

SunWater Online Tips

Menu Bar and Access Roles

- **DASHBOARD** button will return you to the dashboard.
- **MY CONTACT DETAILS** button enables you to check or change your contact details and change your password.
- **ALERTS & MESSAGES** button will show any activities you have completed online (e.g. changed password) and details of shutdowns affecting you.
- **QUICK LINKS** button has a link to customer enquiry, forms and scheme information, paying your bill and user help.
- **CUSTOMER ACCOUNTS** button lists all customer accounts you are a Contact for and what the access roles are.
 - **ACCOUNT HOLDER** is any Contact that is an owner or part owner of a water allocation on an account
 - **PRINCIPAL ACCOUNT HOLDER** is an Account Holder that has been given signed permission by all Account Holders that they can perform Temporary Transfers and Carryovers online. To register as a Principal Account Holder Select **Principle Account Holder Registration** from **My Contact Details** and print, sign and return the required Form.
- **MY FAVOURITES** button shows any screen where you have clicked on the FAVOURITES button.

Entering a Meter Read –Access Required Account Holder

- From the SunWater Online Dashboard, select the **Customer Accounts** tab. Select the Customer Account. The Customer Account Overview page displays
- In the menu on the left hand side of the page select the **Water Account**. Select **Meter Readings**.
- From the **Offtake** dropdown select the offtake
- Select **+New Meter Reading** on the right hand side of the screen
- Select the button for the type of **Product** reading you want to enter.
- Selecting **Current (1 reading)** will allow you to enter a read using the same water product as previously entered.
- Selecting **New (1 reading)** allows you to enter a read using a different water product as previously entered.
- Selecting **New (2 readings)** allows you to enter 2 readings using a different water product as previously entered e.g. enter a start and end reading for an Event based Product.
- Select **Calculate Usage** to check the volume to be applied
- Select **Submit**
- **Note:** You are only able to enter meter reads after the date of the previous meter read in the system. Only one read per date can be entered. Contact Customer Support on 13 15 89 to enter other reads.

Entering a Water Order –Access Required Account Holder

- From the SunWater Online Dashboard Page, select the **Customer Accounts** tab. Select the Customer Account. The Customer Account Overview page displays
- In the menu on the left hand side of the page select the **Water Account**. Select **Water Orders**. Select **New Water Order**.
- From the **Offtake** dropdown select the offtake
- Enter Start Date
- Enter **Start Time** (24 hour time format)
- Enter End Date
- Enter **End Time** (24 hour time format)
- Enter Flow Rate (ML/Day)
- If you want to repeat this orders check the repeat order box and complete the repeat details
- Select the **Product** to be used (there may only be one available)
- Enter a current **Meter Read** for this offtake
- Select **Submit**
- Your **Water Order Request ID** will be displayed

Entering a Carryover Request –Access Required Principal Account Holder

- From the SunWater Online Dashboard Page, select the **Customer Accounts** tab. Select the Customer Account. The Customer Account Overview page displays
- In the menu on the left hand side of the page select the **Water Account**. Select **Request Carryover**.
- Using the radial buttons select the **Request Type** and **Volume**.
- Read the **Carryover Guidelines and Conditions** and accept by clicking on the check box.
- Select **Submit**.
- Select **OK** when the Message from webpage box displays.
- Your **Carryover Request ID** will be displayed.

Entering a Temporary Transfer –Access Required Principal Account Holder

- From the SunWater Online Home Page, click on the **Customer Accounts** tab. Select the Customer Account. The Customer Account Overview page displays
- In the menu on the left hand side of the page select the **Water Account**. Select **Temporary Transfers**. Select **New Transfer Request**.
- Select whether you are **Buying** or **Selling** water by clicking on the appropriate radial button.
- Select your **Water Account** from the dropdown list.
- Select the **Water Year** the transaction applies to.
- Enter in the **Sellers Water Account**. **TAB** out of this field to display Transfer Details
- In the Transfer Details section, enter the Transfer Volume and the Transfer Price.
- Read the **Temporary Transfer Scheme Rules** and accept by clicking on the check box.
- Select **Submit**.
- The transfer will then be available for the other person to accept.
- Note: if you are transferring water from one of your water accounts to another of your water accounts you will need to go back to your Dashboard and accept the transfer.

Contacts

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