



CUSTOMER PROFILE FORM

- New customer account (complete Sections 1, 2 and 3)**
- 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**

Note: See pages 2 and 3 for more information on completing this form

Customer account (for existing customers)		
Customer Account ID: _____		
Section 1		
Will this account be in the name of (please tick): <input type="checkbox"/> Individual(s) <input type="checkbox"/> Company/Organisation		
Individual(s) name(s): _____		
Company name: _____		ACN: _____
Company director(s): _____		
<small>(As noted on ASIC Company Search)</small> _____		
Intended Water Use (Please tick one of the below. This should be reflective of your primary water use. If unsure, please contact 13 15 89)		
Irrigation	Industrial/Commercial	Urban
<input type="checkbox"/> Cotton irrigation	<input type="checkbox"/> Mining	<input type="checkbox"/> Urban supply/drinking water
<input type="checkbox"/> Cane irrigation	<input type="checkbox"/> Power generation	
<input type="checkbox"/> Horticulture irrigation	<input type="checkbox"/> Other small industry	<input type="checkbox"/> Other <small>(please specify):</small> _____
<input type="checkbox"/> Other <small>(specify):</small> _____	<input type="checkbox"/> Stock watering & domestic	
_____	<input type="checkbox"/> Other <small>(specify):</small> _____	_____
Section 2		
Address for invoices		Address for Notices – Must be a physical address not a PO Box or Mail Service (used for hand delivered notices)
Name/Dept: _____		<input type="checkbox"/> Same as address for invoices (tick) OR
Address: _____		Address: _____
Suburb: _____		Suburb: _____
State: _____ Postcode: _____		State: _____ Postcode: _____
Preferred invoice delivery method Mail <input type="checkbox"/> Email <input type="checkbox"/> Email Address: _____		
Section 3		
Contact details – Person #1		
Full name: _____		Date of birth: ____/____/____
Address: _____		Suburb: _____ Postcode: _____
Mobile: _____		Email address: _____
Preferred method of contact (select one only) <input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Post		
Role (tick) <input type="checkbox"/> Principal Account Holder <input type="checkbox"/> Account Holder <input type="checkbox"/> Event Contact		
Role within Company/Organisation: _____ <small>(only complete if applicable)</small>		
<small>**Refer to page 3 for more information about account roles**</small>		

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

Delivering water for prosperity

Contact details – Person #2

Full name: _____ Date of birth: ____ / ____ / ____

Address: _____ Suburb: _____ Postcode: _____

Mobile: _____ Email address: _____

Preferred method of contact (select one only) Email SMS Post

Role (tick) Principal Account Holder Account Holder Event Contact

Role within Company/Organisation: _____ (only complete if applicable)

Refer to page 3 for more information about account roles

Contact details – Person #3

Full name: _____ Date of birth: ____ / ____ / ____

Address: _____ Suburb: _____ Postcode: _____

Mobile: _____ Email address: _____

Preferred method of contact (select one only) Email SMS Post

Role (tick) Principal Account Holder Account Holder Event Contact

Role within Company/Organisation: _____ (only complete if applicable)

Refer to page 3 for more information about account roles

Contact details – Person #4

Full name: _____ Date of birth: ____ / ____ / ____

Address: _____ Suburb: _____ Postcode: _____

Mobile: _____ Email address: _____

Preferred method of contact (select one only) Email SMS Post

Role (tick) Principal Account Holder Account Holder Event Contact

Role within Company/Organisation: _____ (only complete if applicable)

Refer to page 3 for more information about account roles

More contacts? If you wish to add more contacts for your account, you can do this by completing a second form

Section 4

Contract Holder(s) – Individual(s)

All Contract/Water Allocation Holder(s) to complete and execute for changes to contacts

Print Name		Signature		Date	
Print Name		Signature		Date	
Print Name		Signature		Date	
Print Name		Signature		Date	

Contract Holder(s) – Organisation

Note: To be signed by director(s) or company secretary

Print Name		Signature		Date	
Print Name		Signature		Date	
Print Name		Signature		Date	
Print Name		Signature		Date	

Guide to completing this form

Section 2

Address for Invoices is for the delivery of invoices only

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 3

Role (please see table over page for actions completed by each role)

Note: An account may have more than one contact for each role

Preferred Method of Notification is for the delivery of customer advice notifications for planned shutdowns, temporary transfer and carryover applications etc (This can be different for each contact on the account).

Section 4

Contract Holder(s) are the individual(s) or company(ies) that own the water allocations/offtakes on the account. Please note, an ASIC Company Search may be requested if the director or company secretary who has signed this form is not already noted as a Principal Account Holder on the customer account.

Action	Principal Account Holder	Account Holder	Event Contact	Billing Contact	Solicitor
1 Sunwater Online – Access to all information for the selected Customer Account including all Water Accounts and Offtakes	✓	✓	✗	✗	✗
2 Customer Support (13 15 89) – Access to all information	✓	✓	✗	✗	✓*
3 View Financial Information	✓	✓	✗	✗	✓*
4 Pay an invoice	✓	✓	✗	✓	✓*
5 Edit account contact details	✓	✓	✗	✗	✓*
6 Enter new meter readings	✓	✓	✗	✗	✓*
7 Enter water orders	✓	✓	✗	✗	✗
8 Submit and approve Temporary Transfer Applications (manual form and online)	✓	✗	✗	✗	✓*
9 Submit Carryover Applications (manual form and online)	✓	✗	✗	✗	✓*
10 Customer advice e.g. Events/Shutdowns – receive SMS/Email/Mail	✓	✓	✓	✗	✗

Solicitor authority

For all asterisked ticks, solicitors can only complete these transactions in the instance they have received authority from an existing Principal Account/Water Allocation/Contract Holder.

Note: Solicitors do not have access to Sunwater Online and can only submit on behalf of customers (if authorised) manual forms.

Sunwater office

Post: PO Box 15536
City East QLD 4002

Phone: 13 15 89

Fax: 07 3036 6482

Email: customersupport@sunwater.com.au

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Visit: www.sunwater.com.au

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