Online Water Accounting System (iWAS)

Access and manage your water account anywhere, anytime using iWAS. This fact sheet will assist all WaterNSW regulated river, unregulated river and groundwater customers on how to use iWAS.

What can iWAS do for you?

- Enter meter reads and non-metered usage
- Access to timely messages about water
- Download water account statements
- View and download the allocation assignment register
- Place or ammend water orders (regulated customers only)
- 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.
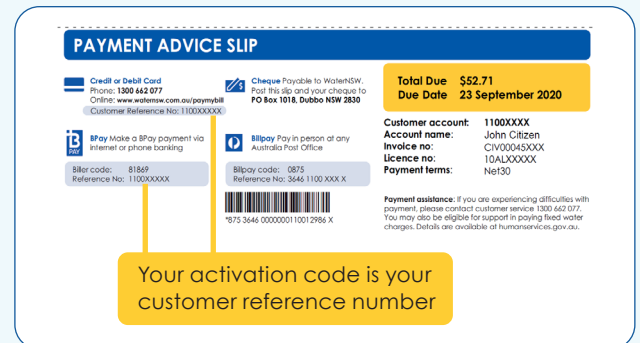
You must register your account before using iWAS.

How to register for iWAS

Go to 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.

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.

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How to report non-metered usage

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 place a water order

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

1. In you iWAS account, select the 'Order' option in the left menu and click 'Enter/Change Orders'
2. Select work approval, then extraction site ID.
3. Select access licence.
4. Select order period ie. days ahead and click show orders.
5. Enter the amount of water (in megalitres) on the date you intend to pump.
6. 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 check your water account balance and carryover amount

1. In your iWAS account, your available water and potential carryover amount will be listed in the 'My Licences' viewing page. This is the first screen you'll see when you log in to iWAS.

Master accounts

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

Linking accounts will allow the master customer to place orders (regulated only) 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, all customers must be registered for iWAS and 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 after registration.

More information

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