

Sunwater Online Guide

Submitting a request for carryover.

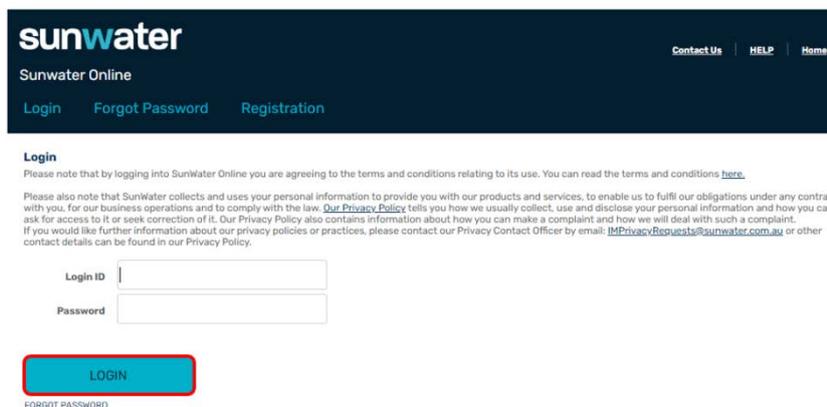
Carryover is only available in the following schemes: Barker Barambah, Bundaberg, Burdekin Haughton, Callide Valley, Dawson Valley, Mareeba Dimbulah, Nogo Mackenzie, Proserpine River, and Upper Burnett.

Logging in

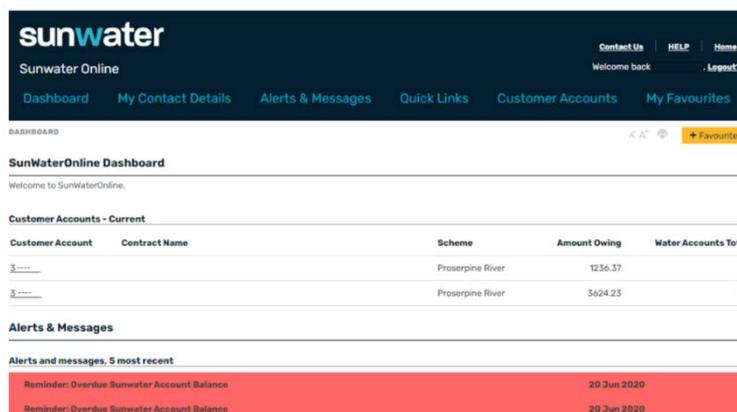
1. Navigate to: <https://www.sunwater.com.au/>.
2. Select 'My Account'.



3. Enter your Login ID and nominated password.
NOTE: If you are unsure of your Login ID, contact customer support on 13 15 89 Monday–Friday between 8:30am–4:30pm.
4. Select 'Login'.

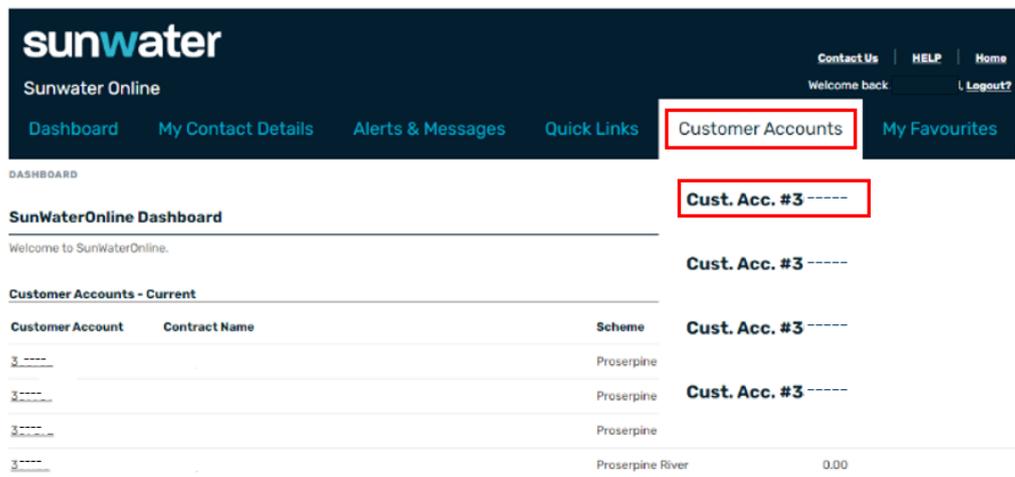


5. Once logged in, your Sunwater Online dashboard will display.

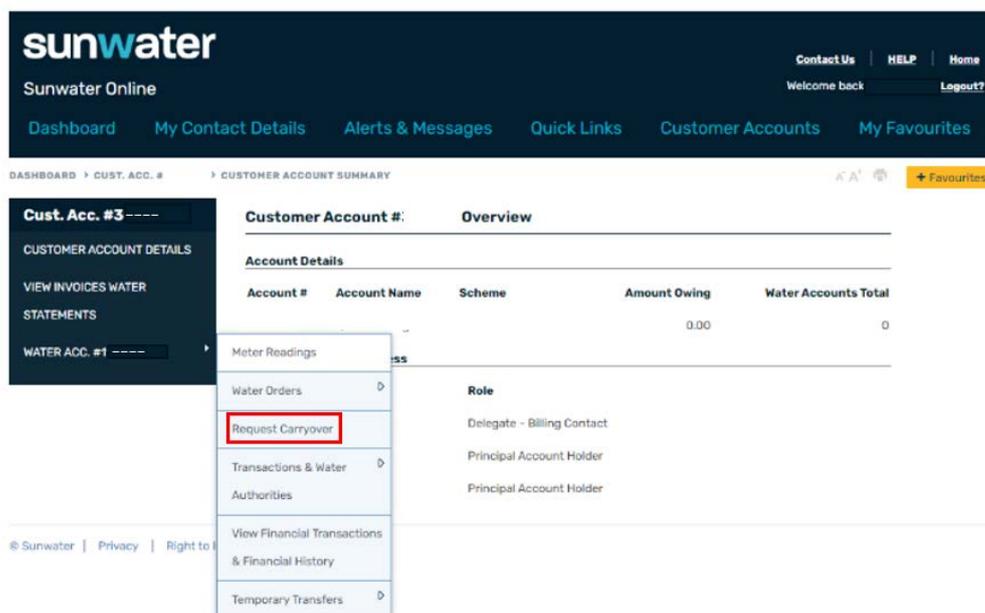


Submitting a request for carryover

1. From the menu bar, select 'Customer Accounts' then the relevant customer account number.



2. From the left-hand menu, select 'Water Account' then 'Request Carryover'.



3. Select the applicable water account from the drop-down menu.
4. Select the request type.

Note: The recurring carryover option can only be selected for schemes that offer recurring carryover.

5. Select the volume of water this will be:
 - a. All of the remaining water allocation balance
 - b. Nominated amount (if this is selected enter the volume in the field displayed)

6. Select 'Submit'.

Note: This is a **request** for carryover and is subject to acceptance and scheme carryover calculations.

The screenshot shows the Sunwater online portal interface for submitting a carryover request. The header includes the Sunwater logo and navigation links like 'Contact Us', 'HELP', 'Home', 'Welcome back', and 'Logout?'. The main navigation bar contains 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The breadcrumb trail indicates the path: 'DASHBOARD > CUST. ACC. #1 > WATER ACC. # > REQUEST CARRYOVER'. A sidebar on the left provides options for account management, including 'Cust. Acc. #3', 'CUSTOMER ACCOUNT DETAILS', 'VIEW INVOICES WATER STATEMENTS', and 'WATER ACC. #1'. The main content area is titled 'Carryover Request for Water Account #'. It features a 'Water Account' dropdown menu. Below this, there are two radio button options for 'Request Type': 'Request Type' (selected) and 'Recurring Carryover of Remaining Water Allocation (End of Water Year) Carryover to Next Water Year'. There are also two radio button options for 'Volume': 'Volume' (selected) and 'All of Remaining Water Allocation Balance'. A 'Nominated Amount' input field is set to '0' ML. A checkbox is present for 'I have read and accept the Carryover Guidelines and Conditions'. A large blue 'SUBMIT' button is prominently displayed. At the bottom of the form, a grey box contains the text: 'This is a REQUEST, not an acceptance of a carryover volume.' The footer includes copyright information for Sunwater and links to 'Privacy', 'Right to Information', and 'Terms of Use'.