




## HOW TO MANAGE AN EXISTING LICENCE USING WATER ONLINE

If you have not already registered for Water Online Services, please follow the HOW TO REGISTER FOR WATER ONLINE instructions before completing the following steps.

1. Click on Water Online from the Department's webpage at [www.water.wa.gov.au](http://www.water.wa.gov.au)
2. Log into your account
3. Choose Licences & Permits from the menu options at the top of the page  
A screenshot of a navigation menu with three items: 'Applications' (with a home icon), 'Licences & Permits', and 'Manage'. The 'Licences & Permits' item is highlighted in blue.
4. Select the instrument you wish to manage. You can search by Licence Number or if you have multiple offices registered with the Department of Water, you can filter by instruments within each location
5. Click on the instrument number and you will be taken to the instrument details page where you can:
  - Add a meter
  - Bulk Upload meter readings
  - Export a report of your meters
  - Apply to amend your instrument
  - Apply to renew your instrument
  - Apply to Transfer your licence
  - Apply to Transfer your entitlement
  - Apply to enter into an agreement with your licence

If you have existing meters and wish to enter meter readings, choose the meter from the list of meters at the bottom of the page and click the **Manage** button.



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## HOW TO UPDATE “TO BE PROVIDED/UNKNOWN” METER DETAILS USING WATER ONLINE

This may happen if the Department does not have your correct meter details recorded.

1. Ensure you have the accurate meter details (model type and serial Number) at hand.
2. Navigate to the meter details you wish to change through the Manage menu
3. Take note of the last meter reading and date on the meter labelled ‘To Be Provided’
4. Click on the [Replace Meter](#) link under the Actions menu
5. Under Old meter Enter the Final Meter reading as the same figure that you noted as last meter reading as the Final Meter reading
6. Under Old Meter Add the Date one day after the last meter reading date.
7. Under new meter select the meter type from the dropdown list of options
8. Under new meter enter the serial number of your meter
9. Under new meter enter the initial reading at installation as the same figure that you noted as the last meter reading
10. Under New meter Add the Date the same as the Old Meter last reading date
11. Under New Meter Please provide the reason for replacement, enter **Updating details**
12. Click on the **Replace** button

If you are having trouble with this process please contact the Department’s Business support unit on 1800 508 885 or via email on [licence.enquiry@water.wa.gov.au](mailto:licence.enquiry@water.wa.gov.au)