

Apply for a water use approval

How-to guide

This guide is for registered customers to apply for a water use approval through the Customer Portal.

WaterNSW encourages customers to book a phone appointment to discuss their approval enquiries before applying. To book an appointment, please visit our website at waternsw.com.au/licensing

Log in to the Customer Portal

1. Visit waternsw.com.au/customerportal and select 'Login or register'.
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.

Start application

Home page

4. Select 'Start New Application'.

5. Answer 'Yes' or 'No' if you are applying on behalf of the listed organisations.

6. You will be asked to select from a number of options. Select the fourth option 'Use water from my water supply work approval'.

7. Please select the primary purpose of your approval from the drop-down menu.

Application details

8. Select 'Water Use Only' when asked what would you like to apply for.

9. Select the purpose of the approval.
10. Answer 'Yes' or 'No' if your property is within the boundaries of an Irrigation Corporation.
11. Answer 'Yes' or 'No' if you need to clear native vegetation. Then press 'Continue'.

Applicant details

12. Select whether you are the applicant or lodging on behalf of one or more applicants.

13. If there are multiple applicants or you are lodging on behalf of another person click on 'Add Additional Applicant'.

14. Please select the person you wish to designate as the primary contact for this application and for all other correspondence.
15. Answer 'Yes' or 'No' if you have appointed a consultant or service provider? Click 'Continue'.

Land details

16. Specify the land ownership of where the use will be located. If evidence is required, please upload before proceeding with the title search.

17. Enter your address or Lot and DP where the work will be located.
18. Click 'Proceed with title search'.
If an error appears, please check all details and try again until the search is successful.

19. Choose to review the land boundary by clicking on 'Launch Map'. Answer 'Yes' or 'No' if the map shows all the land upon which the work or use will be located. Add additional land if required and click 'Continue'.

Water use details

20. Briefly describe the use you wish to apply for.

21. Answer 'Yes' or 'No' if you have a work approval that you would like to associate with the new or proposed water use approval. If 'Yes' add work approval number and click 'Confirm'. Add additional work approval numbers if required.

22. Specify the area of use. You can either attach a map with the area marked or click on the button to launch the map to plot within the customer portal.

23. Click on 'Edit map'.

24. Press the cursor down once to begin and click to create the perimeter of the area. Once you have drawn the area shape, ensure to finish at the start point to close the shape.

25. Select 'Save the area of use'. The area will be mapped. Click 'Submit and close'.

26. The Lot and DP where the use area needs to be constructed, will be automatically populated, Click 'Continue'.

Additional information

27. Answer 'Yes' or 'No' to the next questions:

- If you have prepared a farm plan documenting the operational management of your property.
- If your property is within the Lower Murray/Darling region.
- If your application will require an Aboriginal Heritage Permit.

Application summary

28. Please read the declaration and agree to the conditions. By ticking the declaration, you are providing an electronic signature. If you are a sole applicant, click on 'Finish'.

29. The applicable fee will be calculated. Click on 'Pay Now'.

30. Enter your credit card details and submit payment.

31. You will be directed back to the dashboard and will be issued payment and application references.

32. The primary contact will receive notification whether the approval is granted.

33. If there are more than one applicant, the first applicant will need to initiate the request for all applicants to sign electronically via the customer portal. All applicants listed will receive an email. They will then need to login to the WaterNSW customer portal and give their consent electronically. If other applicants are not registered in the Customer Portal, they must register before giving consent. Once complete, the first applicant can log back into the Customer Portal and click the application ID and then follow the prompts to complete payment.

Need help?

If you need further assistance, please contact our Customer Service Centre on **1300 662 077**, Monday to Friday between 8am-5pm or email Customer.Helpdesk@waternsw.com.au