SunWater Online Instructions

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1. Log In Screen

From www.sunwater.com.au select **SunWater Online.**

- If you are an existing customer - enter your **Login ID** and **password**, and click on the Login button.
- If you are a new customer - **Registration** is required.

If you have any problems registering or logging in contact Customer Support on 13 15 89.

2. Dashboard

This shows your basic customer account information, including amount owing, number of water accounts, and any alerts or messages you have.
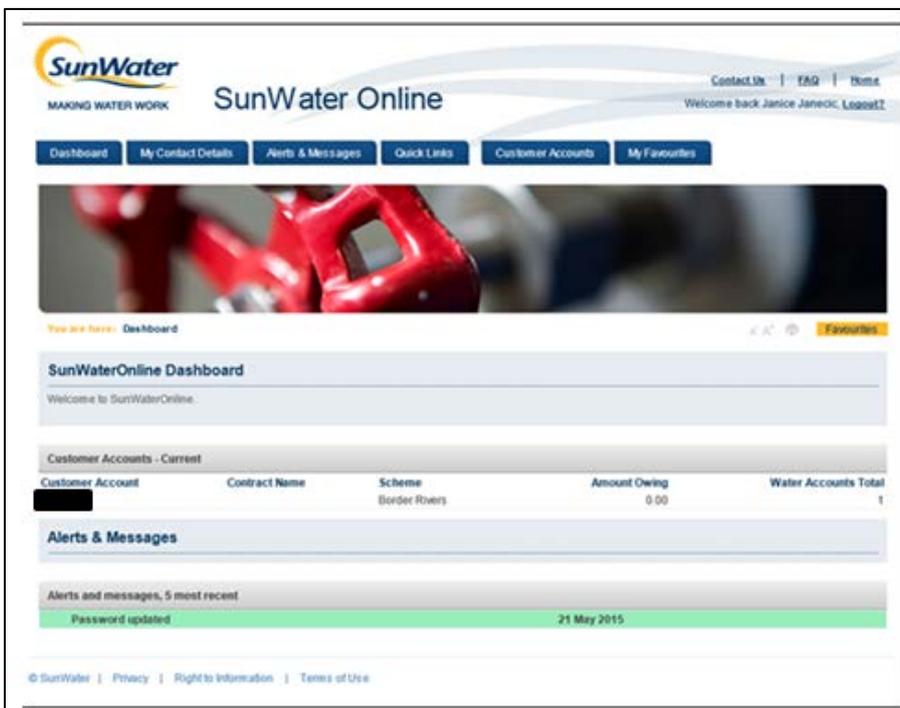
2.1 Menu Bar

- **DASHBOARD** tab will return you to the dashboard.
- **MY CONTACT DETAILS** tab enables you to check or change your contact details and change your password.
- **ALERTS & MESSAGES** tab will show any activities you have completed online (e.g. changed password) and details of shutdowns affecting you.
- **QUICK LINKS** tab has a link to customer enquiry, forms and scheme information, paying your bill and user help.
- **CUSTOMER ACCOUNTS** tab lists all the customer accounts for which you are a Contact and what the access roles are.
  - o **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.
  - o **ACCOUNT HOLDER** is any Contact that is an owner or part owner of a water allocation on an account
- **MY FAVOURITES** tab shows any screen where you have clicked on the FAVOURITES button.

3.   Updating Contact Details

- SunWater Online **Dashboard**
- Select the **My Contact Details**
- Select **Contact Details**. The My Contact Details Overview page displays
- Select **Edit Contact Details**
  - **NOTE: Name and Title section -** for your security these details cannot be updated online. Contact Customer Support on 13 15 89 if you need to update these details
- Update the required fields. To do this, click in the field that you wish to change and type the correct details
- If you make changes to the address fields, select **Validate My Address**
- Select **Update Details** when all changes have been completed
- Confirm the changes by selecting **OK**
- You will receive an email confirming that the changes have been made

4.   Registering as a Principal Account Holder

A **PRINCIPAL ACCOUNT HOLDER** is an Account Holder that has been given signed permission by all Contract Holders that they can perform Temporary Transfers and Carryovers online.

To register as a **Principal Account Holder**
- SunWater Online **Dashboard**
- Select the **My Contact Details**
- Select **Principal Account Holder Registration**
- Select **Click here to access the Principal Account Holder registration form**
- Select **Open** when prompted
- A PDF document of the Form will open
- **Print** the form
- Obtain signatures of all Contract holders
- Return the required Form to SunWater via email, post or fax

5.   Viewing and Printing Invoices and Water Account Statements

- SunWater Online **Dashboard**
- Select the **Customer Accounts** tab
- Select the **Customer Account**. The **Customer Account Overview** page displays
- From the menu on the left hand side select **View Invoices Water Statements**
- Select the underlined number of the **Customer Tax Invoice** or **Water Statement** that you wish to view or print
- A PDF document of the selected document will open
- Select **File**
- Select **Print**
- Close the PDF document by selecting the **x** button in the top right hand corner

6. Viewing and Exporting Historical Water Transasctions

- SunWater Online **Dashboard**
- Select the **Customer Accounts** tab
- Select the **Customer Account**. The Customer Account Overview page displays
- From the menu on the left hand side of the page select the **Water Account**
- Select **Transactions & Water Authorities**
- Select **Water Transactions**
- Highlight the relevant transactions by selecting and dragging the mouse over the data
- Right Click Mouse
- Select **Copy**
- Open a new document (Can be a Word document, Excel document, email etc)
- Right Click Mouse
- Select **Paste**

7. Viewing an overview of the Current Balance of your Water Account

- 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 **Transactions & Water Authorities**
- Select **Water Transactions**
- The Screen will display a current Water Transaction Summary for the current Water Year

Water Transaction Summary for Water Account ██████. 01 Jul 2015 to 30 Jun 2016			
Opening Allocation Water	397.346	Last Transaction	01 Jul 2015
Allocation Water Transactions	2583.462	Last Transaction	28 Feb 2016
Available Allocation Water	2980.808		
Allocation Water Usage	-1684.926	Last Allocation Water Usage	29 Feb 2016
Remaining Allocation Water	**1295.882**		
Water Order Estimated Usage	0.000	Last Water Order	29 Jan 2016
Estimated Remaining Balance	**1295.882**		
Estimated Remaining Balance (At Dam)	1295.882		
Other Water Usage	-50.794	Last Other Water Transaction	13 Feb 2016

Disclaimer: The above Estimated Remaining Balance and Estimated Unused CAP is only indicative based on the last daily processing performed.

8. Viewing Water Authority Information

- 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 **Transactions & Water Authorities**
- Select **Water Authorities**
- The Water Authorities relevant to the Water Account are listed (NOTE that the list also includes any Water Authorities that have an end date)

9. Viewing Alerts and Messages

- SunWater Online **Dashboard**
- Select **Alerts & Messages.** The Overview screen of recent Alerts displays
- Select the **Alert** that you require more information on
- The entire message will be displayed
- Select **Back to messages index** to go back to the Overview screen
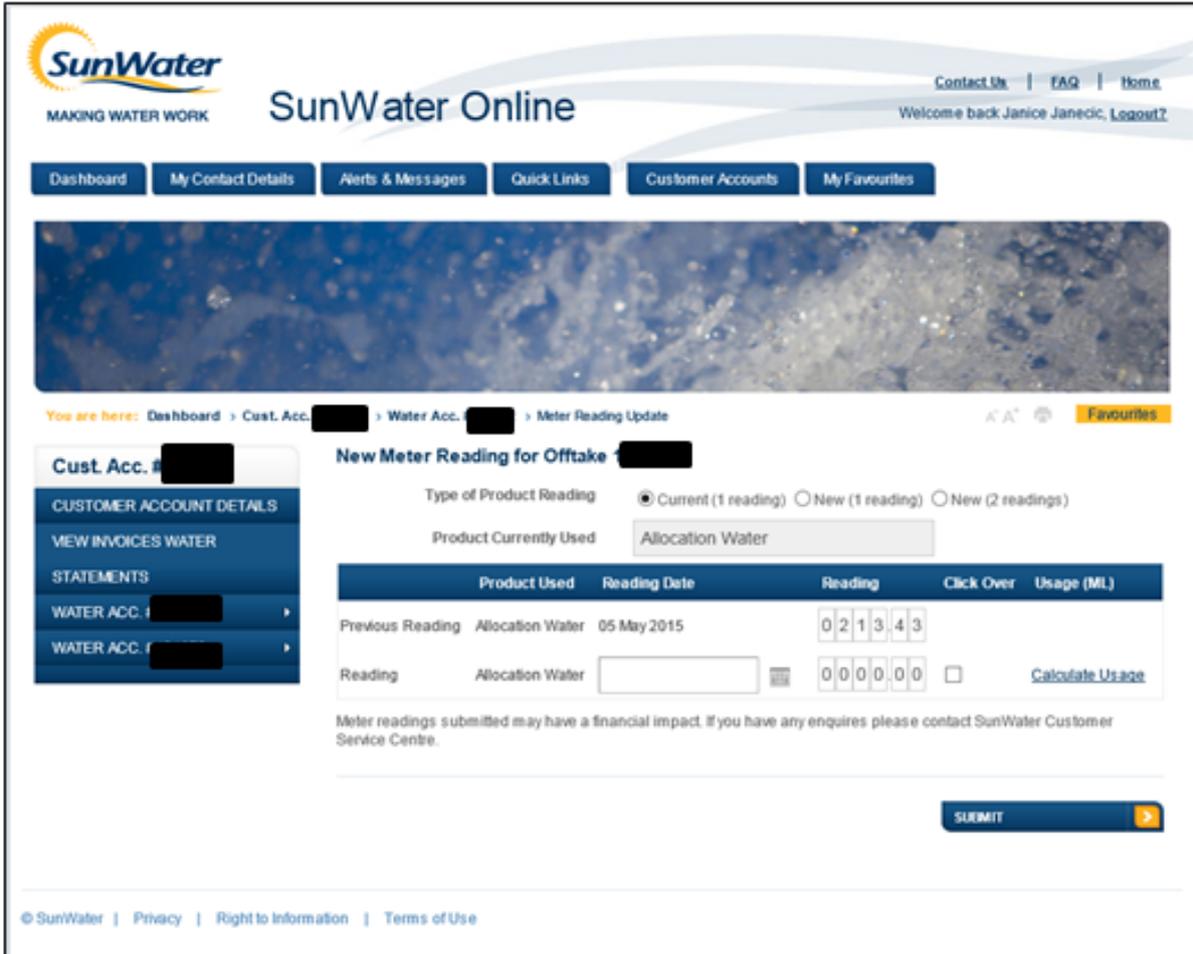
10. Entering Meter Reads

You are able to enter meter reads for all of your offtakes and change the water product if necessary

- 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**
- Select the offtake from the **Offtake** dropdown list
- Select **+New Meter Reading** on the right hand side of the screen
- Select the radio button for the type of Product reading you want to enter
  - o Selecting **Current (1 reading)** will allow you to enter a read using the same water product as previously entered
  - o Selecting **New (1 reading)** allows you to enter a read using a different water product as previously entered
  - o 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
- Enter the **Reading Date** of the meter read using the calender
- Enter the meter **Reading** (You must delete the zeros and then enter the current numbers on your meter)
- Click Over box – this box must be ticked if the meter has gone passed it's maximum value (example: last read 9997 new read 0008)
- 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.

Note: To view your water transactions
- SunWater Online **Dashboard**
- Select the **Customer Accounts** tab
- Select the **Customer Account**. The Customer Account Overview page displays
- From the menu on the left hand side of the page select the **Water Account**
- Select **Transactions & Water Authorities**
- Select **Water Transactions**

11. Viewing and Exporting Historical Meter Reads

- 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**
- Select the offtake from the **Offtake** dropdown list
- Highlight the relevant transactions by selecting and dragging the mouse over the data
- Right Click Mouse
- Select **Copy**
- Open a new document (Can be a Word document, Excel document, email etc)
- Right Click Mouse
- Select **Paste**

12. Carryover

Carryover is <u>only available</u> in the following Schemes: Barker Barambah, Bundaberg, Burdekin Haughton, Callide Valley; Dawson Valley, Mareeba Dimbulah, Nogoa Mackenzie, Proserpine River, and Upper Burnett.

You MUST be a **Principal Account Holder** to complete a Carryover Application online.

PRINCIPAL ACCOUNT HOLDER is an Account Holder that has been given signed permission by all Contract Holders that they can perform Temporary Transfers and Carryovers online. For details on how to register as a Principal Account Holder see Section 4 of this document.

12.1 Submitting a Carryover Request

This is a REQUEST, not an acceptance of a Carryover volume.

- 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 **Request Carryover**
- Using the radio buttons select the **Request Type**
- For Schemes that don't have recurring Carryover the first radio button is inactive
- For Schemes that do have recurring Carryover the first radio button is enabled
- Using the radio buttons select the **Volume** to be carried over
    - All of Remaing Water Allocation Balance
    - Nominated Volume (if this is selected you must add the Volume in the field provided)
- Read the Carryover Guidelines and Conditions and accept them by **clicking on the check box**
- Select **Submit**
- Select **OK** when the Message from webpage box displays
- Your **Carryover Request ID** will be displayed

13. Temporary Transfers

Both the Buyer and the Seller MUST have an Online Account to process a Temporary Transfer Online.

You MUST be a **Principal Account Holder** to complete a Temporary Transfer Online.

PRINCIPAL ACCOUNT HOLDER is an Account Holder that has been given signed permission by all Contract Holders that they can perform Temporary Transfers and Carryovers online. For details on how to register as a Principal Account Holder see Section 4 of this document.

13.1 Viewing Temporary Transfer Requests

- SunWater Online **Dashboard**
- Select the **Customer Accounts** tab
- Select the **Customer Account**. The Customer Account Overview page displays

This screen shows pending, approved and rejected temporary transfers requested on your water account. Choose the appropriate account for details.

13.2 Submitting a New Temporary Transfer Requests

NOTE: Both Seller and Buyer must have an online account and have the Role of Principal Account Holder to be able to complete Temporary Transfers online

- 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 **Temporary Transfers**
- Select **New Transfer Request**
- Select whether you are **Buying** or **Selling** water by clicking on the appropriate radio 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 them 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
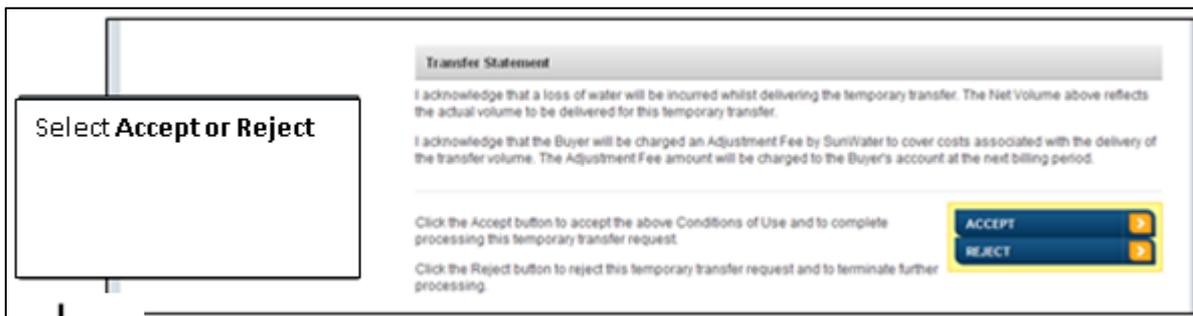
13.3 Accepting a Temporary Transfer submitted from another Water Account

- 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 **Temporary Transfers**
- Select **Pending my acceptance**

- Read the **Transfer Statement**
- Select **Accept/Reject**

14. Water Ordering

SunWaterOnline Water Ordering is only available for the following Schemes: Barker Barambah, Bowen Broken Rivers, Burdekin Haughton, Callide Valley, Dawson Valley, Macintyre Brook, Mareeba Dimbulah, Nogoa Mackenzie, Proserpine River, St George and Upper Condamine.

14.1 Creating a New Water Order

- 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 **Water Orders**
- Select **New Water Order**
- Select the offtake from the **Offtake** dropdown list

- Enter Water Order Details
    - Start Date (this cannot be earlier than the Notice Period Date displayed on the screen)
    - Start Time
    - Duration
    - The End Date and Time will be automatically entered from the Duration that you enter
    - Flowrate (this is the volume you require for each 24 hour period)
    - Product (defaults to last product used)
    - Meter Read (this is mandatory if the product chosen is different to the last product used)
- You can repeat the order if required
- Select **Submit**
- Select **OK**
- Your Water Order will be confirmed
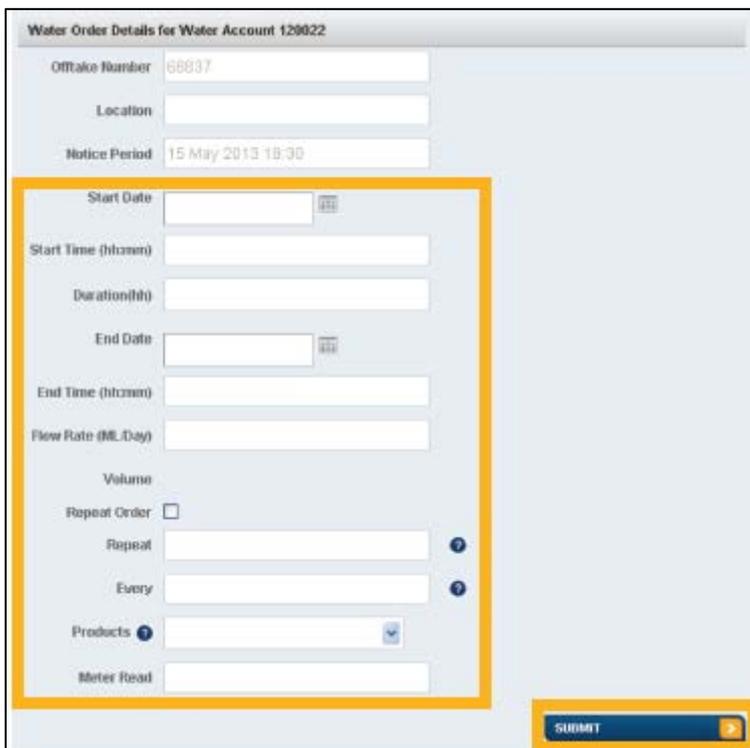
14.2 Amending a Current Water Order

You cannot amend a Water Order unless the changes are outside the Notice Period. To alter the flow rate, end the current Water Order and submit a new order for the revised flow rate.

- 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 **Water Orders**
- Select **Current/Amend**
- Tick the box for the Water Order that you wish to amend
- Enter the required changes
- Select **Submit**
- Your Water Order will be confirmed

Location		Meter Number	10032208
Operational System	Barker Barambah CK & BP Dam	Notice Period	15/05/2013 18:30
Allocation Water Usage (YTD)	100.000	Other Water Usage (YTD)	No Other Water Usage to Date

Start Date/Time	Duration(Hrs)	End Date/Time	Status	Flow Rate (ML/Day)	Volume (ML)		Cancel
20 May 2013 08:00	48	22 May 2013 00:00		5.000	10.000	Amend	☐
27 May 2013 09:00	48	29 May 2013 09:00		5.000	10.000	Amend	☐

14.3 Cancelling a Future Water Order

You can only cancel a Water Order if the changes are outside the Notice Period.

- 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 **Water Orders**
- Tick the box for the Water Order that you wish to cancel
- Select **Cancel Orders**
- Select **OK**
- Your cancelled Water Order will be confirmed