

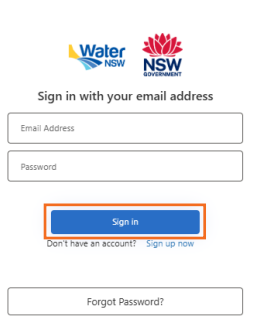
Find your metering requirements in the Customer Portal

How-to guide

This guide will demonstrate how to find your metering requirements in the Customer Portal.

You can find out more information about the non-urban metering requirements on our [website](#). To locate both your **total water entitlement** and your **authorised work size**, you will need to access the Customer Portal.

1. Visit waternsw.com.au/customerportal
2. Enter your email address and password and click 'Sign in'.



Water NSW
NSW GOVERNMENT

Sign in with your email address

Email Address

Password

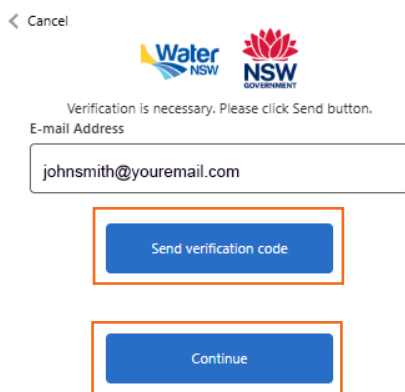
Sign in

Don't have an account? Sign up now

Forgot Password?

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.



< Cancel

Water NSW
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Verification is necessary. Please click Send button.

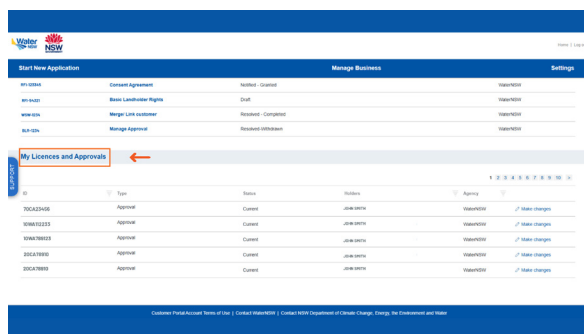
E-mail Address

johnsmith@youremail.com

Send verification code

Continue

4. On the home page, scroll down until you find the 'My licences and approvals' section.



Water NSW

Start New Application

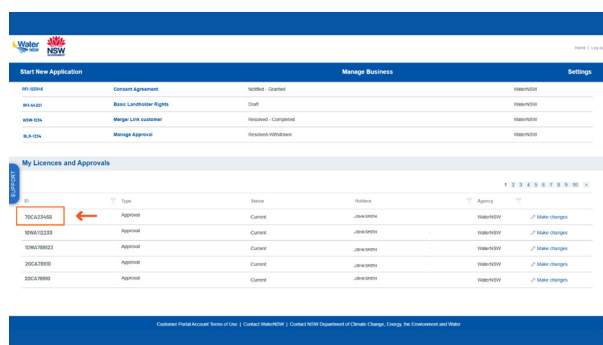
Manage Business

Settings

My Licences and Approvals

ID	Type	Status	Holders	Agency	Action
70CA23456	Approval	Control	John Smith	WaterNSW	Make changes
10MA12345	Approval	Control	John Smith	WaterNSW	Make changes
10MA78901	Approval	Control	John Smith	WaterNSW	Make changes
20CA78901	Approval	Control	John Smith	WaterNSW	Make changes
20CA78901	Approval	Control	John Smith	WaterNSW	Make changes

5. Locate your **work approval number** from the list and click on it.



Water NSW

Start New Application

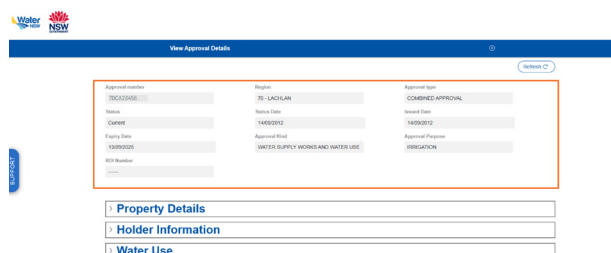
Manage Business

Settings

My Licences and Approvals

ID	Type	Status	Holders	Agency	Action
70CA23456	Approval	Control	John Smith	WaterNSW	Make changes
10MA12345	Approval	Control	John Smith	WaterNSW	Make changes
10MA78901	Approval	Control	John Smith	WaterNSW	Make changes
20CA78901	Approval	Control	John Smith	WaterNSW	Make changes
20CA78901	Approval	Control	John Smith	WaterNSW	Make changes

6. You will see the **details associated** with the selected approval number on the screen.



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View Approval Details

Approval number: 70CA23456

Region: 70 - LACHLAN

Approval type: COMBINED APPROVAL

Status: Control

Issue Date: 1/1/2012

Expiry Date: 31/12/2012

Approval Period: 1/1/2012 - 31/12/2012

Water Supply: WATER SUPPLY INCOME AND WATER USE

Approval Purpose: REGULATION

Property Details

Holder Information

Water Use

7. Open the accordion **'Work and extraction site details'**.

8. Within this section your metering requirement will be populated under **'Meter and/or reporting requirement'** if all your information is up to date.

If it is not, it will state that the **'Take of water is yet to be specified'** – in which case, you will need to locate your authorised work size and total water entitlement.

9. Within this next section, you will be able to see your **authorised work size** – in this example, the authorised size is 300mm.

Note: If the authorised size is less than 100mm in diameter for surface water pumps or less than 200mm in diameter for groundwater bores, you are exempt from non-urban metering requirements. If you do not have a size-based exemption, you will need to search each of your licences on the Customer Portal to find the water entitlement associated with each of them.

10. You will then need to select the **'Linked licences and approvals'** information section and click on your linked licence number. Here you will see the **'Share components'**, which outlines the entitlement for that licence.

11. If there is more than one linked licence, you must **add the share components together** for each licence listed on the approval to **understand what your total entitlement is**. Your requirements are tied to your approval, not each individual water access licence.

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