

## CHANGES TO WATER ORDERING

A new water ordering system will be introduced for the Mareeba Dimbulah Water Supply Scheme, which will make it easier for you to plan and manage your water use.

SunWaterOnline water ordering is very similar to your current water ordering system, Streamline. You can still place water orders online or by phone – the only difference is you'll have the added benefit of being able to check your water account balance and enter meter reads with one login.

The phone number you will now use to place a water order will be the SunWater Customer Support phone number 13 15 89 and listen for the option that directs you to water ordering and then follow the prompts.

To place a water order online, you will now log into SunWaterOnline (<https://online.sunwater.com.au/Login>).

From **Monday 27 June 2016** you will be required to use SunWaterOnline or 13 15 89 to place your water orders.

In the next couple of weeks you will receive a letter which will include step by step instructions on using the new system and your SunWaterOnline Login ID and password as well as new four digit pin number for the phone system.

If you currently use SunWaterOnline you will continue to use your same login ID and password, (not your Streamline log in details). However you will be provided a new four digit pin number for phone ordering. If you need to confirm your SunWaterOnline login details, please call Customer Support on 13 15 89.

We will also be holding workshops for anyone who would like a practical demonstration on how to use the new system. One hour sessions will be held at the SunWater Mareeba Depot on Tuesday 21 June at: 7:00am, 9:00am, 11:00am, 3:00pm & 6:00pm.

You're encouraged to bring your own mobile device (smart phone, tablet or note book) so that you can log into the system and have a look at your own account.

If you are interested in attending **please RSVP/ contact (name and details) by Wednesday 15 June**. If Tuesday does not suit you but you are available the following day, Wednesday 22 June then please talk to the Customer Support Team as it may be possible to hold another session on Wednesday morning if there is demand.

It is a requirement for customers to order water prior to take as outlined in the Mareeba Dimbulah Water Supply Scheme Rules and Targets <http://www.sunwater.com.au/schemes/mareeba-dimbulah/scheme-information/rules-and-targets> . Customers who take water without ordering may reduce SunWater's ability to supply customers who have ordered according to the rules.

If you have any concerns, please do not hesitate to contact the Customer Support team on 13 15 89 or at [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au).

Yours sincerely  
Customer Support Team