

Frequently asked questions (FAQs) – Extend your approval

Why does your approval need to be extended?

Approvals are granted for up to 10 years and have an expiry date. WaterNSW monitors the expiry date and contacts the holder if their approval is due to expire.

Joint application

All co-holders of an approval must make a joint application. You do not need to each make separate applications. The application fee is one payment of the required fee per joint application.

Can you keep using the approval for the specified purpose?

If you lodge an application to extend your approval before the expiry date, your approval remains in force until WaterNSW makes a determination to grant or refuse your application to extend your approval.

Can I continue to use water and/or any water supply work if my approval has expired?

No. If your approval expires, you no longer have authorisation for the work(s) or to use water for the specified purpose it was granted. It is an offence to construct and use a work at a specified location without approval. There may be penalties for these offences under the *Water Management Act 2000*.

What does your approval authorise?

You can access specific information about your approval on the NSW Water Register.

- Go to waterregister.watarnsw.com.au
- Select "I want information about a particular water licence or approval (including conditions)"
- Select "Approval issued under the *Water Management Act 2000*"
- Enter your approval number, which can be found on the letter about extending your approval.

What if your details/approval holders have changed?

If your details or the approval holders have changed, our records need to be updated before an application can be made. The approval holder should be the property owner, lease holder or occupier of the land where the work/s are located. Please contact us on [1300 662 077](tel:1300662077) to update any name or approval holder changes. For all other contact detail changes, visit watarnsw.com.au/managedetails

What happens if the type, size, purpose or location of the water supply work/s has changed?

After you submit your application, we will contact you about how to amend your approval.

Declaration section for a company/corporation or organisation

If the approval holder is a company, corporation or organisation, the declaration section must be completed in accordance with section 127 of the *Commonwealth Corporations Act 2001*.

- For a company – the terms of the declaration must be accepted by two directors of the company, or a director and a company secretary

- For a proprietary company with a sole director who is also the sole company secretary – the terms of the declaration must be accepted by that director
- For other types of organisations – the terms of the declaration must be accepted by the duly authorised officer

Can you apply to extend your approval after the expiry date?

You can apply to extend your approval after the expiry, however the application fee increases.

Can my application be refused?

WaterNSW will not accept your application if it is not complete, the fee has not been paid or if it has not been signed. The *Water Management Act 2000* also specifies circumstances in which WaterNSW must refuse your application.

What happens once your application is processed?

Once WaterNSW has processed the application, you will receive a letter describing whether the application has been granted or refused.

Need help?

If you need further assistance, please contact our Customer Service Centre on **1300 662 077**, Monday to Friday between 8am–5pm or email Customer.Helpdesk@waterNSW.com.au

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