

Upgraded one-stop-shop for NSW water users

3 September 2025

It's now easier than ever for NSW water users to apply for a range of approvals and other online services thanks to upgrades to the WaterNSW Customer Portal.

The portal is a one-stop-shop for water licensing and approval transactions for customers of WaterNSW and the NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEE). Online applications for new water supply work and/or water use approvals are now available to some customers of the Department of Climate Change, Energy, the Environment and Water.

Once registered, individual customers and businesses can lodge, pay and track applications for approvals, view all current licences and approvals, and update contact details online.

Previously, customers could only use the Customer Portal to apply for basic landholder rights (BLR) bore applications and amend BLR approvals.

Enhancements to the Customer Portal mean customers can now:

- apply, pay and track all new water supply work and/or water use, in addition to BLR bore approval applications
- view and update their contact details through the portal
- view all their licences and approvals in one place
- register as businesses, not just individual customers
- use the Customer Portal regardless of whether they are WaterNSW or NSW DCCEE customers.

WaterNSW Executive General Manager Strategy & Transformation / CIO, Leeanne Chau, said:

"We've listened to our customers who have told us they want one place to manage more water licensing and approval related needs, including additional self-service options to complete these transactions online.

"That's why we're pleased to launch this expanded range of online services, available anytime and from anywhere through a single online entry point for customers of both WaterNSW and the Department.

"WaterNSW will continue to work with NSW DCCEE and other stakeholders to improve online services by adding more functionality over time to the Customer Portal."

NSW DCCEE Executive Director of Operations Resilience, Ashraf El-Sherbini, said:

"We welcome the enhancements to the Customer Portal which allow our customers to do water licence and approval transactions online for the first time. The move to a digital system will make it easier, faster and more efficient for our customers to do business with us.

"We look forward to working with WaterNSW and other stakeholders to develop and release new features on the Customer Portal in the future."

Find more information at: [Customer Portal for water licensing and approvals](#)



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Other news

4 September 2025

Have your say on proposed changes to water access rules in inland NSW

The NSW Government is inviting water users, industry bodies and communities to have their say on proposed changes to water access rules in four lapsed inland unregulated water sharing plans.

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We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.

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