

User registration and login

Select Create a Profile and fill out the information required in each field. You will need to set up your password and security questions in case you forget your password in the future.

Once you've completed the short registration form, you will receive an email with a link to activate your account – please check your junk folder just in case. You must activate your account via this link in order to log in and use the system.

Login

Email Address *

Password *

Remember Me [Forgot Password?](#)

[LOG IN](#)

Would you like to register as a new user?
[Create a Profile](#)



Site navigation overview

When you are logged in, you will see seven main navigation headings across the top of the screen.

- My Dashboard: Overview of your details, current fees and recent applications
- Submit an Application: To lodge an application to connect or register a Notice of Works
- Find Existing Application: Search applications using fields such as date, type, name or location
- Request Inspection: Search by application number to then request an inspection
- My Fees: Select current fees to add to your cart for payment through our secure NAB portal. You will be redirected back to our website after payment
- One-time Payment: Search by application number to pay one specific account
- Visit our main site: a link to the main Riverina Water website

These navigation options can also be found in the footer of the website. You can also select "My Account" in the top right corner to see and edit your profile, view your payment history or log out. The self-service portal can also be accessed on your phone or tablet. The navigation menu can be expanded from the three horizontal lines in the top left corner.

Creating an application

Submit a New Application



Forms & Applications

Create an application or submit a works notification.

[Lodge an application to connect to the water supply](#)

[Register a Notice of Works](#)

Navigate to “Submit an Application”. You will see two types of applications to choose from, connect to water supply (WSUP) and register a Notice of Works (NOTC).

Both application types will have some onscreen instructions and advice.

The next step is to add a primary location, which is done by selecting the button and then searching for a property via the address and adding the correct property from the search results. In the “Location Details” field you can add information or if the property cannot be found eg if it is new or rural.

Notice of Works (NOTC)

After adding a location, on the next screen you can nominate if you wish to have an inspection now and if so, when. You can also provide further information on your application before proceeding to the next screen.

On the next screen, you will upload your completed Notice of Works document. On the final screen, you will see a summary of your application. Please select “submit” and confirm your submission.

You will then receive an email advising you of the submitted application and one noting you have fees due. Navigate to “My Fees” to make your payment.

Payment must be made at lodgement.

Application to Connect to Water Supply (WSUP)

Once you have added your location, please fill out the information required on the following screens eg, the type of development and details, meter size required, number of connections and other information.

On the next screen you will be able to attach any additional files eg DA, plans etc. On the final screen, you will see a summary of your application. Please select “submit” and confirm your submission.

You will then receive an email advising you of the submitted application. Once you have received your quote, you will be able to make payment through the “My Fees” screen.

Providing more information for an application

If we require more information, you will receive an email alert to let you know. Log on to the self-service portal and on “My Dashboard” you will see a pending task on an application.

[View Details](#)

Lodge an application to connect to the water supply

59 Tarcutta ST
HUMULA NSW 2652

[WSUP1032](#)

Fees

No Fees

Status

Open	Current Milestone	Added Date
1 Pending Task	AWAITING INFORMATION	10/11/2021

Select view details, or click the application hyperlink. Under the “Needs Action” tab, details on the pending task is displayed. Click the Edit button in the More Information section.

[Needs Action](#)
[All](#)

Refer to [More Information](#) section below for further details. Click the [Edit](#) button to proceed. Type in your response in the 'Customer Response' box and/or attach required documents in the [Attachments](#) section, if relevant.

More Information [Edit](#)
▼

Under “Agency Instructions” you will see the comments from our staff. Please provided further information in the “Customer Response” field and select the “Response Complete” checkbox before clicking save.

CUSTOMER RESPONSE:

Response of applicant on information requested

Customer Response

The site is located at the corner of Tarcutta Street and Jones Road. There's a construction site nearby.

895 characters left

Response Complete

Cancel

Save