

Customer Notice

State
water

CUSTOMERS ADVISED TO ORDER ON WEEKDAYS

11 December 2009

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

Orders should only be faxed to **1300 871 447**.

Water orders faxed to our office 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.

Please remember that compliance action can be taken against customers whose extractions exceed their access licence account balance or extract water without an approved water order.

On behalf of the local 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:

Michael Telford
Customer Information Manager
Customer Operations

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>