

# Amend the classification of your work status in the Customer Portal

## How-to guide

This guide will demonstrate how to amend the classification of your work status in the Customer Portal.

As part of the non-urban metering regulations, a work that is classified as 'unintended' is not required to be metered. A work may be classified as unintended if it is:

- Not constructed
- Constructed and only used to take water for basic landholder rights (BLR)
- Constructed and not capable of taking water from a water source
- Constructed and approval holder declare it is not being used to take water from a water source
- Decommissioned

Read the [What is an 'unintended work' status? fact sheet](#) for more information.

**Please note:** There may already be a classification of your work allocated in the Customer Portal. If it isn't or you disagree with what is selected, please select the correct option that describes your work.

## Login to the Customer Portal

1. Visit [waternsw.com.au/customerportal](http://waternsw.com.au/customerportal)
2. Enter your email address and password and click '**Sign in**'.
3. Verify your account by entering your email address and clicking the '**Send verification code**' button.

Once you have checked your emails, please enter the verification code into the Customer Portal and click '**Verify code**' followed by '**Continue**' once verified.

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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.

< Cancel

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Verification is necessary. Please click Send button.

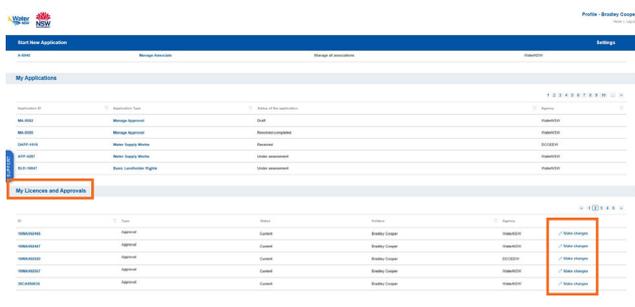
E-mail Address

Send verification code

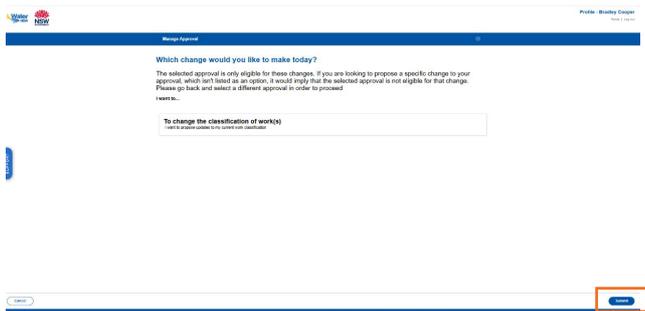
Continue

## Amending the classification

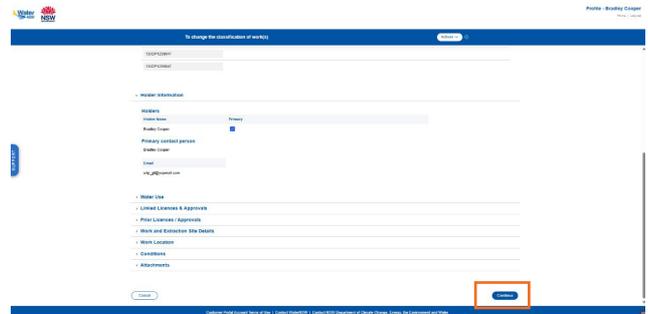
- On the home page, find the approval you wish to amend located under the **'My licences and approvals'** section.
- You will then need to click the **'Make changes'** button for the corresponding approval on the right-hand side of the screen.



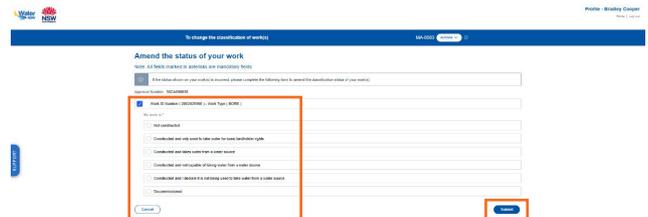
- Once you have selected the approval, you will be shown a screen that says **'What change would you like to make today'**.
- Select, **'I want to change the classification of works'**, and then press submit.



- You will then be shown a **preview of your approval**. Please read through this carefully. If all the information is correct, click **'Continue'**.



- You will be shown a screen to amend the status of your work. **Select a classification** from the list of options, before pressing **'Submit'**.



**Please note:** In this section, the status may be pre-populated based on our records. If there isn't a status pre-populated or the status selected is incorrect, please select the correct classification from the list.

WaterNSW will be notified of your request to amend the status of your work and will be in contact with you shortly after to confirm or clarify your request.

### Need help?

If you need more information, 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)

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