

How to manage a business account in the Customer Portal

How-to guide

This guide is to assist customers with managing a business account within the Customer Portal.

1. Visit the [Customer Portal](#) webpage and click the 'Login or register' button.
2. If you do not already have an account, please click 'Sign up now'

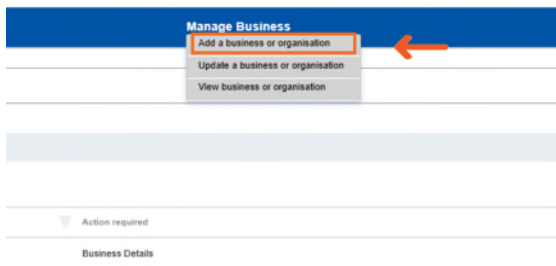
3. Enter your email address and click on 'Send verification code'. A verification code will be sent to your email address.

4. You will need to enter this code into the portal and select the 'Verify code' button.

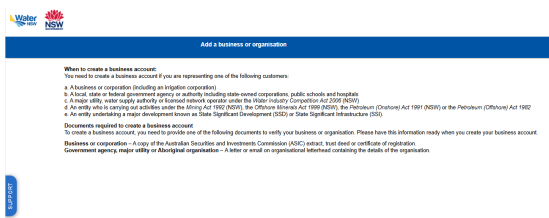
5. Once your code has been verified, create a password and insert your full name as listed on your identification. Please read the terms of use and tick the checkbox to accept. Now click on the 'Create' button.

6. You will then be asked to verify your email a second time. Click on the 'Send verification code' button.
7. Enter the code from your email and select the 'Verify code' button to continue.

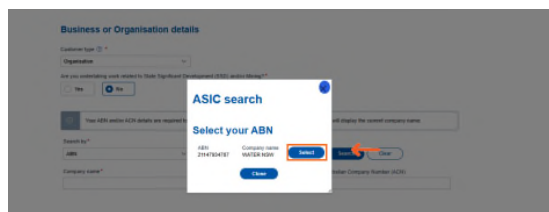
- Select the 'Manage Business' option at the top of the screen. To **add a business**, click the first option in the drop-down menu.



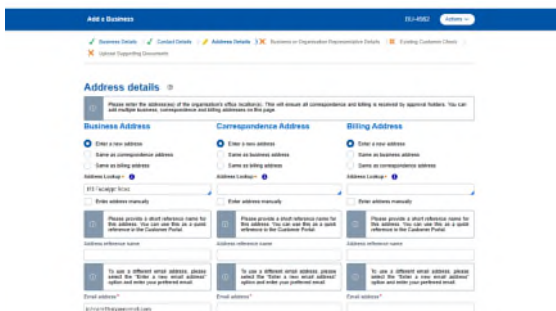
- You will be shown information on the requirements to create a business account. Select the 'Continue' button.



- Complete your business or organisation details including an ABN or ACN search.

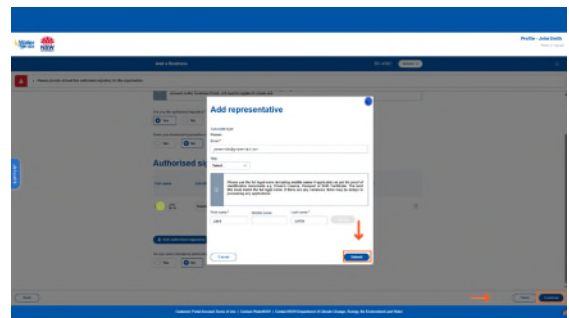


- In the contact details section, enter your email and mobile and select 'Continue'.
- In the address details section, add the business, correspondence and billing addresses.

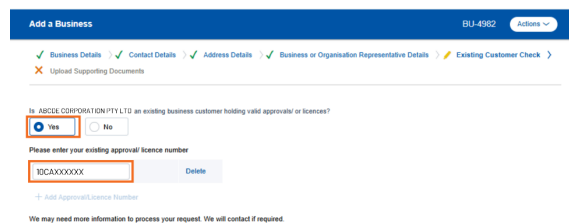


- Confirm if you are the authorised signatory, if your business has multiple authorised signatories, click the 'Add authorised signatory' button to submit their details. You can also add representatives.

Please note: All representatives need to create a Customer Portal account to manage your business within the portal.

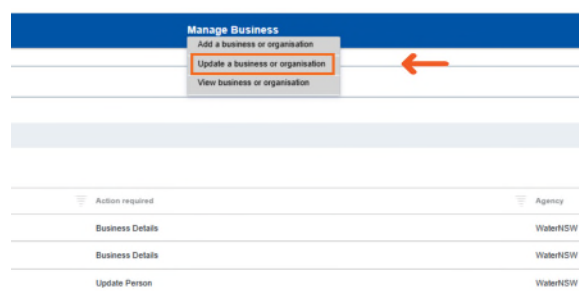


- If your business is an existing customer of WaterNSW, select 'Yes' and enter your approval or licence number. Otherwise, select 'No'.



You will need to upload supporting documents for your business. Please declare and confirm consent once complete.

- On the homepage, you will see a list of the businesses you have added. To **update** any of these businesses, click on the 'Manage Business' menu at the top and select 'Update business or organisation'.



16. Select the business you would like to update. The next window will show you the business details we have on record, select 'Continue'.

17. Please update the contact details of your business to continue.

18. In the address details section, you can update or delete the current addresses we have on record, as well as add another address. Select 'Continue' to proceed.

19. This section lists the authorised signatory details you have associated to your business account. You can add a new authorised signatory if required.

20. Please confirm if the selected business is an existing customer, if so, please enter your approval or licence number and select 'Continue', where you will be prompted to upload supporting documents.

21. Lastly, complete the declaration and consent section and select the 'Finish' button.

You can update, add or view your business within the [Customer Portal](#) anywhere and anytime.

When to create a business

You need to create a business account if you are representing:

- a) A business or corporation (including irrigation corporations)
- b) A local, state or federal government agency or authority
- c) A major utility, water supply authority or licensed network operator
- d) An entity who is carrying out activities under these NSW acts:
 - i. *Mining Act 1992*
 - ii. *Offshore Minerals Act 1999*
 - iii. *Petroleum (Onshore) Act 1999*
 - iv. *Petroleum (Offshore) Act 1999*
- e) An entity undertaking major development known as State Significant Development (SSD) or State Significant Infrastructure (SSI).

Documents required to create a business account

Please have these documents ready when creating a business account.

For a business or corporation:

- A copy of the Australian Securities and Investments Commission (ASIC) extract
- Trust or deed or
- Certificate of registration

For a government agency, major utility or Aboriginal organisation:

- A letter or email on organisational letterhead containing details of the organisation.

More information

Contact our Customer Service team on **1300 662 077** Monday to Friday from 8am – 5pm or email Customer.Helpdesk@waternsw.com.au

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