

# Documentation required for the Customer Portal

## Fact sheet

This fact sheet outlines the documentation and information you are required to have and upload within the Customer Portal. This guide includes details on what is required to register for an account as an individual or business, submitting a basic landholder right (BLR) bore application and a water supply work, water use or combined approval application.

### Registering for a Customer Portal account

Prior to registering for an account, please check the list below to see what information you may require.

#### An individual or co-holder

To verify you as an individual, you will be required to upload an identification that confirms your full legal name and date of birth. These are examples of identification documents:

- current drivers licence/riders/firearms
- current photo Identity card
- current passport
- Australian birth certificate
- marriage certificate

#### A business or corporation

Please have these documents ready when registering for a business account.

- a copy of the full company Australian Securities and Investments Commission (ASIC) extract
- trust or deed, or copy of constitution confirming signatories
- For a government agency, major utility or Aboriginal organisation
- An instrument of delegation, a letter or email on organisational letterhead containing details of the organisation

#### Professional service provider

Professional service providers can apply on behalf of a customer.

- **Agents (Solicitor/water broker/driller etc.)**
  - evidence of professional registration in your field
  - current professional license
  - a letter on company letterhead confirming employment by the company that will represent the customer
- **Executor**
  - solicitors letter authorising the executor/s to act
  - probate documents (if applicable)
  - letter of administration – Court order from the supreme court
- **Power of Attorney**
  - Current Power of Attorney documentation

## Basic landholder rights (BLR) application

You will need to provide details of your works/s and may need to provide evidence or permits to support the application, below is a list of additional documents that may be required to submit your application:

- If you're not the owner of the land, you will need to attach evidence of occupancy or a crown land permit, i.e. contract of sale, lawful occupation document or land occupation document.
- You will need to provide the exact locations of the proposed bores, i.e. The lot/DP or address of the location where the work will be located. This will need to be done by plotting the location within the Customer Portal.
- All septic's locations within 250 metres of your proposed bores, which may include neighbouring properties. This will need to be plotted within the Customer Portal or by uploading a map with the site clearly marked.
- If you are required to clear vegetation for the proposed works, a permit must be submitted with the application.

## Water supply works application

You will need to provide details of your works/ use and may need to provide evidence or permits to support the application, below is a list of information or additional documents that may be required to submit your application:

- Whether your proposed work is within the boundaries of one of the following irrigation corporation areas:
  - Coleambally Irrigation Co-operative Limited
  - Jemalong Irrigation Limited
  - Western Murray Irrigation Limited
  - Murray Irrigation Limited
  - Murrumbidgee Irrigation Limited
- Information on what the water is being used for – this is required if you don't have a water use approval or DA for irrigation on your property.
- Development consent from the council (if applicable).
- If you are required to clear vegetation for the proposed works, a permit must be submitted with the application.
- If you're not the owner of the land, you will need to attach evidence of occupancy or a crown land permit. i.e. contract of sale, lawful occupation document or land occupation document.
- Provide the exact locations of the proposed works. This will need to be done by plotting the location within the Customer Portal or by uploading a map with the site clearly marked.
- All septic's locations within 250 metres of your proposed groundwater works, which may include neighbouring properties. This will need to be plotted within the Customer Portal or by uploading a map with the site clearly marked.

- Existing water access licence (WAL) – this is for informational purposes only, normally used to check that the WAL and the approval will be in the same water source or it may be a requirement for a dam application.
- A drainage irrigation management plan – this is a document that outlines how the irrigation and drainage will be managed on your property to minimise environmental harm and to ensure sustainable water use. This is usually completed by a consultant.
- Fisheries permit – you may need a [permit](#) under part 7 of *Fisheries Management Act*.
- Aboriginal & Heritage permit – you will need to check the [Aboriginal Heritage Information Management System \(AHIMS\)](#).
- Pumping schedule – you will need to supply the volume of megalitres used per day and on how many days. This may include:
  - pumping for certain periods or intermittent i.e. filling a storage
  - continuous pumping for a set period of time i.e. pumping in spring and summer months
  - continuous on an annual basis i.e. daily pumping
- Dam survey – the dam survey should include:
  - location of the dam site relative to the property boundary
  - location and description of a benchmark adjacent to the site
  - crest height of the wall in relation to the benchmark
  - crest height of any spillways in relation to the benchmark
  - dimensions and specifications of the dam wall and spillways
  - specifications regarding spillway returns
  - level of the invert of any trickle pipes inserted through the dam wall in relation to the benchmark
  - dimensions and specifications of any trickle pipes
  - capacity, surface area and extent of water storage
  - catchment area of the dam
- Farm plan – this is to explain what the water is proposed to be used for i.e. irrigation of 200 hectares of wheat crops.

#### Need help?

If you need more information, please contact our Customer Service Centre on [1300 662 077](tel:1300662077), Monday to Friday between 8am-5pm or email [Customer.Helpdesk@waterNSW.com.au](mailto:Customer.Helpdesk@waterNSW.com.au)

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