



Riverina Water Digital Transformation: Customer Self-Service Portal

Delivering modern utility services for our community



About Riverina Water

Our mission is to provide safe and reliable water at the lowest sustainable cost to our communities across the southern Riverina region.

77,000+

Population Served

Across towns and rural properties

35,000+

Service Connections

Residential and business customers

15,000

km² Service Area

Southern Riverina region



Our Digital Transformation Journey



The Challenge: Meeting Modern Customer Expectations

In today's digital age, our customers expect seamless and accessible services, similar to what they experience with other modern utilities. This presents both a challenge and an opportunity for Riverina Water as a local government body.



Legacy Limitations

Our previous third-party service offered limited functionality, hindering efficient customer interaction.



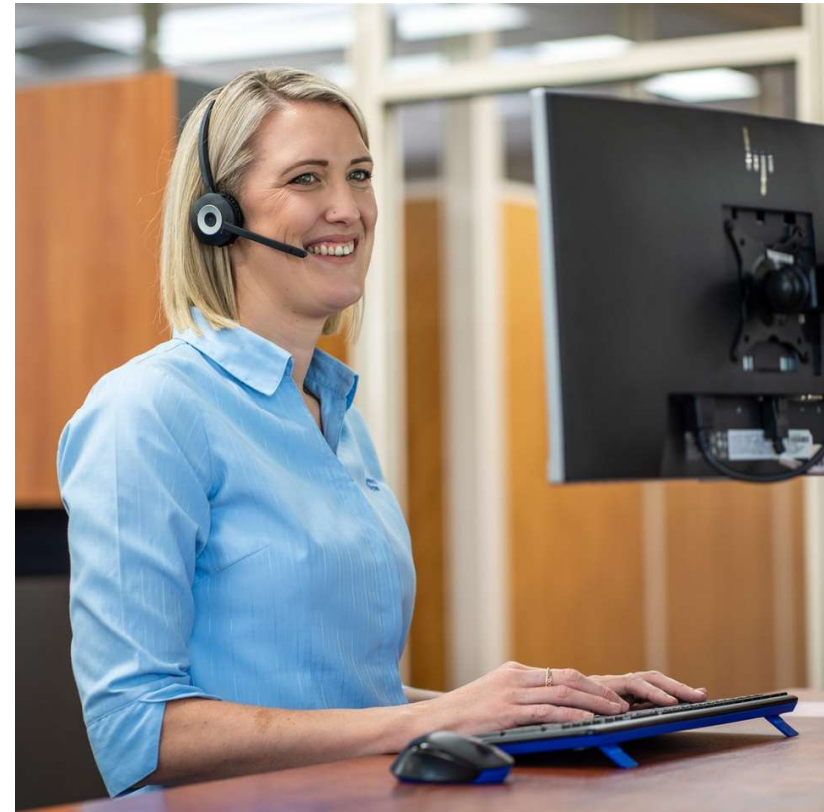
Evolving Expectations

Customers increasingly anticipate comprehensive digital self-service options for managing their accounts.



Industry Benchmarks

As a local water utility, we're measured against the high digital standards set by electricity and gas providers.





The Solution: Customer Self-Service Portal

24/7 Online Account Access

Providing customers with round-the-clock visibility of their billing accounts and water usage

Comprehensive Self-Service

Enabling customers to update details, view bills, make payments, and manage preferences independently

Paperless & Direct Debit

Supporting adoption of environmentally friendly billing options and convenient payment methods

Operational Efficiency

Reducing paper, printing, postage costs and call volumes for improved service delivery

Our Measured Implementation Approach

October 2024

Internal pilot to understand functionality, identify gaps and opportunities

April 2025

Limited release to customers with focus on migrating existing eNotices users

April-June 2025

Controlled expansion phase focusing on user migration and support

- We've deliberately chosen a gradual rollout approach to ensure we can properly support customers through the transition, manage our team's capacity, and address any issues before widespread adoption.

Internal Pilot: October 2024 - April 2025

Our internal pilot phase was crucial for thoroughly evaluating the customer self-service portal before its wider release. It allowed us to refine functionality, address potential issues, and ensure a seamless experience for our customers.

Comprehensive Testing

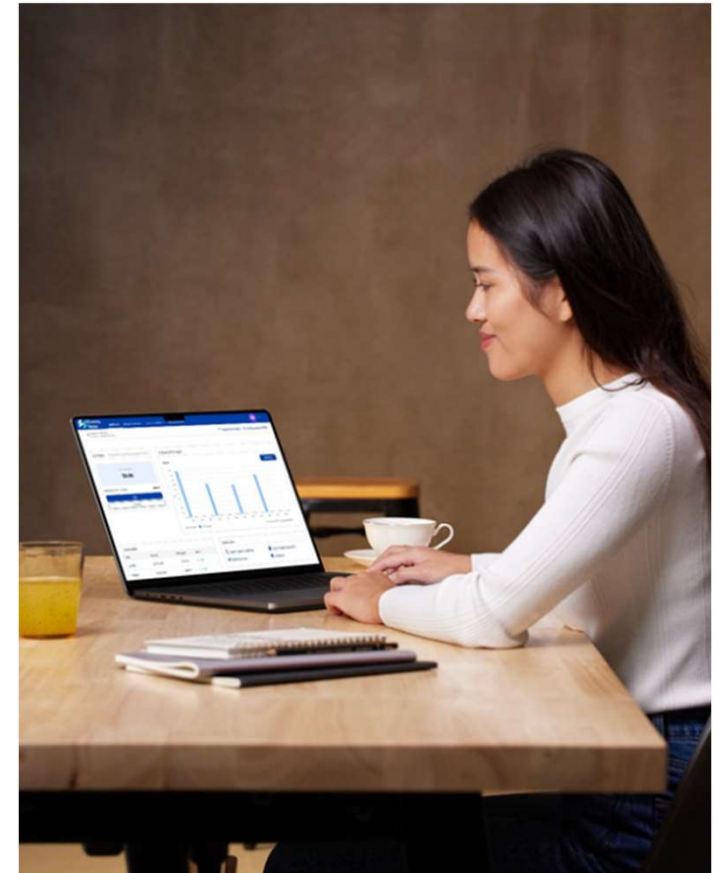
A dedicated team of staff rigorously tested all portal functions across various user scenarios and account types.

Identifying Enhancements

Key areas for improvement and additional features were identified to optimize the portal's performance and usability.

Functionality Refinement

Based on pilot feedback, necessary improvements and bug fixes were swiftly implemented to enhance the user experience.



Limited Public Release: April-July 2025

Aim: Migrate eNotices users to the new service effectively

eNotices Lockdown Existing users only - no new registrations permitted	Targeted Migration eNotices users receiving migration notifications with regular bills
Limited Promotion No public information or promotion - only responding to direct enquiries	Support Resources Information packs and guidance provided to transitioning customers

This careful approach allowed us to monitor uptake closely and ensure our customer service team could provide personalised support to those transitioning to the new system.

Expanded Rollout: July-September 2025

Aim: Controlled expansion with enhanced functionality

During this phase, we implemented several strategic changes:



July 2025 release provided further enhancements based on user feedback



Portal registration replaced eNotices in existing static locations (website, bills, notices)



Targeted follow-up with customers managing multiple accounts



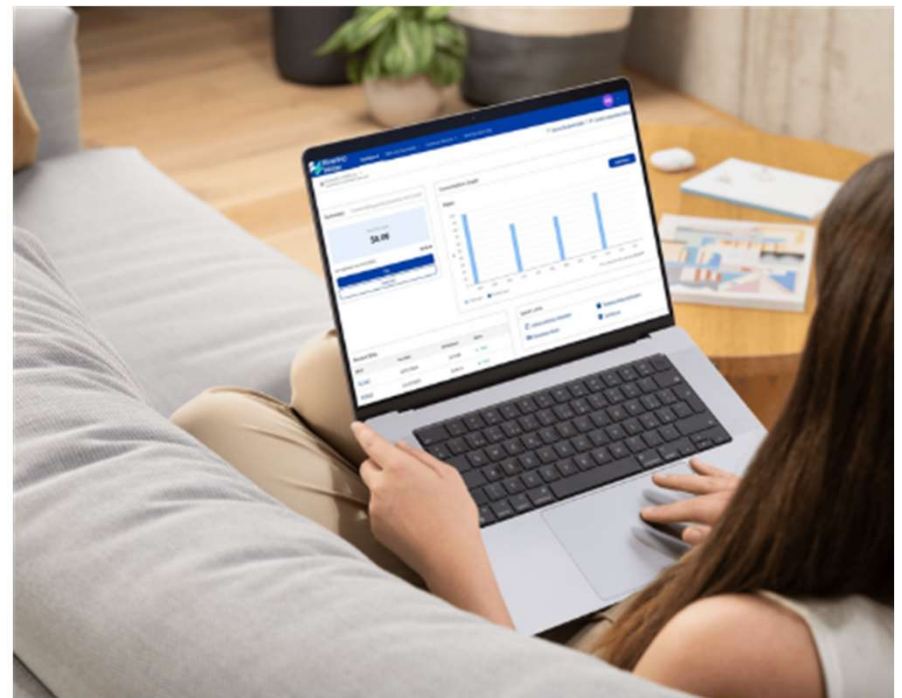
1:1 engagement with major users such as real estate agencies



Development of supplementary services (e.g., bulk zip file service) for specific user needs



Communication of eNotices service termination date



Functionality overview

[Watch](#)



[Dashboard](#)[Bills and Payments](#)[Customer Service](#)[Visit Our Main Site](#)

ACCOUNT # 90000-01
1 TEST ST, WAGGA NSW 2650

[Signup for direct debit](#) | [Enroll in paperless billing](#)

SUMMARY CURRENT BILLING PERIOD STARTED ON 01/01/2025

Your bill is paid

\$0.00

LAST PAYMENT ON 19/12/2024

\$174.48

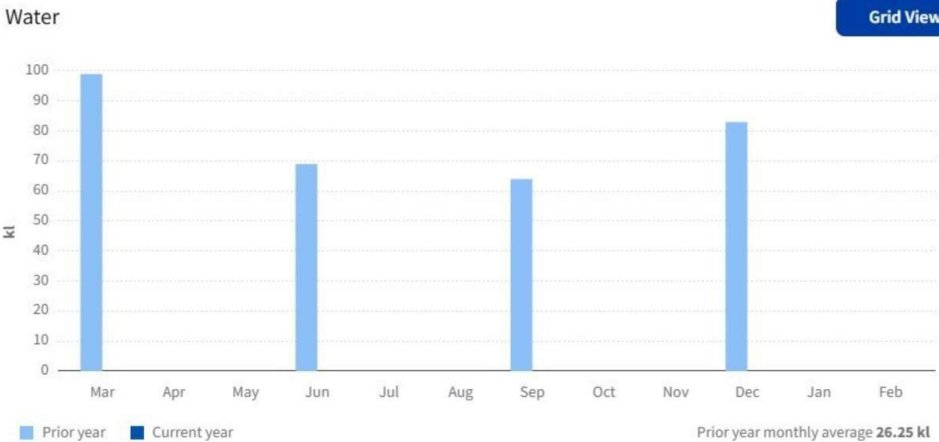
Pay

View bill

Consumption Graph

Water

Grid View



Month	Prior year (kl)	Current year (kl)
Mar	~95	~95
Jun	~68	~68
Sep	~65	~65
Dec	~82	~82

Prior year monthly average 26.25 kl

Recent Bills

Bill #	Due Date	Bill Amount	Status
111111	12/01/2024	\$174.48	Paid
111112	13/10/2023	\$144.27	Paid

Quick Links

[Latest customer newsletter](#)[Request a refund](#)

[Pension rebate application](#)[Contact us](#)

Account # 10009-01
2 ACACIA ST, KOORINGAL NSW 2650

[Signup for direct debit](#) | [Enrol in paperless billing](#)

- Account # 10032-01
10 ADAMS ST, ASHMONT NSW 2650
- Account # 10007-01
6 ACACIA ST, KOORINGAL NSW 2650
- ✓ Account # 10009-01
2 ACACIA ST, KOORINGAL NSW 2650
- Account # 25210-01
UN2 LYNCH ST, MILBRULONG NSW 2656
- Account # 10043-01
11 ADAMS ST, ASHMONT NSW 2650
- Account # 81067-01

New charges

\$5.00
\$548.70

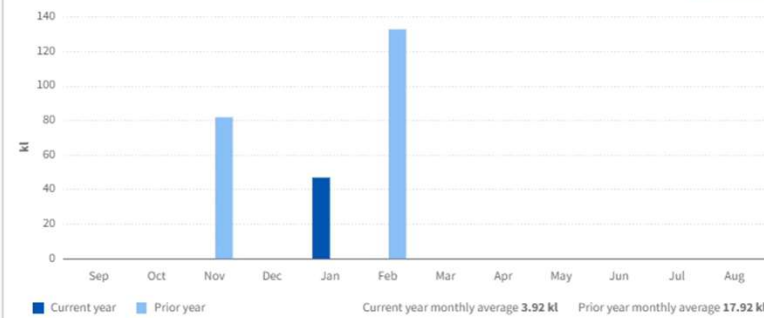
Pay

View bill

Consumption Graph

Water

Grid view



Recent Bills

Bill #	Due Date	Bill Amount	Status
547970	12/02/2025	\$489.98	Past due
502210	08/12/2023	\$172.92	Paid
465986	15/09/2023	\$124.69	Paid
408084	16/06/2023	\$149.39	Paid
373765	10/03/2023	\$313.41	Paid

[View more](#)

Quick Links

- [Latest customer newsletter](#)
- [Pension rebate application](#)
- [Request a refund](#)
- [Contact us](#)

Request History

[All Requests](#)

0 Records

Type	Descript...	Location	Submitt...	Resolve...	Status
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Challenges, learnings and success

Challenges

Customer onboarding hurdles – account lookup and login confusion created initial friction for new users.

Paperless billing uptake – registration didn't equal enrolment, requiring extra communication and support.

System/functionality limits – adapting processes around missing features (e.g., PDF attachments) and managing customer expectations.

Learnings

Change management is critical – staff engagement, training, and clear internal FAQs underpin successful adoption.

Customer comms must be simple and repeated – clarity about what the portal does (and doesn't) do is vital for uptake.

Phased rollout works – internal pilot, controlled expansion, and targeted user support reduced risk and built confidence.

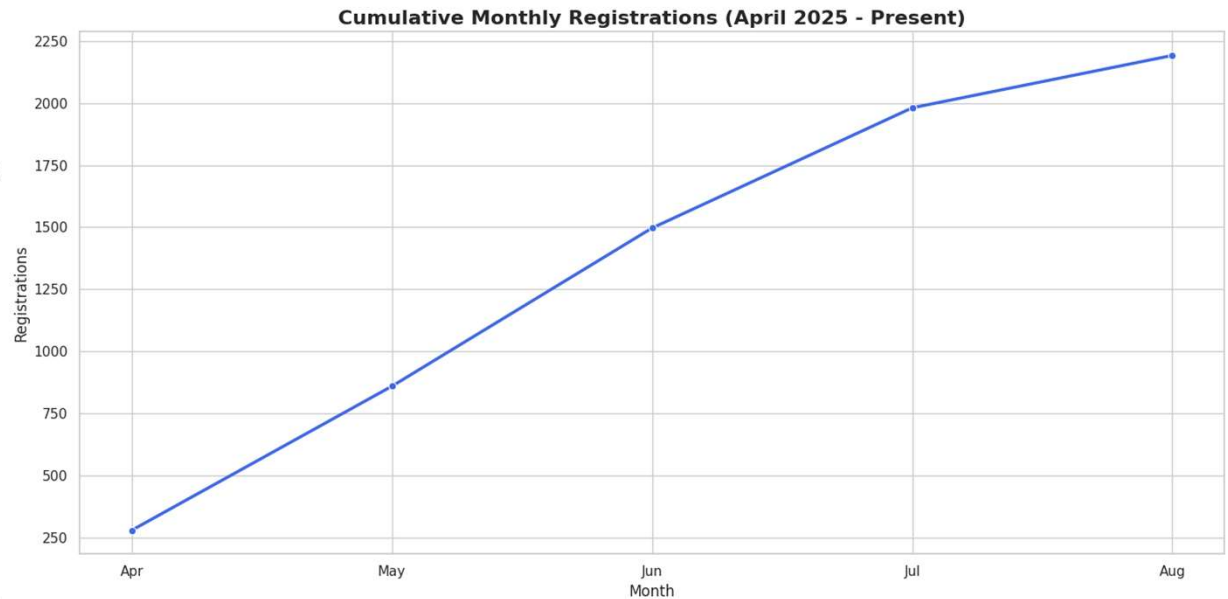
Challenges, learnings and success

Success

Steady customer uptake – portal registrations and paperless enrolment: tracking positively since launch.

Operational efficiencies gained – reduced call volumes, fewer manual direct debit forms, and lower printing/postage costs.

Customer empowerment – 24/7 account access, convenient payments, and greater transparency driving positive feedback.



Migration rate from previous system

41% total users

69% paperless users

260 registrations in first month

1000 registrations in 2 months

Looking Forward: Our Next Steps



Expanding User Base

Maintaining our measured approach to user expansion while ensuring excellent support for new users



Measuring Success

Tracking adoption rates, support requests, and operational efficiencies to guide future improvements



Enhancing Experience

Refining the customer resources and comprehensive user guides based on feedback



Your water account
at your fingertips

my.rwcc.nsw.gov.au/register



Thank you and questions



rwcc.nsw.gov.au

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