

Application for a new water supply work and/or water use approval in the Customer Portal

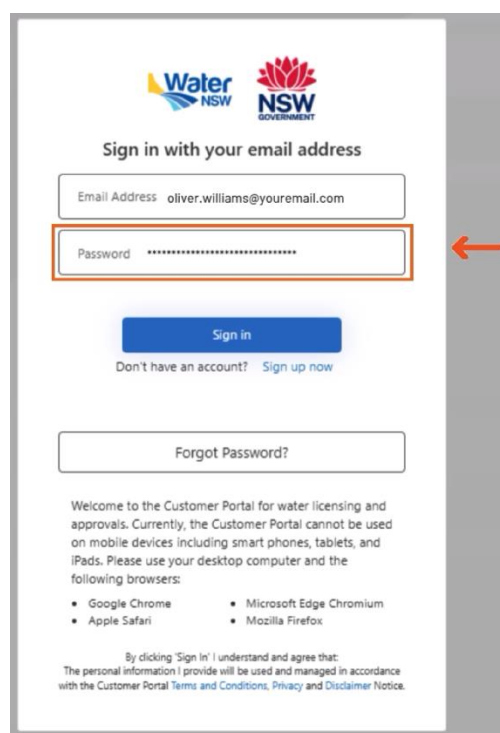
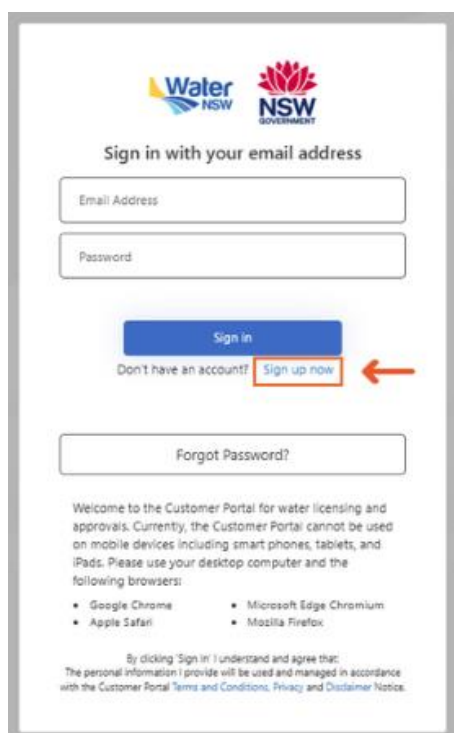
This guide will help you to apply for a new water supply work and/or water use approval in the Customer Portal.

Using the Customer Portal

The Customer Portal is a digital platform for customers to lodge, track and manage a new water supply work and/or water use approval. These approvals permit the applicant to take, obtain or use water from surface and groundwater sources. Find information at: [Customer Portal](#)

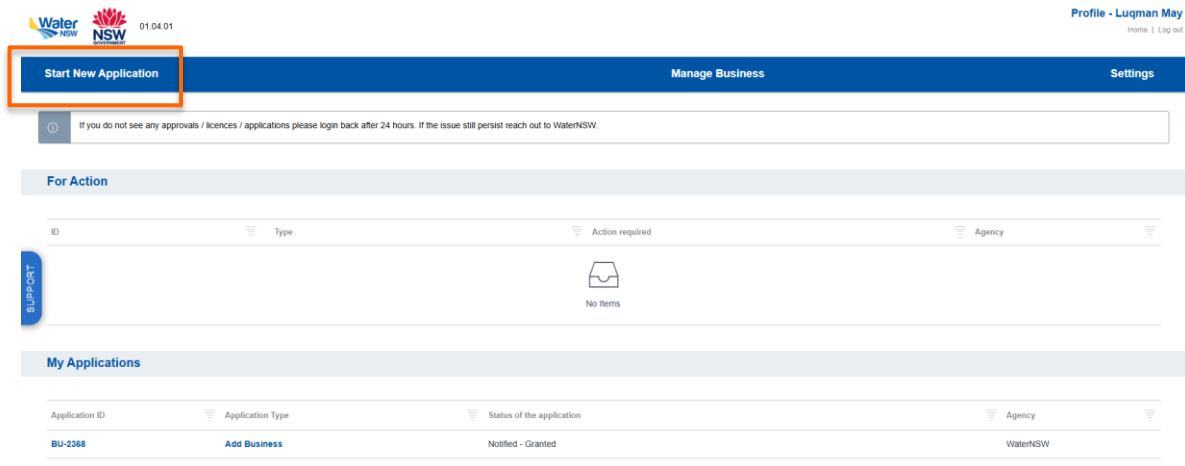
Step 1 – Sign in or register

Go to the [Customer Portal](#). Click the ‘Sign in’ button if you have an account or ‘Sign up now’ to create an account and follow the prompts to complete the sign in.

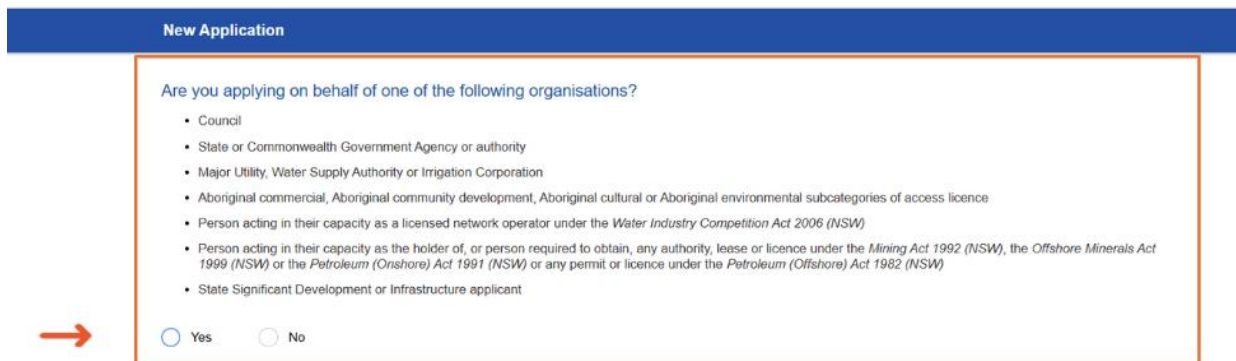


Step 2 – Start a new application

Once you're in the Customer Portal, click the 'Start new application' button in the top left-hand corner.

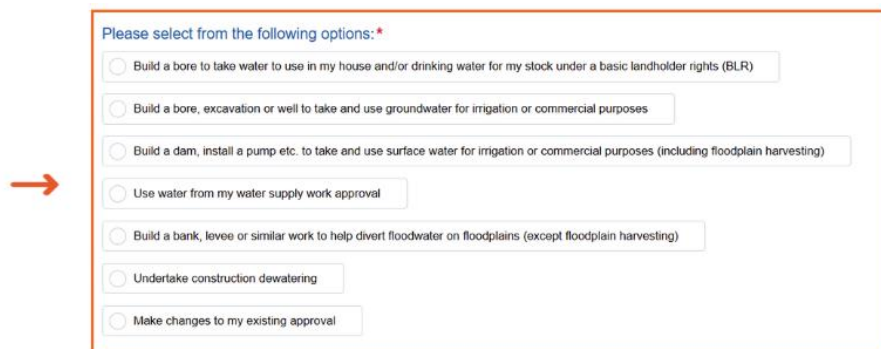


To apply for a water supply work approval on behalf of an organisation, such as a council, select 'Yes'.



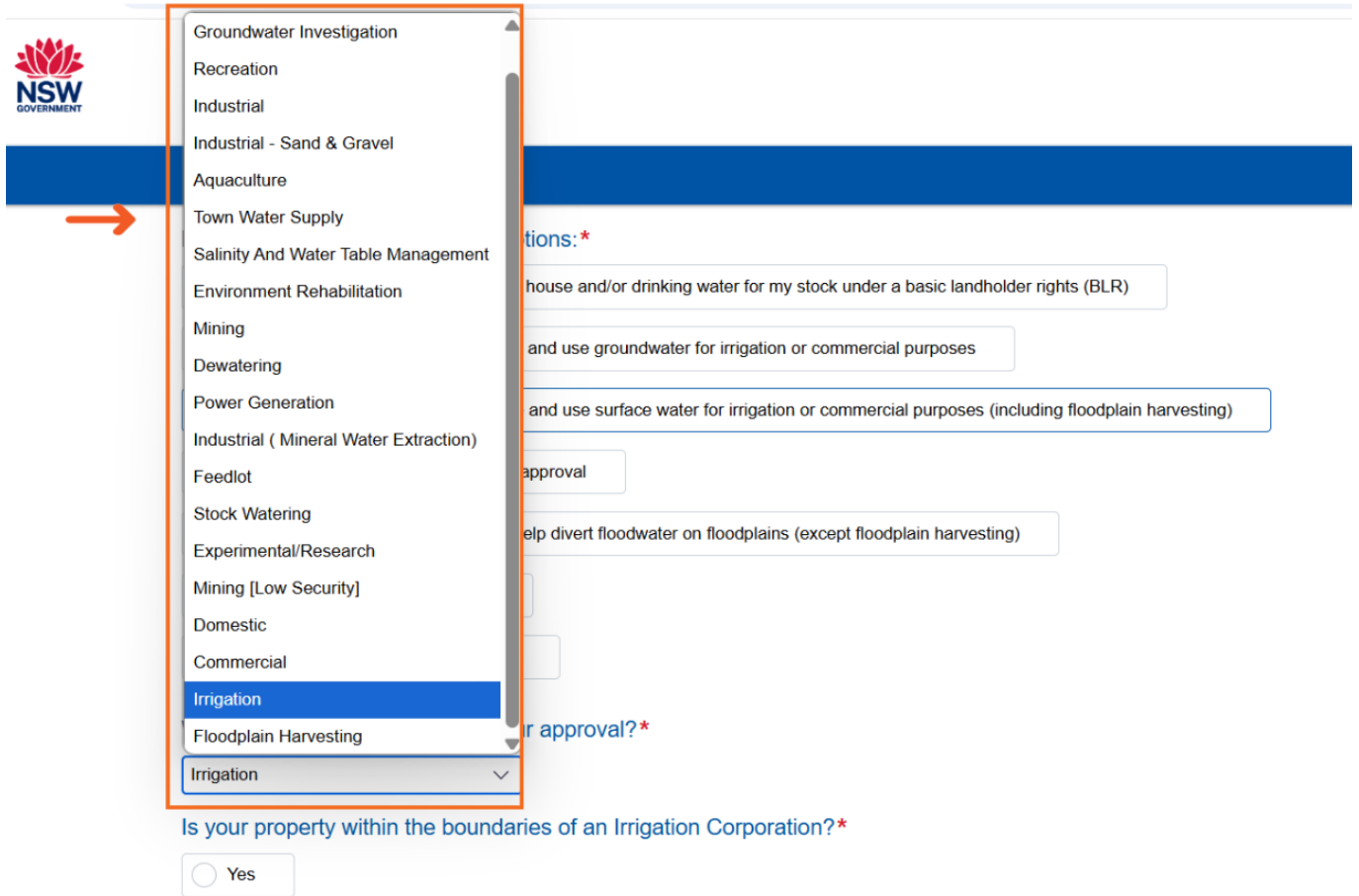
Step 3 – Type of water supply work

Select the type of water supply work from the options. For example, to take surface water, select 'Build a dam, install a pump etc. to take and use surface water...'



Step 4 – Primary purpose of the approval

Select the primary purpose of the approval from the drop-down menu.



Groundwater Investigation

Recreation

Industrial

Industrial - Sand & Gravel

Aquaculture

Town Water Supply

Salinity And Water Table Management

Environment Rehabilitation

Mining

Dewatering

Power Generation

Industrial (Mineral Water Extraction)

Feedlot

Stock Watering

Experimental/Research

Mining [Low Security]

Domestic

Commercial

Irrigation

Floodplain Harvesting

Irrigation

Is your property within the boundaries of an Irrigation Corporation? *

☐ Yes

Step 5 – Confirm the type of approval

Based on your answers, you will be shown information on the type of approval you are applying for. If this is correct, click the 'Continue' button. If not, go back and amend your answers, or alternatively, contact us for assistance on water.enquiries@dcceew.nsw.gov.au or 1300 081 047 (business hours).

New Application

What is the primary purpose of your approval? *

Irrigation ▼

Is your property within the boundaries of an Irrigation Corporation? *

☒ Yes

☐ No

As per your answers, you will need **Water Supply Works (Surface Water)** approval for Irrigation purpose. A **Water Supply Works (Surface Water)** approval will allow you to:

- take water via a pump from a river, creek or lake
- construct a catchment dam larger than your harvestable right dam capacity
- store water taken from a river
- take water from a dam to another location via channels
- store water captured on floodplains (floodplain harvesting)

Click continue to start a new application.

If what you are wanting to do does not match the above examples, change your selections above or make an appointment to discuss your approval needs. [Click here](#) to find out how to book an appointment.

i WaterNSW assesses groundwater and surface water applications separately. If you wish to take both groundwater and surface water, please complete two separate applications by selecting the relevant options above.

➔
Continue

Step 6 – is development consent required?

Now that we have identified the application type, we'll ask you a few more questions including whether development consent is required for the proposed work/s.

New Application

✎ **Application Details**
➤
✕ Applicant Details
 ➤
✕ Land Details
 ➤
✕ Work Details
 ➤
✕ Licence Details
 ➤
✕ Additional information required
 ➤

✕ Application Summary

What would you like to apply for? *

Surface Water Works ▼

Select the purpose of the approval *

Irrigation x ▼

Do you require a development consent for any of the works and/or uses proposed under this application? *

☒ Yes

☐ No

New Application

Has the development consent been granted?*

☐ Yes

☒ No

Warning!

Please note that if a DA is required for the work, you will need to obtain a DA before you are able to construct the work

Please provide further details of work/use under this application which requires Development Consent, and advise the status of your development consent application.*

Remaining: 1024 characters

If you require development consent, you will be prompted to answer additional questions regarding your development application.

Was development consent granted under an Integrated Development Application for which the Water Group within the NSW. Department of Climate Change, Energy, the Environment and Water has provided General Terms of Approval?*

☐ Yes

☒ No

Have you lodged a development application with your local Council and it has not been granted?*

☒ Yes

☐ No

Please provide the Development Application number*

Step 7 – Native vegetation

Answer the questions asking if you need to clear native vegetation and if so, if you have obtained consent.



Do you need to clear native vegetation?*

☒ Yes

☐ No

Have you obtained consent to clear native vegetation (including grassland)?*

☐ Yes

☐ No

Step 8 – Lodgement of development application

Indicate how you are lodging this application. Different questions will follow depending on the option you select.

How are you lodging this application? (Note: An applicant can be a landholder or a lawful occupier or lessee)

☐ An individual applicant

☐ Two or more applicants e.g. a joint application

☒ On behalf of a government agency, company or other organisation and I'm authorised to do so

☐ A third party lodging on behalf of others and I'm authorised to do so

Nominated Contact Person

Mr Luqman May
B360_lmay@yopmail.com



For applications made by a corporation, executed for and on behalf of the applicant in accordance with section 127 of the Corporations Act 2011 (Cth) or by its duly authorised officer. Where signing is undertaken by a duly authorised officer, please attach authorisation for that duly authorised officer. If the corporation has more than one director, add each person as an Applicant/Profile user for the business to be verified and progress with application.

Next, you will be prompted to provide information as the applicant, including contact details.

Applicant/s List

▼ LIVERPOOL CITY COUNCIL

 Delete Applicant

Do you want to select an existing co-holder as an applicant *



Yes



No

Select an existing co-holder ? *

LIVERPOOL CITY COUNCIL ▼

Business or organisation details

Type

Government

Company/ corporation name *

LIVERPOOL CITY COUNCIL

ACN (if applicable)

ABN

84181182471

* If you do not hold an ACN and are an organisation incorporated in NSW, you must provide an ABN

 Add Additional Applicant

Primary Contact Details

Please select the primary contact during the application process *

LIVERPOOL CITY COUNCIL ▼

Business Address

Address

64 Scott Street, LIVERPOOL, NSW, 2170, Australia

Address reference name

Liverpool City Council

Email address

B360_lcc@yopmail.com

Correspondence Address

Address

Locked Bag 7064, LIVERPOOL, NSW, 1871, Australia

Address reference name

Liverpool City Council

Email address

B360_lcc@yopmail.com

Billing Address

Address

Locked Bag 7064, Liverpool, NSW, 1871, Australia

Address reference name

Liverpool City Council

Email address

B360_lcc@yopmail.com

Please select the primary contact for any future correspondence *

LIVERPOOL CITY COUNCIL ▼

Business Address

Address

64 Scott Street, LIVERPOOL, NSW, 2170, Australia

Address reference name

Liverpool City Council

Email address

B360_lcc@yopmail.com

Correspondence Address

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Billing Address

Address

Locked Bag 7064, Liverpool, NSW, 1871, Australia

Address reference name

Liverpool City Council

Email address

B360_lcc@yopmail.com

Step 9 – Contact details of consultant (if applicable)

Indicate if you have appointed a consultant and if you have, enter their details.

Have you appointed a consultant/service provider?

☒ Yes ☐ No

Name

Joanne Parkes

Address Lookup

LEVEL 12 388 GEORGE ST, SYDNEY NSW 2000

☐ Enter address manually

Contact number

0400666777

Email address

B360_jparkes@yopmail.com

Step 10 – Land details

In the land details section, select the appropriate description of the land ownership and then click the 'Proceed with title search' button. This will allow us to perform a title search for the selected LOT and DP or address.

 In this Section you will need to add details of all lands included in this application. If multiple parcels of land and/or ownership varies, you will be required to complete this section multiple times.

Provide Land Details

Ownership of land where work/use is/will be located

 Please select the land ownership that best fits this application*

☐ The applicant(s) is/are the land owner on which the work/use is/will be located

☐ The applicant(s) will become the owner of the land within a reasonable time

☒ The applicant(s) is/are the lawful occupier / lessee on which the work is/will be located

☐ The applicant(s) is/are NOT the land owner and land is either Crown land, Road reserve, Easement or National park

 **Warning!**
You are required to provide evidence of your lawful occupation, such as a lease agreement, court order, or written occupation.

Land Details

Enter the Lot / DP or Address of the location where the work will be located. (Refer the Council Rates notice for Lot/DP details)

Search Land by

☒ Address ☐ Lot/Section/DP

Address *

52 SCOTT ST, LIVERPOOL NSW 2170

Please select the applicants who are the land owners:

☒ LIVERPOOL CITY COUNCIL

Please click on 'Proceed with Title Search' button to perform title search for the selected Lot/DP or Address.

Proceed with Title Search

Clear

Cancel

Step 11 – Evidence of land ownership

Click on the 'Upload evidence of the lawful occupation' button. Upload the relevant document and click the 'Attach' button. Confirmation of the document upload will be shown on the screen.

Land Details

Enter the Lot / DP or Address of the location where the work will be located. (Refer the Council Rates notice for Lot/DP details)

Search Land by

☒ Address ☐ Lot/Section/DP

Address *

64 SCOTT ST, LIVERPOOL NSW 2170

Please click on 'Proceed with Title Search' button to perform title search for the selected Lot/DP or Address.



Please wait while we retrieve the address details. The address will be displayed below shortly.

Proceed with Title Search

Clear



Title Search Successful.

Please attach documentary evidence of lawful occupation

Upload lawful occupation document

Attach file(s)




Drag and drop files here

OR

Select file(s)

Name *	File	Category	
Lawful Occupation	Lawful Occupation.docx	Lawful Occupier Document	

Cancel

Attach

Document name	Document type	Uploaded on	Delete
 Lawful Occupation	Lawful Occupier Document	04 August, 2025 09:59:21 AM	

Step 12 – Review land boundary

Click the ‘Launch map’ button to review and confirm the property boundary lines.

Click on 'Launch Map' to review boundary of land added.



Now that you have reviewed the Map, does the Map show all of the land/s upon which the works/use is/will be located? *

☒ Yes

☐ No

Step 13 – Details of the work/s

✓ Application Details > ✓ Applicant Details > ✓ Land Details > **Work Details** > ✗ Licence Details > ✗ Additional information required >
✗ Application Summary



Work Details

Briefly describe the details of the works for the application for a new approval you wish to make.*

Remaining: 1024 characters

Are there any known contamination sites on or around the works/use site/s (approx. 250 metres)? This includes any septic tank or other on-site sewage system on your property or neighbouring property?*

☐ Yes

☐ No

If there are known contamination sites near the site of the work/s or use, you will need to indicate the location by either selecting the area on a map or attaching a map with the site marked.

Contamination Site 1 - Septic Tank

Specify contamination site location and type

Contamination type*

Septic Tank Delete site

Click on the below button to specify contamination site location on a map

Specify Site Location on map

OR

Upload either a PDF or a Word file containing a map with the contamination site marked

Attach Map Document

Add contamination sites

Add Work

Contamination Site 1 - Septic Tank

Specify contamination site location and type

Contamination type*

Septic Tank Delete site

Click on the below button to specify contamination site location on a map

Specify Site Location on map

OR

Upload either a PDF or a Word file containing a map with the contamination site marked

Attach Map Document

Add contamination sites

Add Work

Step 14 – Details of the work/s continued

Provide further details about the work/s that are part of this application. This will include marking this on a map or attaching a map with the site of the work/s indicated and select the water source.

Application for Water Supply Works Approval

~ Work 1

Work ID

2002015350

Please select work type* i

Select...

Enter the name of the watercourse your work is located on*

Click on the below button to specify work location on a map.

[Specify work location on a map](#)

OR

You can upload either a PDF or a Word file containing a map with the work location marked.

[Attach Map Document](#)

~ Work 1

Work ID

2002015350

Please select work type* i

Select...

Enter the name of the watercourse your work is located on*

Click on the below button to specify work location on a map.

[Specify work location on a map](#)

OR

You can upload either a PDF or a Word file containing a map with the work location marked.

[Attach Map Document](#)

If you want to add another work, click the 'Add Work' button. If not click the 'Continue' button in the bottom right corner.

Latitude Longitude

-33.92540692260683 150.92461444716366

Select the Lot/DP where the work needs to be constructed*

1/DP507069 x

Please choose a Water Source from the list*

● Unregulated - Greater Metropolitan Region Unregulated River Water Sources 2023 / LOWER GEORGES RIVER AND BUNBURY CURRAN CREEK WATER SOURCE

[Add Work](#)

Step 15 – Water use details

In this section, provide the details of any water use including if you have a Water Use Approval that you would like to associate with the work/s.

Briefly describe the use you wish to apply for? *

Text

Do you have a Water Use Approval that you would like to associate with the work/s? *

☐ Yes

☒ No

Please specify the area of use.

Use Area 1

Delete

The area of use (in Hectares) *

1000

Water Use ID

2002022438

You will be asked to plot the water use on a map and answer questions on the environmental impacts of the water use.

Step 16 – Existing water access licences

In this section you will be asked about existing Water Access Licences (WALs). If you select ‘Yes’ you will be prompted to enter the WAL number.

✓ Application Details > ✓ Applicant Details > ✓ Land Details > ✓ Work Details > **✎ Licence Details** > ✗ Additional information required >
✗ Application Summary

Would you like to use this approval, if granted, in association with an existing Water Access Licence (WAL)? *

☐ Yes

☐ No

Step 17 – Supporting information

There will be a few additional questions for you to complete and if required, you will need to upload the necessary supporting information.

Application for Water Supply Works Approval
APP-3282

✓ Application Details >
 ✓ Applicant Details >
 ✓ Land Details >
 ✓ Work Details >
 ✓ Licence Details >
✗ Additional information required >
 ✗ Application Summary

Have you prepared a Drainage and Irrigation Management Plan? *

☐ Yes

☐ No

Is your property within the Lower Murray/Darling region? *

☐ Yes

☐ No

Does your application require a Fisheries Management Act Permit? *

☐ Yes

☐ No

Does your application require an Aboriginal Heritage Impact Permit? *

☐ Yes

☐ No

Does your application require an Aboriginal Heritage Impact Permit? *

☒ Yes

☐ No

Please upload the following documents to support your application

Please upload Drainage and Irrigation Management Plan

Please upload Farm plan

Please upload Fisheries Management Act Permit

Please upload Aboriginal Heritage Impact Permit

[Attach document](#)

Document name	Document type
	

No attachments

Step 18 –Signature and consent of applicants

You need to initiate a request for other applicants / authorised signatories to sign and provide consent by **ticking this box**. The name and email of the applicants will be shown on the screen.

- ☒ Initiate request for the applicant/s to sign and provide consent electronically

Note :-

The department will send email/s to the following applicant/s. The applicant/s need to login to the Customer Portal and give their consent electronically.

In case of an Organisation, the department will send the email/s to the directors or authorised officer.

Name	Email address
LIVERPOOL CITY COUNCIL	B360_lcc@yopmail.com

Name	Email address
Jack Richardson	B360_jrichardson@yopmail.com
Isabella Strong	B360_istrong@yopmail.com
Lillian Stafford	B360_lstafford@yopmail.com
Kade Juarez	B360_kjuarez@yopmail.com

Read the declaration and consent and tick the boxes to indicate that you have read and agree with the statements. Click the 'Finish' button to complete the application.

Application for Water Supply Works Approval

APP-3282

Declaration and consent

It is an offence under section 344 of the *Water Management Act 2000 (NSW)* (the Act) to make a statement that you know to be false or misleading, in or in connection with, this application. A water access licence or approval may be suspended or cancelled under the Act in certain circumstances, including if the licence or approval holder is convicted of an offence under that Act.

I, the undersigned applicants, acknowledge and agree that:

1. I am applying for a new or an amended approval for a water supply work and/or water use as described in this application.
2. the NSW Department of Climate Change, Energy, the Environment and Water (**Department**) and WaterNSW will rely on the information collected in this application.
3. this application will be determined in accordance with the Act and any associated regulations or guidelines as in force from time to time, and no water access right or water entitlement is in place until this application and any conditions are approved.
4. the authorised contact person (where applicable) has my permission to act for, and on my behalf, in relation to any aspect of this application unless otherwise notified by me, and that WaterNSW and or the Department will rely on information provided by the authorised contact person in its consideration of this application.
5. the Department and WaterNSW accept no liability in relation to any action, proceeding, claim, demand, cost, loss, damage or expense (including reasonable legal costs or expenses) arising directly or indirectly as a result of or in connection with this application or any act or omission of the Department or WaterNSW in connection with this application and I hereby agree to release and indemnify the Department and WaterNSW from and against any such action, proceeding, claim, demand, cost, loss, damage or expense to the fullest extent permitted by law.
6. I have read and understood the information contained in the privacy statement (below).
7. I consent to WaterNSW and the Department collecting, using and disclosing my personal information in accordance with the privacy statement (below).
8. the Department or WaterNSW do not provide any legal, financial or technical advice in connection with this application and that any such advice, if required, is to be obtained independently.
9. details about any approval arising out of this application will be recorded in the publicly available Register of Water Approvals pursuant to the Act.
10. if this application is incomplete it will not be accepted.
11. more information may be requested if relevant in considering this application, and must be supplied in the requested timeframe or the application may not be assessed, or could be deemed invalid or refused.
12. I acknowledge and consent to WaterNSW or Department employees or agents entering the land subject to this application for the purposes of conducting investigations necessary for the assessment of this application. WaterNSW or the Department will endeavour to provide written notice at least 24 hours prior to entering the land, upon which you agree to provide reasonable and safe access to employees or agents to the subject land.

11. more information may be requested if relevant in considering this application, and must be supplied in the requested timeframe or the application may not be assessed, or could be deemed invalid or refused.

12. I acknowledge and consent to WaterNSW or Department employees or agents entering the land subject to this application for the purposes of conducting investigations necessary for the assessment of this application. WaterNSW or the Department will endeavour to provide written notice at least 24 hours prior to entering the land, upon which you agree to provide reasonable and safe access to employees or agents to the subject land.

☒ I have read and agree with the declaration.

☒ I have read and agree with the [Privacy Statement](#).

☒ I agree to receive all future communications regarding this application via email.

☒ By Ticking this box, I declare that:

1. I have electronically signed this form in accordance with section 9 of the *Electronic Transactions Act 2000 (NSW)* and it is my intention for this electronic signature to be binding.
2. All information in this form is accurate, true and complete in every detail.

Consent Given by: Oliver Williams Date: 28 March, 2025

Save Finish

Note: Authorised signatories will receive an email asking them to provide consent for this application. To do this, they need to log in to the Customer Portal. They will be shown the same declaration and consent screen where they are required to tick the boxes to indicate that they have read and agree with the statements.

Step 19 – Submit application

The person who completed the application on behalf of the business/organisation will need to log into the Customer Portal and **select the application number** to see if all authorised signatories have indicated their consent. If all the required consents have been received, click the ‘Submit’ button and proceed to payment of the application fee.


01.04.01

Profile - Luqman May
[Home](#) | [Log out](#)

Start New Application
Manage Business
Settings

For Action

ID	Type	Action required	Agency
 No Items			

SUBMIT

My Applications

Application ID	Application Type	Status of the application	Agency
DAPP-1771	Water Supply Works	Received	DCCEEW
BU-2368	Add Business	Notified - Granted	WaterNSW

Business applications

Application ID	Application Type	Status of the application	Agency
DAPP-1771	Water Supply Works	Received	DCCEEW


01.04.01

Profile - Luqman May
[Home](#) | [Log out](#)

Application for Water Supply Work and Water Use Approval
DAPP-1771

Good news - we have received all the required consents and signatures, please proceed to payment screen.

[Cancel](#)
[Submit](#)

Step 20 – Payment of application fee

Lastly, you will need to pay the application fee. This can only be done when all authorised representatives have indicated consent (see previous step).

Applicable Fees

Description	Amount
Application Processing Fee	\$2,816.71



Click 'Pay now' to pay the application online (MasterCard, Visa and AMEX).
Once the transaction is complete and application fee has been paid, you will be redirected back to the Customer Portal.

[Pay Now](#)



Make a payment

Payment for

Total Application Fee - Water Supply Work and Water Use Approval

Reference: DAPP-1771

NSW-DCCEEW

Payment options



Credit and debit cards accepted



Card number

Expiry date

 /

CVN

[Validate card](#)

Payment summary

Total amount \$2,816.71

[Cancel](#)

[Pay now](#)

Once you have paid the application fee, you will be shown a summary of your application, including an application reference number.

Application submitted

Application assessment
An Assessment officer will be assigned to your application

Determination and Notification
You will be notified about the final determination of your application

If your application is granted
You can track the details of the new Application under "My License/Approval" section of your dashboard.

Application Details

Payment Status
Success

Application Reference Number
APP-3285

Payment Reference
GPP-DIG-6TKcPTGCRpq9yiUgPcNSQ

Payment Receipt Number
1138279002

You can track the process of the application via your customer portal under "My application" section.

Step 21 – Application progress

To view the progress of your application, return to the home screen of the Customer Portal by clicking either the **agency logos** or the 'Home' button. Locate the application reference number in the first column, you will then be able to view the status of your application in the third column.




01.04.01

Profile - Luqman May
Home | Log out

Start New Application Manage Business Settings

For Action

ID Type Action required Agency

No Items

My Applications

Application ID	Application Type	Status of the application	Agency
DAPP-1771	Water Supply Works	Received	DCCEEW
BU-2368	Add Business	Notified - Granted	WaterNSW

Business applications

Application ID	Application Type	Status of the application	Agency
DAPP-1771	Water Supply Works	Received	DCCEEW

Need help?

For more information on the Customer Portal, visit our [website](#). For assistance, please contact Water Enquiries on 1300 081 047, Monday to Friday between 9 am–5 pm or email water.enquires@dcceew.nsw.gov.au