

# Water ordering

## Fact sheet

The Natural Resources Access Regulator (NRAR) is an independent regulator established under the *NSW Natural Resources Access Regulator Act 2017*.

As the NSW regulator, we ensure water is used lawfully so that all communities and the environment get a fair share because water is for everyone.

Ordering water ensures fair and equitable access to water for you, your neighbours, and the environment.

## Why you need to order water

Pre-ordering water before you pump is a condition of your water access licence. You must order water so that the correct water access licence is debited and that water is delivered in a manner that is efficient, timely and environmentally responsible.

River operators take transmission and evaporation losses, weather forecasts and water orders into consideration when calculating the daily water deliveries along a river to reduce end-of-system losses that may impact future water availability.

Travel times will vary depending on your position along the river. You need to allow for travel times (lag days or lead days) when requesting water to be released for your needs.

## How to order water

You can order water through WaterNSW's online water accounting system, iWAS. If you have not yet registered for an iWAS account, you can do so through the WaterNSW website or by phone on 1300 662 077.

### Water ordering at a glance



Ordering water ensures there is enough water for you, your neighbours, and the environment.



Order online through iWAS.



Allow for lead days by ordering water in advance.



Failure to order water may lead to enforcement action.

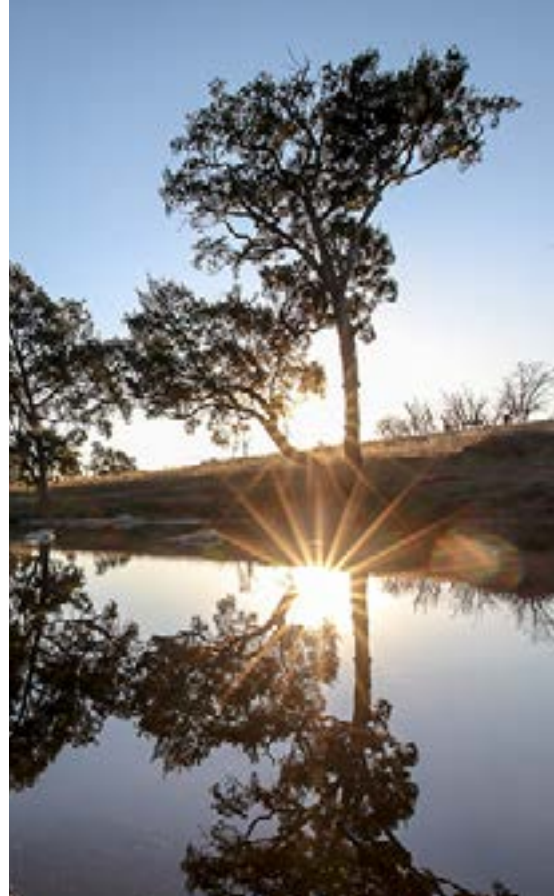
# What happens if I don't order water?

NRAR can respond in several ways to potential breaches including:

- providing information to help you comply
- issuing stop work orders and directions
- issuing cautions and fines
- prosecution in serious cases.

Under the *Water Management Act 2000*, failure to complete a water order may result in an order requiring payment of up to 5 times the volume of water.

Further information about NRAR's compliance approach is available on the compliance section or our [website](#)<sup>1</sup>.



## More information

Copies of the Acts and associated Regulations are available on the [NSW Government legislation](#)<sup>2</sup> site.



Order water  
through iWAS

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<sup>1</sup> [nrar.nsw.gov.au/about-us/compliance](http://nrar.nsw.gov.au/about-us/compliance)

<sup>2</sup> [legislation.nsw.gov.au](http://legislation.nsw.gov.au)

