

CUSTOMERS ADVISED TO ORDER ON WEEKDAYS

15 December 2010

Customers are reminded to ensure that water orders over the Christmas and New Year period are lodged on weekdays.

All water orders should be faxed to our information centre on **1300 871 477**.

Orders will only be processed on weekdays that are not designated as public holidays, so please ensure adequate lead time is factored in to ensure timely processing.

Alternatively, customers should register for State Water's iWAS online account management service via the State Water website (www.statewater.com.au). Any orders placed in this system will be processed and available with the regular lead time.

Customers needing to lodge applications to assign water should ensure their applications are received before **noon 20 December** 2010 to allow for processing before the State Water Christmas shutdown, 23 December 2010 until the 6 January 2011.

Compliance action can be taken against customers whose extractions exceed water available on their access licences or if they extract without an approved water order.

On behalf of the staff and management of State Water, we wish you all the best for the holiday period and look forward to working with you in the New Year.

Authorised by:

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Customer Information Manager
State Water

For **Water Delivery Announcements** and State Water Media Releases:
<http://www.statewater.com.au/Water+Delivery/Customer+Notices>

For **Available Water Determinations** and NSW Office of Water Media Releases:
<http://www.water.nsw.gov.au/Water-Management/Water-availability/Available-water-determinations/default.aspx>

For more information about **storage levels** and **river heights** go to the *Waterinfo Website* at <http://www.waterinfo.nsw.gov.au>