

Sunwater Multi-Factor Authentication (MFA) Frequently Asked Questions

What is changing?

Sunwater is introducing multi-factor authentication (MFA) for the customer portal and mobile app. Customers will continue to log in with their login ID and password, followed by a one time passcode (OTP) sent to their registered email address.

Why is Sunwater introducing MFA?

Passwords alone no longer meet modern security standards. MFA reduces the risk of unauthorised access and identity fraud and is widely used by banks, government agencies and other organisations that manage sensitive information. This change helps protect customer information and maintain trust in Sunwater's digital services. It also ensures Sunwater complies with contemporary security and audit requirements.

When will MFA go live?

MFA will go live on Monday 27 April 2026.

Is MFA mandatory? Can I opt out?

Yes. MFA is mandatory for all registered and active users of the customer portal and mobile app. There is no opt-out for digital access. Customers can still use phone-based support if they choose not to use digital channels.

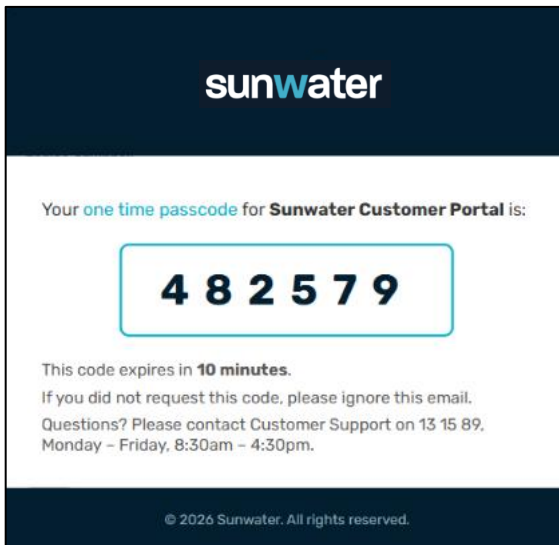
How does MFA work?

1. Enter your login ID and password as usual.
2. An OTP is sent to your registered email address.
3. Enter the OTP to complete login.

No authenticator apps or SMS codes are needed.

What will the OTP email look like?

You will receive an email with your OTP from customersupport@sunwater.com.au. Example below.



Will I need to download a new app?

No. MFA works with the existing customer portal and mobile app. No additional apps are required.

How often will I need to use MFA?

When you log in and when your session expires.

Further guidance will be provided in customer communications and how-to guides.

What if I can't access the email linked to my account?

You'll need to update your registered email address before logging in. Customer Support can help you update your contact details if necessary. Once updated, the new email will be used immediately for MFA.

I share an account with others e.g. company or organisation. How will MFA work?

Each person logging in must be able to access the email address registered for that login. Customers will be advised to ensure the registered email is accessible to the person using the account.

How do I know the email is really from Sunwater (and not a scam)?

Sunwater will never ask for your password. MFA emails will come from official Sunwater systems. More information on logging in to your account can be found here ([Sunwater Online Guide Logging in dashboard viewing alerts and messages](#))

Where can I get help?

Customer support is available by phone on 13 15 89 (Monday to Friday, 8:30am – 4:30pm) or email on customersupport@sunwater.com.au.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au