

What can I do on the eNotices system?

When you sign up for Electronic Notices (eNotices), you can:

- Receive your Water Accounts via email
- Store your Water Account Notices in a central location, and view and download at any time
- Update your email address and contact details
- Add Water Accounts for multiple properties

How do I sign up for eNotices:

To sign up for Electronic Notices you will need to have received a Water Account in your name with the unique eNotices Reference Number as indicated in the bottom right-hand corner of your latest Water Account.

Follow this link to sign up for [eNotices](#)

Click on the [Sign Up](#) tab

Enter your email address and eNotices Reference Number

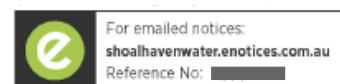
Then click on the yellow Sign Up

A confirmation email will be sent to you. Click on the link in the email to set your password, add personal details and finalise your registration.

Please note: The link will only be valid for 48 hours.

Where do I find the eNotice Reference Number?

The eNotices Reference Number can be found in the bottom right corner of your Water Account. Look for the green symbol.



How do I log in after registration?

To log in, open [eNotices](#), enter your email address or mobile phone number, and then your password.

What happens if I forget my password?

If you forget your password, go to the eNotices [Log in](#) tab and click [Forgot your password](#). You will be emailed a link to reset your password.

Can I revert back to paper accounts?

Yes, you can revert to paper bills at any time.

To do this, login to [eNotices](#)

When you are on the dashboard, click in the top right corner of the page.

Under the [Accounts](#) tab, in the middle of the page you will see a list of accounts that are active.

To revert back to paper accounts simply remove the notices you no longer wish to receive via email and they will automatically revert to paper bills.

Please note: Once this has been completed, you will not be able to view past accounts issued.

How do I register to receive electronic accounts for multiple properties?

Once a registration profile is created, you can log into the dashboard and click on the button [Add your notice](#).

Enter the unique eNotices Reference Number as indicated in the bottom right-hand corner of any additional property Water Account and click [Add](#).

Can two (or more) eNotices profiles be created to receive the same notice?

It is possible to register multiple eNotices profiles using the same eNotices Reference Number but may not be ideal for some circumstances.

If two separate eNotices profiles are created to receive notices for the same property address, both profiles will be able to see Notices for those accounts but only the most recently modified profile will receive the email of that notice.

Can multiple email addresses on the one registration receive eNotice emails?

If there are multiple owners to a property, then one profile can be created with multiple email addresses. To add an additional email, select [Update Account Details](#) under [I want to...](#) on the dashboard. Select Emails tab and enter the additional email address and select [Add](#) after each one.

How do I remove any unwanted or incorrect emails from my registration?

You can remove any email address by clicking on the small negative symbol beside the selected email address.

My email address has changed, how do I update my registration?

You can update your details from the profile page of your eNotices Account.

To do this, login into [eNotices](#) and click the top right corner of the dashboard page. Change the email address to your new email and press save.

You will be redirected back to the dashboard and you will need to resend the verification to the new email to make sure any future notices will be sent correctly.

Return to the profile page, click the [Resend Verification](#) button, and follow the prompts to ensure your new email address is ok to use.

Contact Us

For further enquiries or assistance:
please call us on 02 4429 3214 or
email water@shoalhaven.nsw.gov.au