Self-Service - Registration Instructions

1. Type the following web address into your browser:

https://selfservice.niwater.com

This will bring you to the following landing page:

northern ireland	Self Service Port	al		Home Corporate site Contact Us
Business Customers	Developers	Current Maintenance	Domestic Customers	
Log in or Create an account				
 Log on to Make a p 	o my account ayment		Planed improvement shared and where	the find out what work we
Your Bill		Managing Your Bill	Your	Services
→ Understanding Yo	our Bill -	Allowances	→ C	ode of Practice
→ Charges for servic	ces -	Have a Meter Fitte	d → G	etting Connected
→ Difficulty Paying a	a Bill -	Water Efficiency	→ W	ater Quality
→ Ways To Pay	-	Trade Effluent	→ C	ontact Us
→ Direct Debit Paym	ents -	Shared Supply		

2. Click "Create an account" at the top left of the screen (see red box). This will bring you to the registration page:

northern ireland	Self Service Portal			Home Corporate site Contact Us
Business Customers	Developers	Current Mainter	nance Domestic Customers	
Log in or Create an account				
Registration				
Customer Informat	tion		NI Water	
Customer Name Customer Reference Customer Postcode		0 0 0	Register to Access	s your Northern Ireland Water count On-Line.
Customer Email Confirm Email Phone Type Phone Number User Name Password	Business		Bealstration is easy. All you meet is: • Name on your Account, Exactly now it • The first is numeric sligts of your Cou • Bealcobe of your Supply Actives • Email Actives that you will use as yo • Telephone Number that we can conta • Becurs Password	i appears on your water Dill asomer Reference Number (You call NIW on 08457 440088 to obtain this) ur Login Astress of you on if necessary
Password confirmation Terms and Conditions			1	
Zae of this website is prov (arms and Conditions: 1. Access to and use of t Northern Ireland Water L as NI Water) on and subje Conditions. 2. By accessing any part of nave accepted these Terms a pour first use of the website. J out accented in full the use o	ided subject to the folk imited. (Herein after re- ct to the following Terr f the website, you shall be nd Conditions in full at th If these Terms and Condi f this website must be term	by ferred to a sand deemed to a date of ions are innated	Cost.matitizered value cent. • Yew the acount balance • Yew the payment pain of industaual ex- • Yew Usal and payment instory • Yew Cealuaging Request Hatory • Process a new Deskudging Request • Pay a Bill • Manage Acount Details	neouwe
Dave read and understood	the terms and conditions	cel	Refer to the Terms and Conditions of Registration	on.
			If you have any problems during registration you	can contact our Customer Relation Centre on 08457 440088 and we can t

3. Complete the "Customer Information" section highlighted in the red box. Help text can be found by clicking the blue "?" buttons. Guidance notes are also provided on the right hand side of the screen.

4. Once you click "Register", an email will be sent to the email address you provided at the registration stage.

Log into that email account and open the email with the subject line which reads "NIWater Self Service Activation Link". The content of that email is shown below: Dear Customer

Thank you for registering your account with us, in order to complete your registration you are required to activate your account by selecting the link below

Please note that activation codes will expire after 48 hours

Click here to activate Regards

Northern Ireland Water

5. Click the link as requested to complete the account resignation process. Once activated you will be notified that registration is complete:

northern iseland	Self Service Portal			there (Corporate allo (Contact 16)
Business Cuttomers	Developers	Florend Haintenance	Domentile Customers	
Law In or Condensities court			······································	
Activation suc	cess			
Your account to now active, p Log in	pleaser log In.			

You can now log into your online NI Water account using the "User name" and "Password" entered in the registration process.

Self-Service - Online Survey

As a means of obtaining your views on this new service, NI Water would like to receive your feedback. We would appreciate if you would take a few moments to complete our online survey which consists of 4 straightforward questions. The survey can be accessed by clicking the "User feedback" link shown below:

northern ireland water	Self Service Por	tal		Home C	orporate site Contact U:
Business Customers	Developers	Current Maintenance	Domestic Customers		
 Log on to Make a p 	o my account ayment		Planed improvem since a postcode of	ents and upgrades	
Your Bill		Managing Your Bill	Y	our Services	
→ Understanding Yo	ur Bill	→ Allowances		Code of Practice	
→ Charges for service	es	→ Have a Meter Fitte	⊳d →	Getting Connected	
→ Difficulty Paying a	Bill	→ Water Efficiency	→	Water Quality	
→ Ways To Pay		→ Trade Effluent	→	Contact Us	
→ Direct Debit Paym	ents	→ Shared Supply		User feedback	