

MAKING WATER WORK

SunWater Online Instructions





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1. Log In Screen

From <u>www.sunwater.com.au</u> 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.
 - **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.
 - 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 Tranasactions

- 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

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

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
 - 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
- 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

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MAKING WATER WORK S	unWater Online		Welc	Contact.Un EAQ Hor ome back Janice Janecic, Logo
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You are here: Dashboard > Cust. Ac Cust. Acc. # Customer Account DetAils MeW INVOICES WATER STATEMENTS WATER ACC. #	Water Acc. Meter Reading U New Meter Reading for Offtake Type of Product Reading Product Currently Used Product Used Read Previous Reading Allocation Water 05 Ma	Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete Dete D	O New (1 reading) Reading	Click Over Usage (ML)
You are here: Dashboard > Cust. Ac Cust. Acc. # Customer Account DetALS Mew INVOICES WATER STATEMENTS WATER ACC. # WATER ACC. #	Water Acc. Meter Reading U New Meter Reading for Offtake 1 Type of Product Reading Product Currently Used Product Used Reading Previous Reading Allocation Water 05 Ma Reading Allocation Water	pdate © Current (1 reading) Allocation Water ing Date ay 2015	O New (1 reading) Reading 0 2 1 3 4 3 0 0 0 0 0 0	Click Over Usage (ML)
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You are here: Deshboard > Cust. Ac Cust. Acc. 1 CustOMER ACCOUNT DETAILS VIEW INVOICES WATER STATEMENTS WATER ACC. 1	Water Acc. Meter Reading O New Meter Reading for Offtake Type of Product Reading Product Currently Used Product Used Read Previous Reading Allocation Water 05 Ma Reading Allocation Water Meter readings submitted may have a finance Service Centre.	pdate © Current (1 reading) Allocation Water Ing Date ay 2015 at impact. If you have an	New (1 reading) Reading 021343 00000 ry enquires please of	

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
 - o 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.

	SunWater Online	Contextua EAG Home
CARING WATER WORK	difference of the	Metome back same sameon, Logist,
Dashboard My Contact Detail	Is Alerts & Messages Quick Links Customer Accounts	My Favourites
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	and the second second	8
to are here: Deshboard > Cust.	Acc. #343227 -> Water Acc. #121966 -> Temporary Transfere -> Temporary Transfe	rs x x @ Favourites
Cust. Acc. I	Temporary Transfers	
CUSTOMER ACCOUNT DETAILS	Water Account	
AEW INVOICES WATER	Water Year 01/07/2014 - 30/06/2015	
NATER ACC.	Interesting Interesting Interesting	
	Account Data its for Water Account 121966	
	Customer Account	
	Water Account Name	
	Water Account Status Open Account Operational System Git	enlyon Dam to Mac Brook Junction (Zone A)
	_	
	Pending Temporary Transfer List for Water Account	2014 to 30 Jun 2015 Price (SML) Transfer Volume (ML)
	Pending Temporary Transfer List for Water Account	2014 to 30 Jun 2015 Price (SML) Transfer Volume (ML)
	Pending Temporary Transfer List for Water Account 1-01 Jul Status Request Date Water Account Customer Account Name	2014 to 30 Jun 2015 Price (SML) Transfer Volume (ML)
	Pending Temporary Transfer List for Water Account 5 - 01 Jul Status Request Date Water Account Customer Account Name Temporary Transfer History for Water Account 1000-01 Jul 2014 Effective Date Water Account Customer Account Name	2014 to 30 Jun 2015 Price (SML) Transfer Volume (ML) to 30 Jun 2015 Price (SML) Transfer Volume (ML)
	Pending Temporary Transfer List for Water Account 5 - 01 Jul Status Request Date Water Account Customer Account Name Temporary Transfer History for Water Account 1000-01 Jul 2014 Effective Date Water Account Customer Account Name	2014 to 30 Jun 2015 Price (SML) Transfer Volume (ML) to 30 Jun 2015 Price (SML) Transfer Volume (ML)
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	Pending Temporary Transfer List for Water Account 5 - 01 Jul Status Request Date Water Account Customer Account Name Temporary Transfer History for Water Account 1 - 01 Jul 2014 Effective Date Water Account Customer Account Name Rejected Temporary Transfer List for Water Account 1 - 01 Jul Status Date Water Account Customer Account Name	2014 to 30 Jun 2015 Price (\$ML) Transfer Volume (ML) to 20 Jun 2015 Price (\$ML) Transfer Volume (ML) (2014 to 30 Jun 2015 Price (\$ML) Transfer Volume (ML)



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 <u>from one of your water accounts to another of your water accounts</u> you will need to go back to your Dashboard and accept the transfer

Cust. Acc. #	New Temporary	y Transfer			
CUSTOMER ACCOUNT DETAILS	Lar	Buying			
VIEW INVOICES WATER		 Selling 			
STATEMENTS	My Water Accourt	nt		(Current)	A I
WATER ACC. #		-			
WATER ACC. #	Water Yea	or 01/07/2015 - 3	0/06/2016		
	Buyer's Wate	er 🛛			
	Accourt	11			
	My	Details		Buyer's Details	
	Water Account Water Account				
	Name Water Account				
	Status S	ellers's Details a	re displayed	Buyer's Details are displayed	
	Account				
	Customer Account Name				
	Scheme				
	Operation				
	My Balance				
	* To ensure that the ba Transfer	lance displayed is up	to date, please ent	ter a New Meter Reading before requesting a Temp	porary
			-		
	Transfer Details - 01	1/07/2015 - 30/06/201	6		
		Transfer Volume	100	ML	
		Transfer Price	\$0	ML	
		Loss Volume	0.000ML		
		Transfer Volume	100.000ML		
		realizer volume	100.000ML		
				CALCULATE	
				I accept the <u>rules for Temporary Transfer</u> in this SUBMIT	Scheme 🗆



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

 Gelect Pending My Acceptance	ending Temporary Transfer List for Water Account 1	
	turs Request Date Water Account Customer Account Name Price (SML) Trans tufing Their acceptance 10 Feb 2014 Ti Buyer's details 0.00 tufing my acceptance 10 Feb 2014 Ti are dis played	ler Volume (ML) 2:0000 15:0000
	Temporary Transfer History for Water Account 1000 - 01 Oct 2013 to 30 Sep 2014	

- Read the Transfer Statement
- Select Accept/Reject

	Transfer Statement
Select Accept or Reject	I acknowledge that a loss of water will be incurred whilst delivering the temporary transfer. The Net Volume above reflects the actual volume to be delivered for this temporary transfer. I acknowledge that the Buyer will be charged an Adjustment Fee by SuniVater to cover costs associated with the delivery of the transfer volume. The Adjustment Fee amount will be charged to the Buyer's account at the next billing period.
	Click the Accept button to accept the above Conditions of Use and to complete processing this temporary transfer request.

14. Water Ordering

SunWaterOnline Water Ordering is <u>only available</u> 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)
 - o Start Time
 - o 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

Officative Number	68837			
Location				
Notice Period	15 May 2013 18:30			
Start Date	183		1	
art Time (hhanm)				
Duration(hh)				
End Date	111		L	
End Time (hhanm)				
iow Rate (ML/Day)				
Valume				
Repeat Order				
Repeat		•	2	
Every		•		
Products 🗿		-		
Meter Read				

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 Operational System	Barke	er Barambah CK & B	Meter Number rambah CK & BP Dam Notice Period			3:30
Allocation Water Us	age (YTD) 100.0	00	0	ther Water Usage (YTI	 No Other Wat 	er Usage to Dat
Start Date/Time	Duration(Hrs)	End Date/Time	Status	Flow Rate (ML/Day)	Volume (ML)	Cance
20 May 2013 08:00	48	22 May 2013 00:00		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