iWAS for regulated customers

WaterNSW

Access your water account 24 hours a day, 7 days a week using our online water accounting system, iWAS.

What can iWAS do for you?

- Enter meter reads and non-metered usage
- Place and amend water orders
- Access to timely messages about water
- Download water account statements
- View announcements
- View and download the allocation assignment register
- Create a master account allowing customers to link other customers to their iWAS account

How can you access iWAS?

Visit **waternsw.com.au/iwas**, to activate your iWAS account, you will need an activation code.

The activation code is your customer reference number within the payment advice slip section of your bill.

You must register your account before using iWAS.

Key things to remember:

- The activation code is your customer reference number.
- Our Customer Service Centre can provide you the customer number.
- Be careful how you enter your password.
- Regulated river customers that have already registered for iWAS will not need to register again.
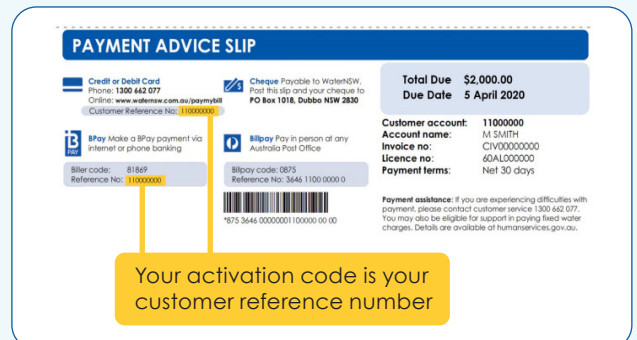- Make sure to check your email to validate your email address.

How to register for iWAS

Go to the iWAS registration page at: waternsw.com.au/iwas

1. Enter your 'Customer number'
2. Enter your 'Activation code'
3. Enter the generic password IWAS00
4. Enter a valid email address
5. Check the 'I'm not a robot' CAPTCHA validation box
6. Check the box to accept the Terms and Conditions
7. Select 'Register'
8. Check your email to validate your email address.

Customer number – To obtain your customer number, call our Customer Service Centre on 1300 662 077.

Activation code – this is your customer reference number on your payment advice slip on your WaterNSW bill.

PAYMENT ADVICE SLIP

Credit or Debit Card	Cheque Payable to WaterNSW.	Total Due	$2,000.00
Phone: **1300 662 077**	Post this slip and your cheque to	Due Date	5 April 2020
Online: www.waternsw.com.au/paymybill	PO Box 1018, Dubbo NSW 2830		

Customer Reference No: 110000000

BPay Make a BPay payment via internet or phone banking	Billpay Pay in person at any Australia Post Office	Customer account:	11000000
		Account name:	M SMITH
		Invoice no:	CIV00000000
Biller code: 81869	Billpay code: 0875	Licence no:	60AL000000
Reference No: 110000000	Reference No: 3646 1100 0000 0	Payment terms:	Net 30 days

*875 3646 000000001100000 00 00

Payment assistance: If you are experiencing difficulties with payment, please contact customer service 1300 662 077. You may also be eligible for support in paying fixed water charges. Details are available at humanservices.gov.au.

Your activation code is your customer reference number
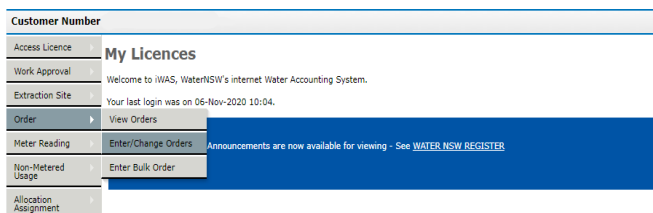
waternsw.com.au

iWAS for regulated customers

How to place a water order

Regulated customers can use iWAS to order or amend water orders.

1. Log on to your iWAS account at waternsw.com.au/iwas
2. Enter your customer number and your password. Click 'Login'
3. Select the 'Order' option in the left menu and click 'Enter/Change Orders'
4. Select work approval, then extraction site ID.
5. Select access licence.
6. Select order period ie. days ahead and click show orders.
7. Enter the amount of water (in megalitres) on the date you intend to pump.
8. Confirm your order. An order confirmation email will be sent to your verified and registered email address.
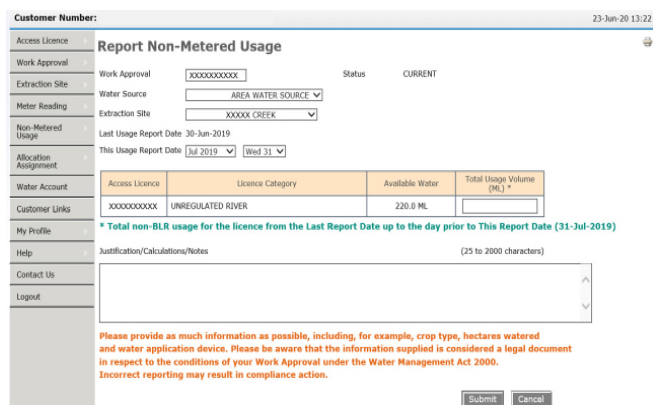
You can only order water available in your account.

How to report non-metered usage in iWAS

1. In iWAS, click on 'Non-Metered Usage' on the left menu
2. Select the 'Work Approval' and 'Extraction Site' you would like to allocate the usage against
3. Ensure the date is in the previous water year
4. Enter the Volume in the space provided in 'ML' against each licence
5. Enter the 'Justification/Calculations/Notes' of how the water was taken eg. Crop type, Hectares watered and water application device. Click 'Submit

How to enter a meter reading

1. In iWAS, click on 'Meter Reading' on the left menu
2. Enter the date the meter was read.
3. Enter a meter reading for each meter.
4. If the reading is unchanged, tick the unchanged box.
5. Confirm your readings.

All meters on the same work approval must have a meter reading entered at the same time.

Master accounts

The iWAS master customer account allows you to link other customers to your iWAS account, creating a master account.

Linking accounts will allow the master customer to place orders and meter reads and view all water account details of any linked account.

A linked account can only have one master and cannot, itself, become a master account.

A sub-account holder linked to a master will only be able to view their own account details, not those of the master or other subaccounts linked to that master account.

In order to use this feature, customers must meet the following requirements:

* Both customers must be registered for iWAS
* Both customers must have valid email addresses

The master customer has been provided with the customer identification of the potential linked account.

Multiple users

iWAS was designed for use by the registered licence holder. Access for other users must be managed by the registered licence holder.

Multiple licences

If you are part of an unincorporated irrigation scheme or you have multiple customer numbers, you will have to access each account individually or use the master accounts function.

If you have one customer number but you hold access licences in multiple valleys, you will be able to access all your access licences, including regulated licences, after registration.

More information

Further information about iWAS can be found at **waternsw.com.au/iwashelp**. If you have any questions or need help with iWAS, contact our Customer Service team on 1300 662 077 or email Customer.Helpdesk@waternsw.com.au

waternsw.com.au