How to complete a water order form

A standardised water order application form has been developed to enable customers to provide all the information necessary for a complying water order.

You can obtain these forms from www.statewater.com.au/Customer+Service/forms or by contacting the call centre on **1300 662 077** or **Customer.Helpdesk@statewater.com.au**

All information must be completed and correct. This guide shows how to complete your water order form before submitting it to State Water.

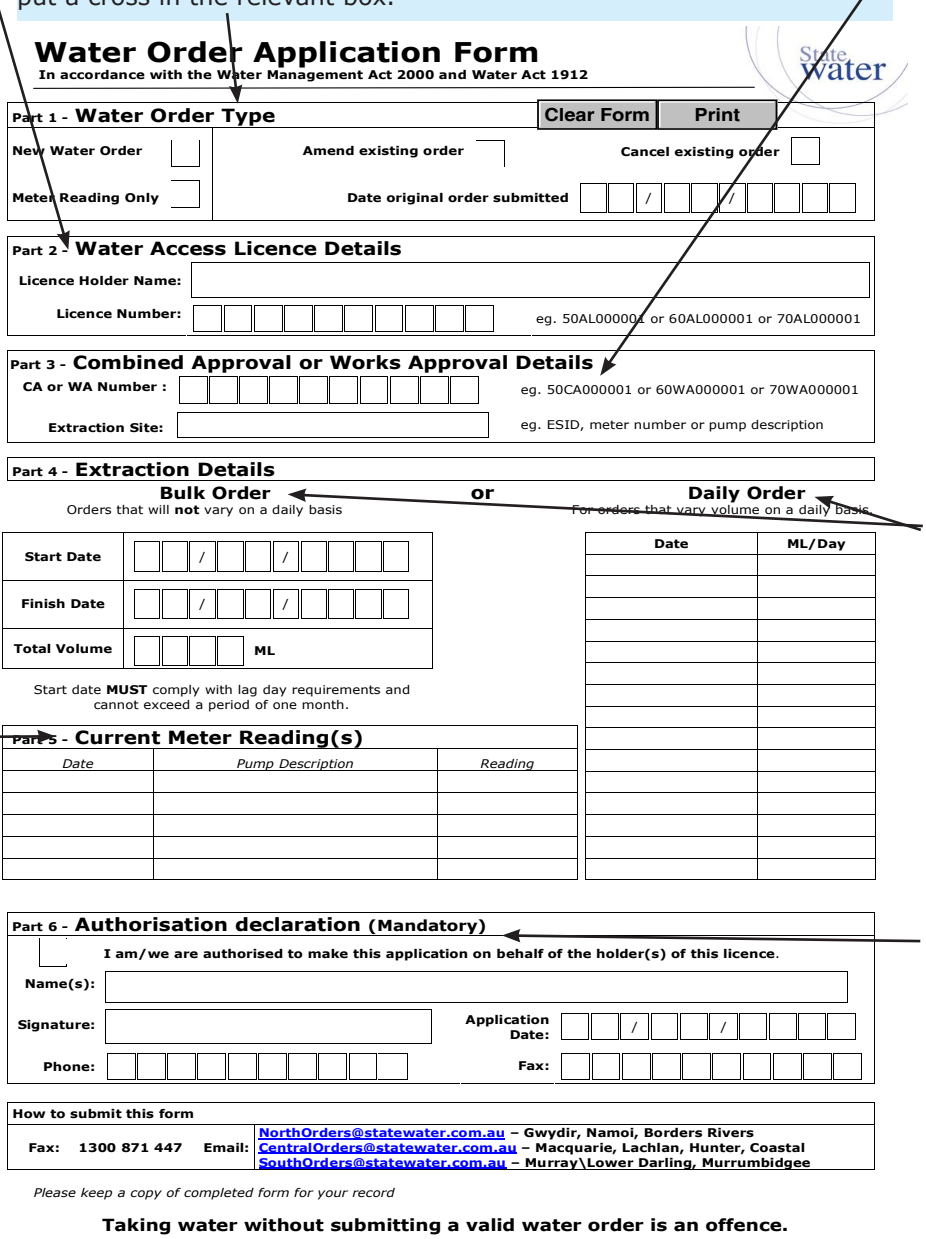
Incomplete applications result in delayed processing which could mean your order is postponed and if extraction occurs without a complying order being processed compliance action may be taken.

Part 2 - Water Access Licence Details (contains "AL" or "SL" or "SA" within the number)

This information is required to identify the correct licence the order is to be placed against. Customers need to ensure that they complete these details accurately. For example a supplementary licence can only be ordered against when a supplementary event has been announced by the NSW Office of Water. If no announcement exists, your order will be returned for correction.

Part 1 - Water Order type.

This section requires you to tell us whether the order is a new water order, an amendment to an existing order, a cancellation of an existing order or whether you just want to notify us of a meter reading. Simply put a cross in the relevant box.



Water Order Application Form

In accordance with the Water Management Act 2000 and Water Act 1912

Part 1 - **Water Order Type** — Clear Form | Print

New Water Order ☐ Amend existing order ☐ Cancel existing order ☐

Meter Reading Only ☐ Date original order submitted / /

Part 2 - **Water Access Licence Details**

Licence Holder Name:

Licence Number: eg. 50AL000001 or 60AL000001 or 70AL000001

Part 3 - **Combined Approval or Works Approval Details**

CA or WA Number : eg. 50CA000001 or 60WA000001 or 70WA000001

Extraction Site: eg. ESID, meter number or pump description

Part 4 - **Extraction Details**

Bulk Order (Orders that will **not** vary on a daily basis) **or** **Daily Order** (For orders that vary volume on a daily basis)

Start Date	/ /
Finish Date	/ /
Total Volume	ML

Start date **MUST** comply with lag day requirements and cannot exceed a period of one month.

Date	ML/Day

Part 5 - **Current Meter Reading(s)**

Date	*Pump Description*	*Reading*

Part 6 - **Authorisation declaration (Mandatory)**

☐ I am/we are authorised to make this application on behalf of the holder(s) of this licence.

Name(s):

Signature: Application Date: / /

Phone: Fax:

How to submit this form

Fax: 1300 871 447 Email: NorthOrders@statewater.com.au – Gwydir, Namoi, Borders Rivers; CentralOrders@statewater.com.au – Macquarie, Lachlan, Hunter, Coastal; SouthOrders@statewater.com.au – Murray\Lower Darling, Murrumbidgee

Please keep a copy of completed form for your record

Taking water without submitting a valid water order is an offence.

Part 3 - Combined Approval or Works Approval details (contains "CA" or "WA" in number)

All water orders are extracted through a licenced works approval or combined approval. Many access licences can be linked to multiple works or combined approvals, therefore it is essential that the details of the pump you are going to extract the water through is recorded on the water order form.

Part 4 - Extraction Details

This section is where you tell us how much water you want to take. It can either be as a bulk volume over a number of days or as a daily volume that changes day to day. All orders must take lag days into account.

Part 5 - Current Meter Reading (s)

It is helpful to provide a meter reading when you have started or finished your pumping. It enables staff to tentatively reconcile your orders with your usage and provide you with a more accurate account balance.

Part 6 - Authorisation declaration

The person placing the order must complete this section ensuring that contact numbers are provided in case State Water needs to contact you.

Once completed you can email or fax your order to State Water. The details for emailing and faxing are located at the bottom of the form.