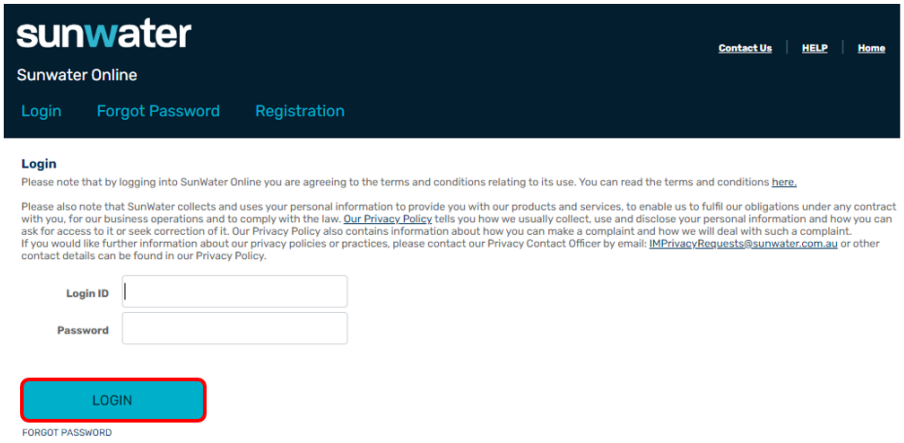
Sunwater Online Guide

Viewing, exporting and entering meter reads.

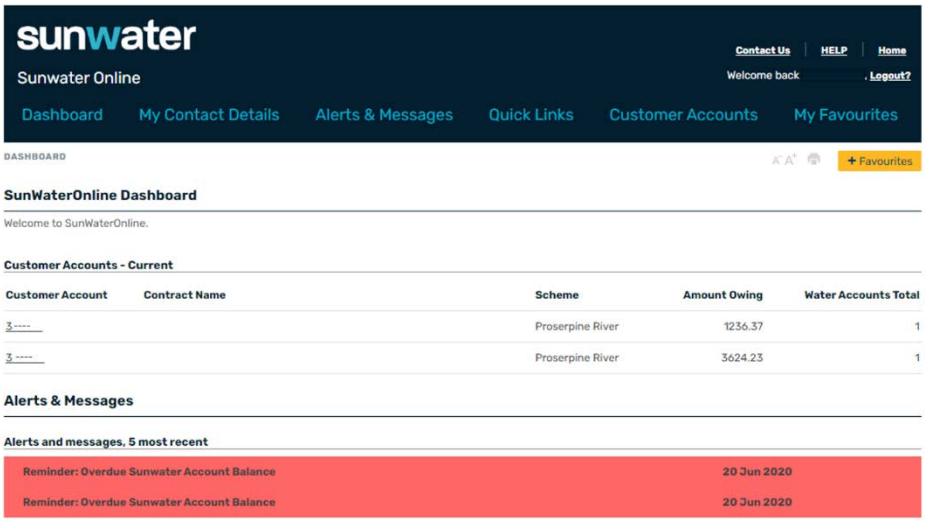
Logging in

1. Navigate to: https://www.sunwater.com.au/.
2. Select 'My Account'.

3. Enter your Login ID and nominated password.
   NOTE: If you are unsure of your Login ID, contact customer support on 13 15 89 Monday—Friday between 8:30am—4:30pm.
4. Select login.

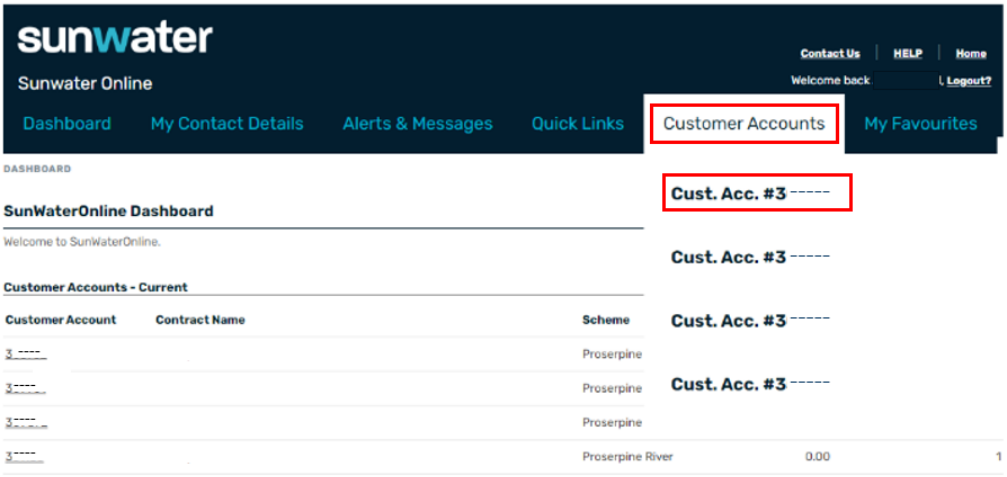


5. Once logged in, your Sunwater Online dashboard will display.

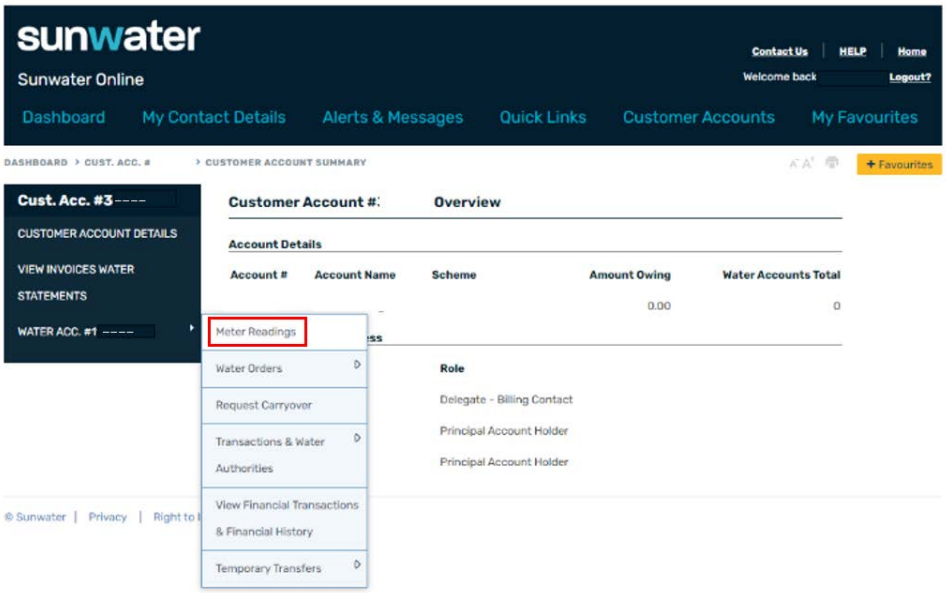


Entering meter reads

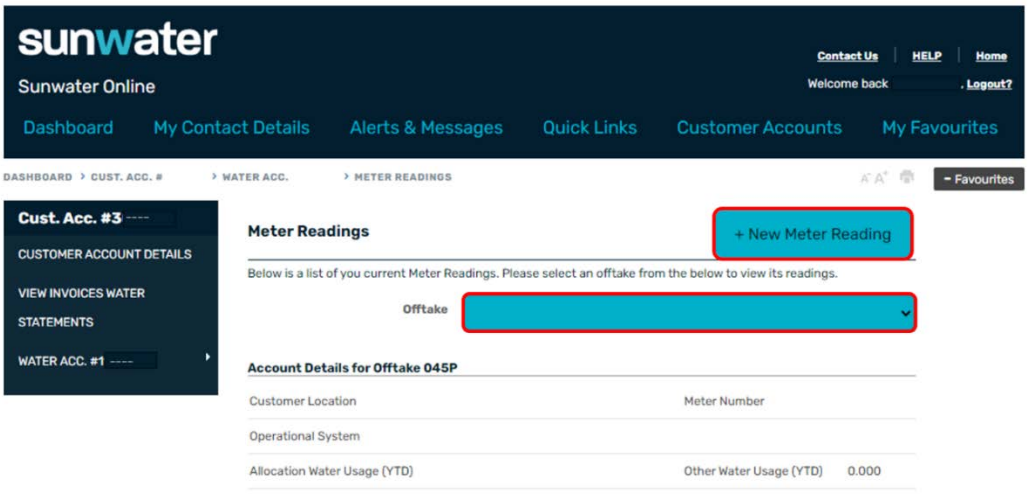
1. From the menu bar, select 'Customer Accounts' then the relevant customer account number.



2. From the left-hand menu, select 'Water Account' then 'Meter Readings'.



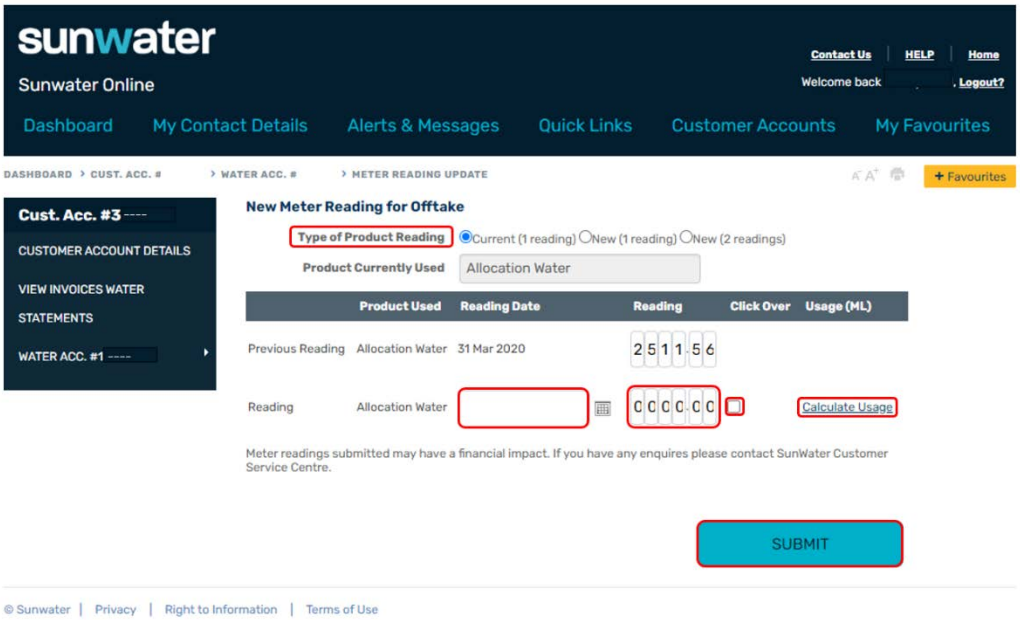
3. Select ‘New Meter Reading’ and select the correct offtake from the drop-down menu.



4. Select the applicable type of product reading:

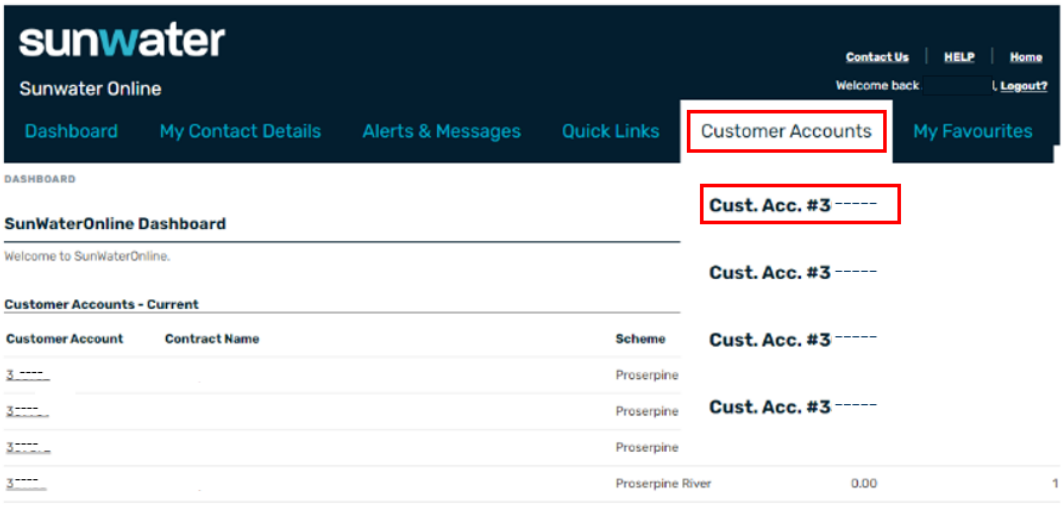
   - **Current (1 reading)** will allow you to enter a read using the same water product as previously entered
   - **New (1 reading)** will allow you to enter two readings using a different water product as previously entered.
   - **New (2 readings)** will allow you to enter two readings using a different water product as previously entered e.g. entering a start and end read for an event-based product.

5. Enter the reading date of the meter using the calendar.
6. Enter the meter reading, you must delete the zeros and then enter the current numbers on your meter.
7. The click-over box must be ticked if the meter has gone past its maximum value, for example, last read 9997 new read 0008.
8. Select ‘Calculate Usage’ to check the volume to be applied, then ‘Submit’.

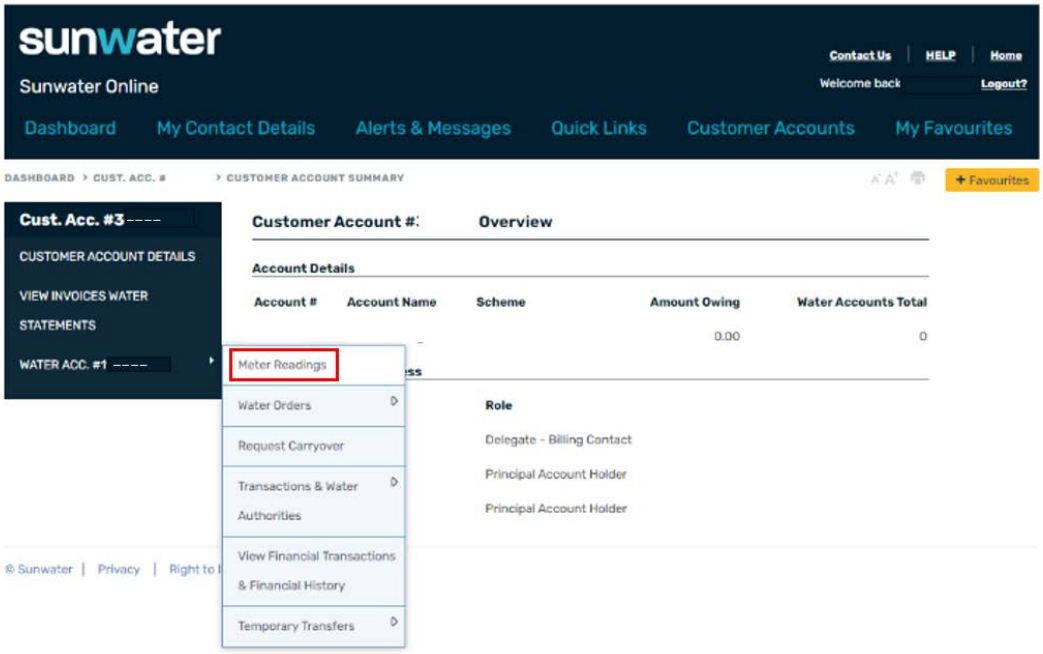


Viewing and exporting historical meter reads

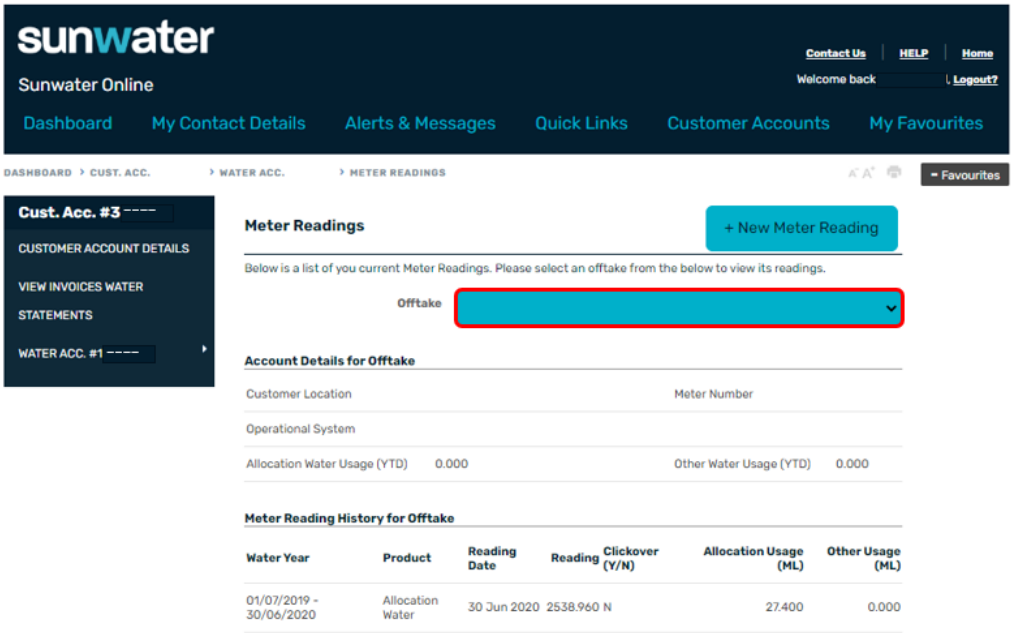
1. From the menu bar, select 'Customer Accounts' then the relevant customer account number.



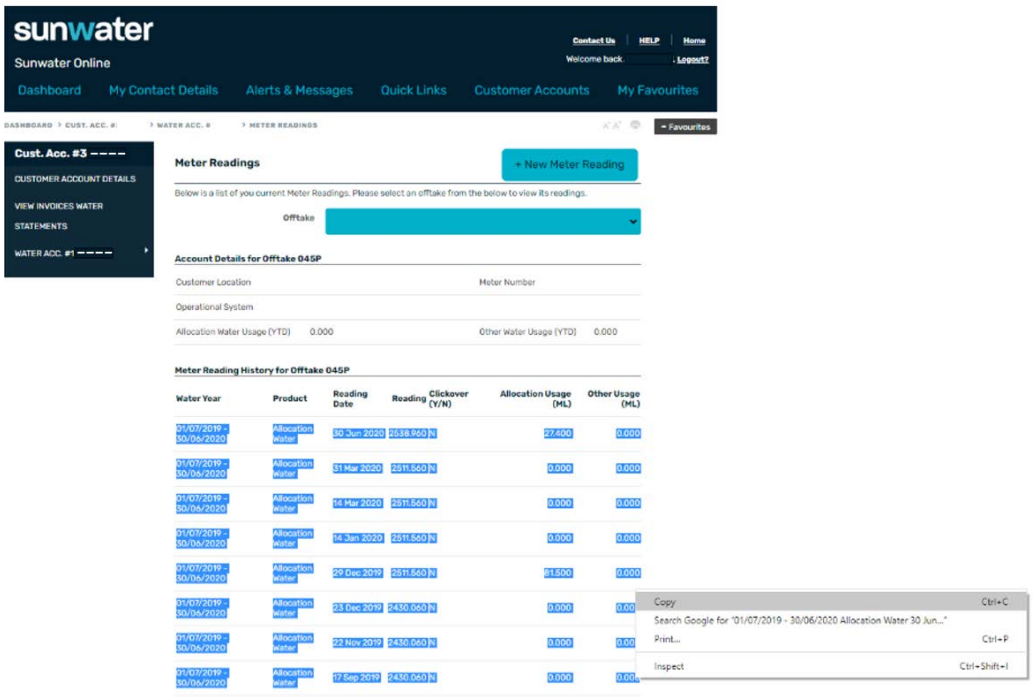
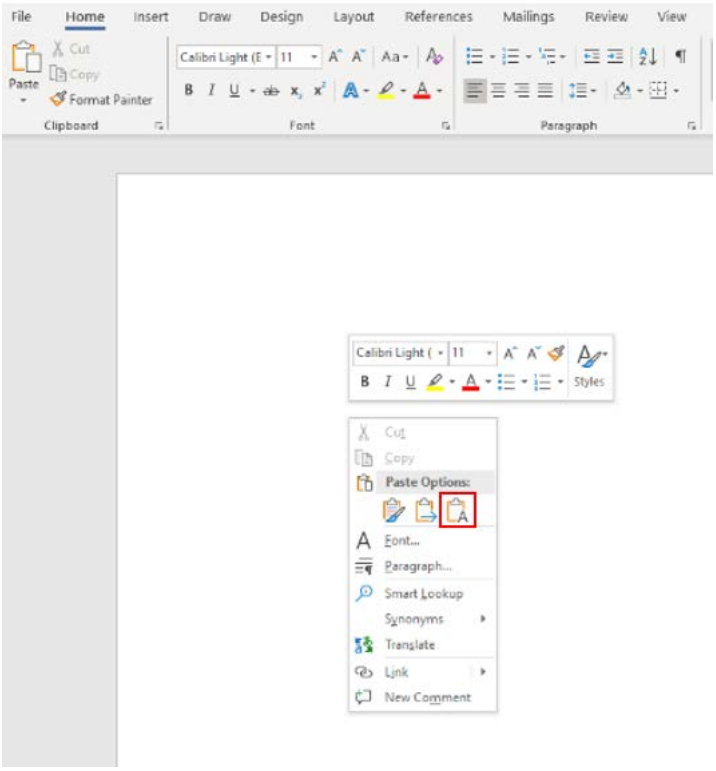
2. From the left-hand menu, select 'Water Account' then 'Meter Readings'.



3. Select the relevant offtake.



4. Highlight the relevant transactions by selecting and dragging the mouse over the required data.



5. Open an email or Word/Excel document, select the right click button on your mouse then select paste as text.