**Requesting an Update**

* A white background with a black border

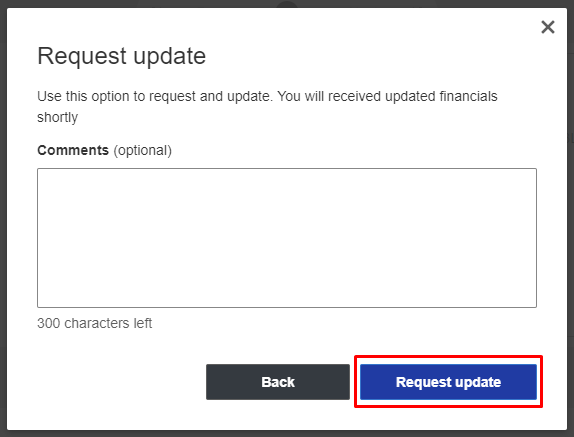
  Description automatically generatedOn **My Dashboard** scroll down to find relevant section 603 application. On the right hand side, change View “Last 5 days” to “All”.
* An alternative to quickly search for your certificate is – **Find Existing Application**

Search under either Application Number, Property Address or Lot and DP.

* When you have located your application and the status is **Certificate Available**, click **Request Update**.

A screenshot of a computer

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* A screenshot of a phone

  Description automatically generatedThen **View Details**
* **Certificate Update,** when you click the drop-down button you will be able to view the date of update, updated account balance, transactions total since certificate provided and daily average consumption.

A screenshot of a computer

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Your update will be available in the drop down menu.

A screen shot of a computer

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An update can be processed multiple times and will be accessible at all hours.

If you require any further assistance, please contact our Customer Service Team 02 6922 0608 or email [admin@rwcc.nsw.gov.au](mailto:admin@rwcc.nsw.gov.au).