

# Online Water Accounting System (iWAS)

## Fact sheet

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

### Check out our iWAS how-to videos:



- Enter a meter reading
- Enter non-metered usage
- Order water
- Complete a meter reading authorisation
- Download a water account statement
- Link different accounts to one master account
- Nominate a floodplain harvesting measurement period

### What can iWAS do for you?

## iWAS Our online Water Accounting System

- Check available water & account balance
- Easily record & report
- Order or amend water orders
- Enter meter reads
- Manage multiple accounts
- Download account statements

Access and manage your water account 24/7

### How can you register to use iWAS?

To register for iWAS, you will need your customer number ID and activation code. The activation code is your customer reference number within the payment advice slip section of your bill.

You can find your customer number ID on water account statement. If you don't have this statement, contact our Customer Service Centre.

**WaterNSW WATER ACCOUNT STATEMENT**  
Access Licence 90ALXXXXXX  
WAL No. 2XXXX  
GUNNEDAH-OXLEY BASIN MDB GROUNDWATER SOURCE

Primary Holder: JOHN SMITH  
Address: ADDRESS  
Customer Number: 1100000

Type: Groundwater  
Account Status: CURRENT  
Account Status: OPEN  
Available Water: 75.0 ML

ACCOUNT Fee details

Standard Allocation Account model	Applies	ML Per Share	Volume
Carryover Limit		0.2500	15.0 ML

**PAYMENT ADVICE SLIP**

Credit or debit card  
Phone: 1300 662 077  
Online: [watensw.com.au/paymybill](http://watensw.com.au/paymybill)  
Customer Reference No: XXXXXX

BPay Make a BPay payment via internet or phone banking.  
Bill code: 81869  
Reference no: 100000000

Cheque Payable to WaterNSW  
Post this slip and your cheque to  
PO Box 1018 Dubbo 2830

Billpay Pay in person at any Australia Post Office.  
Billpay code: 0875  
Reference no: 1000 1000 100

Direct debit Sign-up online at

**Total due \$967.44**  
**Due date 27 April 2020**

Customer account: 10000  
Account name: J Smith  
Invoice no: 010000000  
Licence no: MU/10AL000000  
Payment terms: Net 30 days

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

This is your customer number.

This is your activation code.

Once you have located both of these numbers, please visit [waternsw.com.au/iwas](http://waternsw.com.au/iwas) and complete the following steps:

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

## 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 see them in 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.

## I haven't received a registration confirmation email

It is not essential that you receive a registration confirmation email before you start using iWAS. You can move straight to the log in link on the [iWAS webpage](#) and confirm your email once you are in iWAS.

## How do I view all licences on one account?

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

## Why does the login page disappear after entering the log in credentials?

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'. Choose the 'pop-up blocker' and then select the 'turn-off pop-up blocker command' from the list.

## 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.*

## 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.

## 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. Select the date for the current 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 e.g. Crop type, hectares watered and water application device. Click ‘submit’

Access Licence	Licence Category	Available Water	Total Usage Volume (ML) **
XXXXXXX	MAJOR UTILITY	31752.0 ML	

## 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.

## 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

## How to place a water order

1. In your 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 e.g. 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.*

**Customer Number**

**Access Licence** My Licences

**Work Approval** Welcome to iWAS, WaterNSW's internet Water Accounting System.

**Extraction Site** Your last login was on 06-Nov-2020 10:04.

**Order** View Orders

**Meter Reading** Enter/Change Orders Announcements are now available for viewing - See [WATER NSW REGISTER](#)

**Non-Metered Usage** Enter Bulk Order

**Allocation Assignment**

## 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 and have a positive balance 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. Cancelled licences are visible until 30 June of cancellation year. Suspended licences will still be visible, however orders will be not accepted.

## 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.

## How to check your water account balance and carryover amount

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.

**Access Licence** My Licences

**Work Approval** Welcome to iWAS, WaterNSW's internet Water Accounting System.

**Extraction Site** Your last login was on 07-Sep-2020 14:15.

**Order**

**Meter Reading** WaterNSW News  
 ■ \*\*\*Go paperless and have your bill delivered straight to your inbox - See [WaterNSW web site](#) and [REGISTER NOW](#)

**Non-Metered Usage**

**Allocation Assignment** To view details of an access licence or work approval, please select from the list in the table below.

Water Source	Access Licence	Licence Category	Available Water	Drought Suspension	Potential Carryover	Work Approval(s)
FISH RIVER WATER SOURCE	XXXXXX	MAJOR UTILITY	31752.0 ML		15876.0 ML	XXXXXX
HAWKESBURY AND LOWER NEPEAN RIVERS WATER SOURCE	XXXXXX	MAJOR UTILITY [URBAN WATER]	N/A		ML	XXXXXX
LACHLAN REGULATED RIVER WATER SOURCE	XXXXXX	REGULATED RIVER (GENERAL SECURITY)	12.0 ML	0.0 ML	12.0 ML	

## 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](mailto:Customer.Helpdesk@waternsw.com.au)

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