sunwater

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, Nogoa Mackenzie, Proserpine River, and Upper Burnett.

Logging in

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

sunwater	A MY ACCOUNT	🛃 STORAGE LEVI		TION GRAPHS	ANNOUNCED A	LLOCATIONS	Search	Q
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Enter your Login ID and nominated password.
 NOTE: If you are unsure of your Login ID, contact customer

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'.

SUN Sunwater			ContactUs HELP Home
Login	Forgot Password	Registration	
Login Please note t Please also n with you, for ask for acces If you would I contact deta	hat by logging into SunWater O ote that SunWater collects and our business operations and to s to it or seek correction of it. O like further information about o its can be found in our Privacy in ID	sline you are agreeing to the terms and conditions relating to it uses your personal information to provide you with our produc comply with the law. <u>Our Privacy Policy</u> tells you how we usual in Privacy Policy also contains information about how you can it privacy policies or practices, please contact our Privacy Con olicy.	ts use. You can read the terms and conditions <u>here</u> , its and services, to enable us to fulfi our obligations under any contract ly collect, use and disclose your personal information and how you can make a complaint and how we will be with such a complaint. tact Officer by email: <u>MPrivacyReprests@summater.com.au</u> or other

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

SUNW Sunwater Onl	ater				<u>Contac</u> Welcome	tUs HELP Home back .Logout?
Dashboard		Alerts & Messages				
DASHBOARD						K A' 🔍 + Favourites
Welcome to SunWater0	inline.					
Customer Accounts	Contract Name		Scheme	A	mount Owing	Water Accounts Tota
3			Proserpine	River	1236.37	
3			Proserpine	River	3624.23	
Alerts & Messag	es					
Alerts and message	s, 5 most recent					
Reminder: Overdu	e Sunwater Account Balance				20 Jun 2	020
Reminder: Overdu	e Sunwater Account Balance				20 Jun 2	020

Submitting a request for carryover

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

SUNW Sunwater Onli	ater	Contact Us HELP Home Welcome back. L <u>Legout?</u>			
Dashboard	My Contact Details	Alerts & Messages	Quick Links	Customer Accounts	My Favourites
DASHBOARD	Dashboard			Cust. Acc. #3]
Welcome to SunWaterO	nline.			Cust. Acc. #3	
Customer Account	Contract Name		Scheme	Cust. Acc. #3	
3			Proserpine		
3			Proserpine	Cust. Acc. #3	
3			Proserpine		
3			Proserpine R	iver 0.00	1

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

Sunwater Online				Contact.Us H Welcome back	ELP Home Logout?
Dashboard My Cont	act Details Alerts & M	lessages Quick Link	s Customer	Accounts My F	avourites
Cust. Acc. #3 Customer account details	CUSTOMER ACCOUNT SUMMARY	Overview		×A' @	+ Favourites
VIEW INVOICES WATER STATEMENTS	Account Details	Scheme	Amount Owing	Water Accounts Total	
WATER ACC, #1	Meter Readings 55 Water Orders Request Carryover	Role Delegate - Billing Contact Principal Account Holder			
© Sunwater Privacy Right to I	Authorities View Financial Transactions & Financial History	Principal Account Holder			
	Temporary Transfers				

- 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.



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