

New Customer Account (complete Sections 1 and 2)

Changes to an Existing Contact or adding a New Contact (complete Sections 2 and 3)

Update to Address for Invoices – call 13 15 89 or email update to customersupport@sunwater.com.au

See Page 3 for more information on completing this Form

Customer Account Details (for existing Customer Accounts only)

Customer Account ID: _____

Section 1

Address for Invoices

Name/Dept: _____
 Address: _____
 Town/City: _____
 State: _____ Postcode: _____
 Preferred Invoice Delivery Method Mail Email

Address for Notices – Must be a physical address NOT a PO Box or Mail Service (used for hand delivered notices)

Same as for Address for Invoices OR
 Address: _____
 Town/City: _____
 State: _____ Postcode: _____
 Email Address: _____

Section 2

Contact Details - Person #1

Full Name: _____
 Address: _____
 Town/City: _____ State: _____ Postcode: _____
 Phone: _____ Mobile: _____ Fax: _____
 Email Address: _____ Date of Birth: ____ / ____ / ____
 Role: Principal Account Holder Preferred Method of Notification: Email
 See Page 3 Account Holder **Select One ONLY** SMS
Select One ONLY Event Contact Mail
 Signature of Contact: _____ Date: ____ / ____ / ____

Contact Details - Person #2

Full Name: _____
 Address: _____
 Town/City: _____ State: _____ Postcode: _____
 Phone: _____ Mobile: _____ Fax: _____
 Email Address: _____ Date of Birth: ____ / ____ / ____
 Role: Principal Account Holder Preferred Method of Notification: Email
 See Page 3 Account Holder **Select One ONLY** SMS
Select One ONLY Event Contact Mail
 Signature of Contact: _____ Date: ____ / ____ / ____

Customer Profile Form

Section 2 continued		
Contact Details - Person #3		
Full Name:	_____	
Address:	_____	
Town/City:	State: _____	Postcode: _____
Phone:	Mobile: _____	Fax: _____
Email Address:	Date of Birth: ____ / ____ / ____	
Role:	<input type="checkbox"/> Principal Account Holder	Preferred Method of Notification: <input type="checkbox"/> Email
See Page 3	<input type="checkbox"/> Account Holder	<input type="checkbox"/> SMS
Select One ONLY	<input type="checkbox"/> Event Contact	<input type="checkbox"/> Mail
Signature of Contact:	_____	Date: ____ / ____ / ____
Contact Details - Person #4		
Full Name:	_____	
Address:	_____	
Town/City:	State: _____	Postcode: _____
Phone:	Mobile: _____	Fax: _____
Email Address:	Date of Birth: ____ / ____ / ____	
Role:	<input type="checkbox"/> Principal Account Holder	Preferred Method of Notification: <input type="checkbox"/> Email
See Page 3	<input type="checkbox"/> Account Holder	<input type="checkbox"/> SMS
Select One ONLY	<input type="checkbox"/> Event Contact	<input type="checkbox"/> Mail
Signature of Contact:	_____	Date: ____ / ____ / ____
More Contacts? If you wish to add more contacts for your Customer Account, you can do this by completing a second form		
Section 3		
All Contract Holder(s) to complete and execute for Changes to Contacts		
Full Name:	_____	Signature: _____
Full Name:	_____	Signature: _____
Full Name:	_____	Signature: _____
Full Name:	_____	Signature: _____
Contract Holder - Organisation		
Organisation Name:	_____	
Director/Company Secretary:	Name: _____	Signature: _____
Director/Company Secretary:	Name: _____	Signature: _____

Customer Profile Form

Guide to completing this Customer Profile Form

Section 1

Full Name this can be a Company Name or individual/s. If a Company Name, please identify the relevant Department eg Accounts Payable.

Address for Invoices is for the delivery of Invoices, Planned Shutdown Notifications and Newsletters.

Address for Notices must be a physical address NOT a PO Box or Mail Service Number. This address is only used when hand delivered notices are issued.

Preferred Invoice Delivery Method is for the delivery of Invoices only.

- Email - A Detailed Invoice will be emailed (includes a full breakdown of water accounts and meter reads).
- Postal Mail - a Summary Invoice will be printed and sent via mail.

Section 2

Role (see table below for actions that can be completed by each Role either in person or using SunWater Online)

NOTE: An Account may have more than one contact for each Role ie 2 or more Principal Account Holders

Action	Principal Account Holder	Account Holder	Event Contact
SunWater Online - Access to all information for the selected Customer Account including all Water Accounts and Offtakes SunWater Customer Support 13 15 89 - Access to all information	✓	✓	
SunWater Online - View Financial Information	✓	✓	
SunWater Online - Pay my Invoice	✓	✓	
SunWater Online - Edit my Contact Details	✓	✓	
SunWater Online - Enter new meter readings	✓	✓	
SunWater Online - Enter Water Orders	✓	✓	
SunWater Online - Submit and approve Temporary Transfer Applications Manual Forms - sign Temporary Transfer Application Forms solely	✓		
SunWater Online - Submit Carryover Applications online Manual Forms - sign Carryover Application Forms solely	✓		
Customer Advice eg Events/Shutdowns - receive SMS/Email/Mail	✓	✓	✓

Preferred Method of Notification is for the Delivery of Customer Advice Notifications for Planned Shutdowns, Temporary Transfer Applications, Carryover Applications etc (This can be different for each Contact on the Account).

Date of Birth is required for security purposes only.

Section 4

Contract Holder/s are the individual/s or company/ies that own the Water Allocations/Offtakes on the Account.

SunWater Customer Support

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Our **Privacy Policy** can be viewed at www.sunwater.com.au.