form is accurate, true and complete and that the Crown in right of the State of New South Wales, including WaterNSW and its officers, employees, agents and successors ('the State') will rely on such information;

Name of signatory	Signature	Date
Name of corporation (If relevant)		
Position of signatory (If relevant)		

## Privacy statement

The personal information you provide on this form is subject to the *Privacy & Personal Information Protection Act 1998*. It is being collected by WaterNSW and will be used for purposes related to the operation of any licence or approval, or for research-related purposes such as customer surveys. It may be used from time to time to contact you about services WaterNSW provides. WaterNSW will not disclose your personal information to anybody else unless authorised by law. The provision of this information is voluntary. However, if you are the holder of a water access licence or approval, or any other WaterNSW customer, and do not provide up-to-date details, WaterNSW will not be able to contact you about the operation of your licence or approval or provide other relevant information. You have the right to request access to, and correct details of, your personal information held by WaterNSW. Further information regarding privacy can be obtained from the WaterNSW website at [www.waternsw.com.au](http://www.waternsw.com.au)

The *Water Management Act 2000* requires that various details relating to a licence or approval are to be recorded in the Water Access Licence Register / Register of Water Approvals kept by the Minister. Information recorded in the register is publicly available.

## Submit the completed and signed form

To submit the completed and signed form, email to [customer.helpdesk@waternsw.com.au](mailto:customer.helpdesk@waternsw.com.au). A reply will be emailed to you informing you that your email has been received.