

## CUSTOMER PROFILE FORM

- ☐ New customer account (complete Sections 1, 2, 3 and 4)
- ☐ Changes to an existing contact or adding a new contact (complete Sections 2, 3 and 4)
- ☐ 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): _____			
(As noted on ASIC Company Search) _____			
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	
<input type="checkbox"/> Other (specify): _____	<input type="checkbox"/> Stock watering & domestic	<input type="checkbox"/> (please specify): _____	
	<input type="checkbox"/> Other (specify): _____		
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: _____			
Address: _____ Suburb: _____ Postcode: _____			
Mobile: _____ Email address: _____			
Preferred method of contact (select one only) <input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Mail			
Role (tick) <input type="checkbox"/> Principal Account Holder <input type="checkbox"/> Account Holder <input type="checkbox"/> Service Interruption Contact			
Role within Company/Organisation: _____ (only complete if applicable)			
**Refer to page 3 for more information about account roles**			

## Contact details - Person #2

Full name: \_\_\_\_\_

Address: \_\_\_\_\_ Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email address: \_\_\_\_\_

Preferred method of contact (select one only) ☐ Email ☐ SMS ☐ Mail

Role (tick) ☐ Principal Account Holder ☐ Account Holder ☐ Service Interruption 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: \_\_\_\_\_

Address: \_\_\_\_\_ Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email address: \_\_\_\_\_

Preferred method of contact (select one only) ☐ Email ☐ SMS ☐ Mail

Role (tick) ☐ Principal Account Holder ☐ Account Holder ☐ Service Interruption 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: \_\_\_\_\_

Address: \_\_\_\_\_ Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email address: \_\_\_\_\_

Preferred method of contact (select one only) ☐ Email ☐ SMS ☐ Mail

Role (tick) ☐ Principal Account Holder ☐ Account Holder ☐ Service Interruption 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	

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

**Delivering water for prosperity**

## 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.

### Section 3

**Role** (please see table below 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. Company searches supplied must be completed within six months of completing this form.

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 manual forms on behalf of customers, if authorised.

## Collection of your personal data

Sunwater collects and uses your personal information to provide products, services and information to you, its customers and for its business operations. Our Privacy Policy can be viewed at <https://www.sunwater.com.au/privacy-policy/> and tells you how we usually collect, use and disclose your personal information and how you can ask for access to it or seek correction of it. Our Privacy Policy also contains information about how you can make a complaint and how we will deal with such a complaint.

If you choose not to provide certain personal information to us, we may not be able to provide you with the services, information or other arrangements required.

We may disclose personal information to recipients outside of Australia. Such recipients are likely to be located in New Zealand, Canada, India, Singapore, the United Kingdom or the United States of America.

If you would like further information about our privacy policies or practices, please contact our Privacy Contact Officer using the contact details below.

Post to: Sunwater Information Services

PO Box 15536, City East, Queensland 4002

Phone: +61 7 3120 0000

Email: [IMPrivacyRequests@sunwater.com.au](mailto:IMPrivacyRequests@sunwater.com.au)