Water Accounting System (iWAS)

WaterNSW

Our 24/7 online iWAS allows you to easily access and manage your water account anywhere, anytime. These FAQs will assist all WaterNSW regulated river, unregulated river and groundwater customers on how to register for and use iWAS.

How do I activate my account?

To activate your account you are required to register your customer number IDs and an activation code. You can either register yourself by following the steps below OR you can contact our Customer Service Centre on 1300 662 077 to assist you through the registration process.

To register:

1. Go to the registration page
2. Enter your customer number ID which can be found on your water account statement
3. Enter the activation code (account number on your bill)
4. Enter the access password (IWAS00)
5. Read and tick the terms and conditions box.
6. Click the Register button.

How do I obtain my customer number?

You can find your customer number ID on water account statement. If you don't have this statement, complete this request for a water account statement form and submit via email to Customer.Helpdesk@waternsw.com.au. Alternatively, call our Customer Service Centre on 1300 662 077 to request your customer number ID.

Where can I find my activation code?

Your activation code is the 'customer reference number' found within the payment advice slip on your water bill. If you have any problems locating the required documents for registration, please call our Customer Service Centre.

I can't log in to iWAS

Customers with multiple licence numbers may have multiple customer number IDs, all customer number IDs need to be registered before you can log in to IWAS.

If you are having trouble logging in to iWAS, you can reset your password by selecting the 'Forgot my password' option on the login screen.

Contact the Customer Service Centre if you are experiencing problems.

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I haven't received a registration confirmation email

Some customers may not receive a confirmation email, whilst others may. It is not essential that you receive the email before you start using the iWAS application. You can move straight to the log in link on the WaterNSW homepage without receiving the confirmation email and confirm your email once you are in iWAS.

How do I view all licences on one page?

If you have multiple customer numbers, you can link them to a master account to view all your licences on one screen. **Please note:** you must register ALL customer number IDs in iWAS before they can be linked.

1. Log on to your iWAS account
2. Click on 'Customer Links' in the left menu.
3. Enter a customer number to link, select 'Submit'
4. An email will be sent to the registered email address of the customer number ID you want to link to, click on 'Accept' in the email OR login to that iWAS account and select 'Accept' on the notice displayed.

The master or sub-account can delink at any time by going to the 'Customer Links' menu, selecting the customer number to delink and clicking 'Delink'.

Why do I have multiple customer numbers?

iWAS accounts are based on customer number IDs. Your access licences and works approvals are linked to your customer number.

Before the Water Management Act was introduced, DPE Water contacted customers asking them to correct any errors in their account details and/or combine all details under the one customer number. Any differences in the name of the spelling of the licence holder and their address meant that a new customer number would be generated (eg. John Citizen or JA Citizen).

If you would like to reduce the number of customer numbers and passwords you hold within the iWAS application, please contact our Customer Service Centre.

The login page disappears after entering the log in credentials. Why?

Make sure that the pop-up blocker is turned off in your internet browser and try again. To turn the pop-up blocker off, open your internet browser and from the top menu. Select Tools and choose pop-up blocker and then select turn-off pop-up blocker command from the list.

I received an invalid username and password message when I tried to login

Customers are required to register their customer number IDs in iWAS before they can access their account details. If you are still experiencing issues activating or accessing your account, please call our Customer Service Centre.

What does error message: "This meter reading date must be after previous reading and on or before today" mean?

It is not possible to enter a meter reading for the same pump more than once a day. If you have multiple meters you will be required to enter all readings at once. It is important to check the information you are entering in the system before confirming it to be correct.

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I can't enter a meter reading

Only the licence holder of the works approval can enter a meter reading against the meter. If you are linked to a works that is held in another name, i.e. a company name or your father/mother's name, you may need to have the Holder of the Work Approval 'Authorise' your access to enter meter reads. Contact the Customer Service Centre for instructions on how to enable authorisation.

The system will not accept my meter reading

Some reasons the system may not accept a meter reading are:

- the meter may have been reported as faulty
- the meter reading is not incremental
- the reading is 10 times larger than any previous reading.

Can I re-enter my meter reading if there is an error?

If you have made an error when entering your meter reading, please contact the Customer Service Centre to amend the reading.

Why can't I see an access licence?

You can only view licences of which you are a holder. An access licence must be CURRENT to place or change an order. It cannot be SUSPENDED or CANCELLED. The licence list in the Enter/Change Order form does not include CANCELLED or SUSPENDED licences.

Why can't I place a water order against my access licence?

Customers who hold a water access licence that has been linked to multiple water sources or pump sites will need to specify which water source or pump site they wish to extract from. You will not be able to process a water order until you specify an extraction site.

I tried to place a water order but the works approval is cancelled

You may have multiple works approvals and this will mean you will need to select a different works approval in order to place a successful water order.

A red box with the letter C will appear next to any cancelled access licences or works approvals on the 'My Licences' screen.

A "malicious error" appears

When you access information on the internet, some pages cache or keep a copy in your history. A "malicious error detected" message can appear at times on your screen. If this occurs, go to Tools, Internet options and delete your browsing history and cookies. This should stop this error from occurring.

More information

If you have any questions, please contact our Customer Service Centre on 1300 662 077 or email Customer.Helpdesk@waternsw.com.au