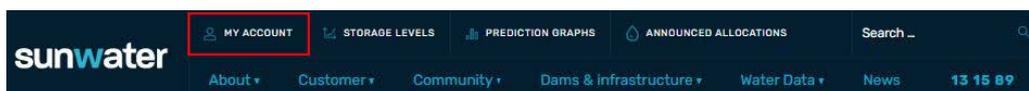


Sunwater Online Guide

Viewing, exporting and entering meter reads.

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.

A screenshot of the Sunwater Online login page. The Sunwater logo is at the top left. Below it is 'Sunwater Online'. On the right, there are links for 'Contact Us', 'HELP', and 'Home'. Below these are links for 'Login', 'Forgot Password', and 'Registration'. A 'Login' section follows, with a note that logging in implies agreement to terms and conditions. Below this is a form with 'Login ID' and 'Password' fields, a 'LOGIN' button (highlighted with a red box), and a 'FORGOT PASSWORD' link.

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

A screenshot of the Sunwater Online dashboard. The Sunwater logo is at the top left. Below it is 'Sunwater Online'. On the right, there are links for 'Contact Us', 'HELP', and 'Home'. Below these are links for 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The dashboard content includes a 'SunWaterOnline Dashboard' section with a welcome message, a 'Customer Accounts - Current' table, and an 'Alerts & Messages' section with a list of recent alerts.

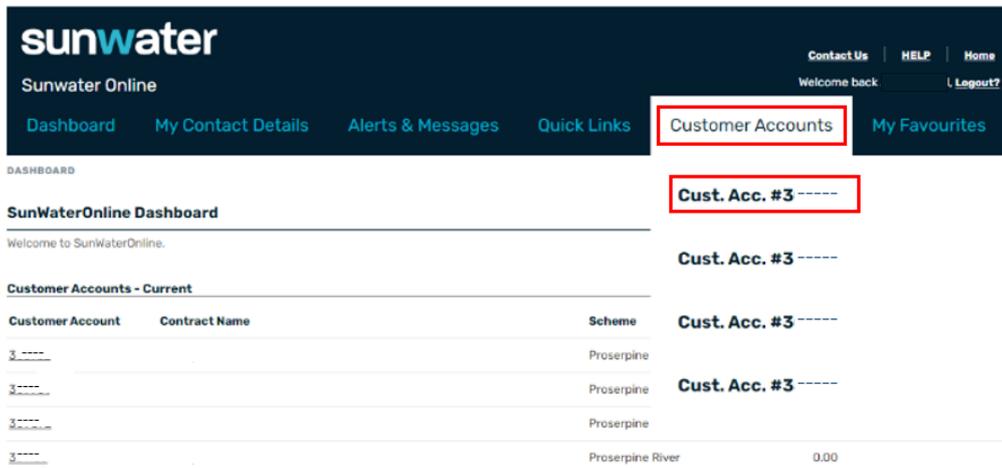
Customer Account	Contract Name	Scheme	Amount Owing	Water Accounts Total
3----		Proserpine River	1236.37	1
3----		Proserpine River	3624.23	1

Alerts and messages, 5 most recent

Reminder: Overdue Sunwater Account Balance	20 Jun 2020
Reminder: Overdue Sunwater Account Balance	20 Jun 2020

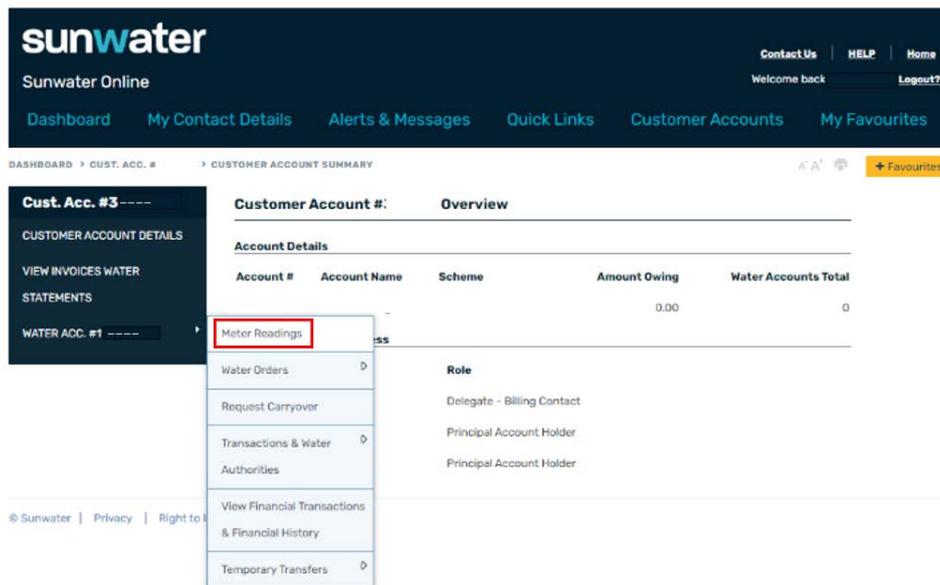
Entering meter reads

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



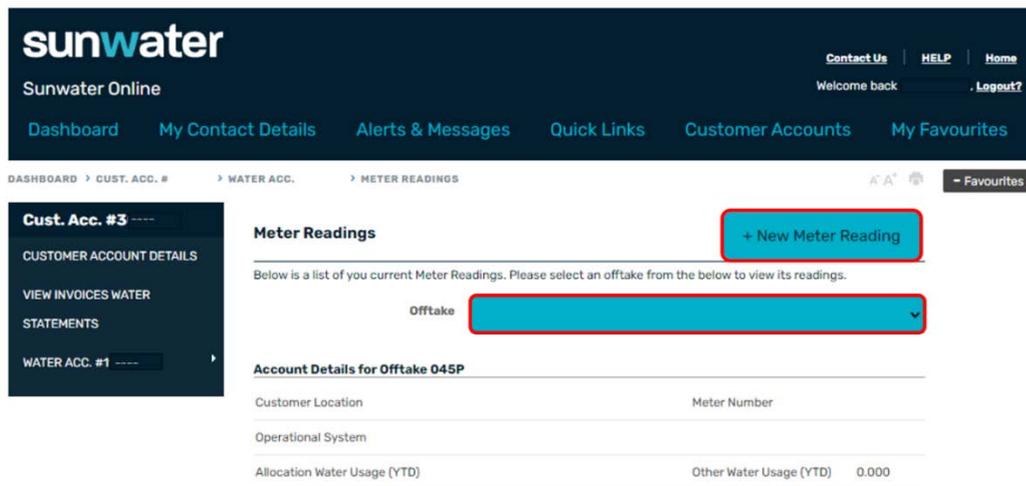
The screenshot shows the Sunwater Online dashboard. The top navigation bar includes 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts' (highlighted with a red box), and 'My Favourites'. Below the navigation bar, the 'SunWaterOnline Dashboard' section displays a table titled 'Customer Accounts - Current'. The table has columns for 'Customer Account', 'Contract Name', and 'Scheme'. The first row shows 'Cust. Acc. #3' with a 'Proserpine' scheme. The second row shows 'Cust. Acc. #3' with a 'Proserpine' scheme. The third row shows 'Cust. Acc. #3' with a 'Proserpine' scheme. The fourth row shows 'Cust. Acc. #3' with a 'Proserpine River' scheme and a value of '0.00'. The 'Customer Accounts' menu item is highlighted with a red box, and the 'Cust. Acc. #3' link in the table is also highlighted with a red box.

2. From the left-hand menu, select 'Water Account' then 'Meter Readings'.



The screenshot shows the Sunwater Online customer account summary page. The top navigation bar includes 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The left-hand menu is open, showing 'Cust. Acc. #3' and 'WATER ACC. #1'. The 'Meter Readings' option is highlighted with a red box. The main content area displays the 'Customer Account Summary' for 'Cust. Acc. #3'. The 'Account Details' section shows a table with columns for 'Account #', 'Account Name', 'Scheme', 'Amount Owing', and 'Water Accounts Total'. The 'Amount Owing' is 0.00 and the 'Water Accounts Total' is 0. The 'Role' section shows 'Delegate - Billing Contact', 'Principal Account Holder', and 'Principal Account Holder'. The 'Meter Readings' option is highlighted with a red box.

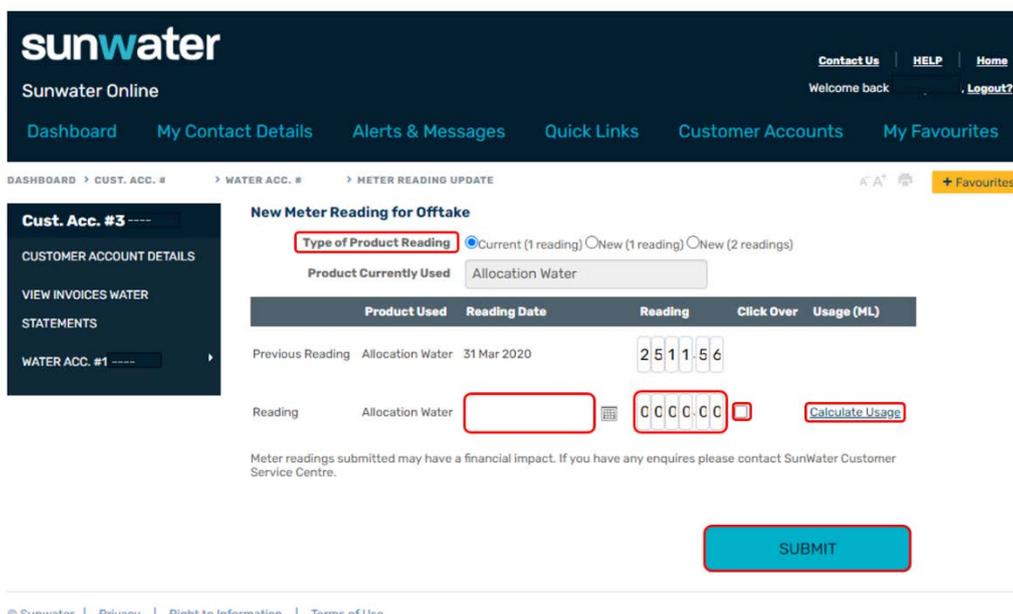
3. Select 'New Meter Reading' and select the correct offtake from the drop-down menu.



4. Select the applicable type of product reading:

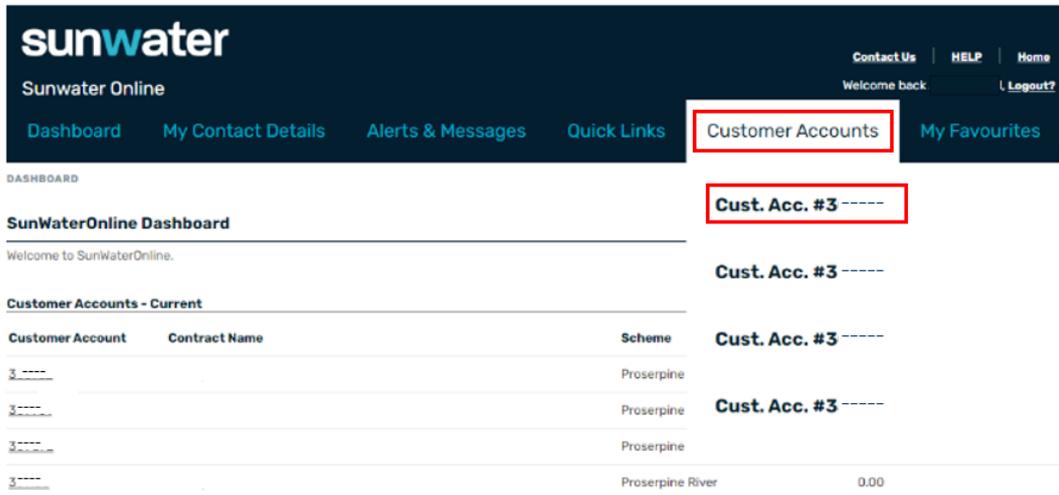
- **Current (1 reading)** will allow you to enter a read using the same water product as previously entered
- **New (1 reading)** will allow you to enter two readings using a different water product as previously entered.
- **New (2 readings)** will allow you to enter two readings using a different water product as previously entered e.g. entering a start and end read for an event-based product.

5. Enter the reading date of the meter using the calendar.
6. Enter the meter reading, you must delete the zeros and then enter the current numbers on your meter.
7. The click-over box must be ticked if the meter has gone past its maximum value, for example, last read 9997 new read 0008.
8. Select 'Calculate Usage' to check the volume to be applied, then 'Submit'.



Viewing and exporting historical meter reads

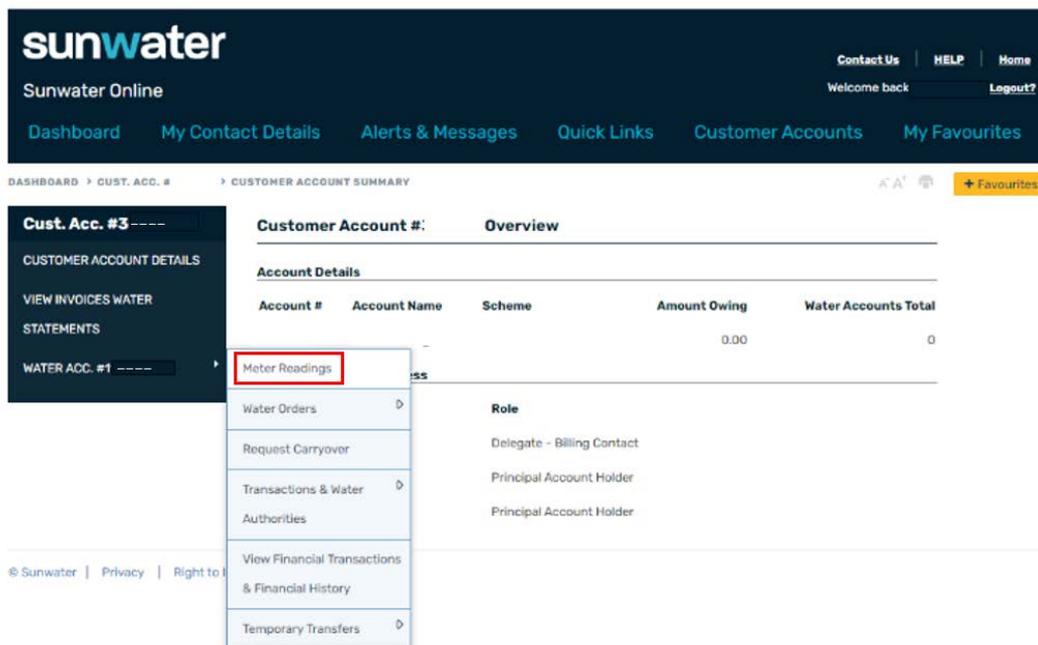
1. From the menu bar, select 'Customer Accounts' then the relevant customer account number.



The screenshot shows the Sunwater Online dashboard. The top navigation bar includes 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The 'Customer Accounts' menu item is highlighted with a red box. Below the navigation bar, the 'SunWaterOnline Dashboard' section displays a table of 'Customer Accounts - Current'. The table has columns for 'Customer Account', 'Contract Name', and 'Scheme'. The first three rows show 'Proserpine' schemes, and the fourth row shows 'Proserpine River' with a value of '0.00'.

Customer Account	Contract Name	Scheme
3-----		Proserpine
3-----		Proserpine
3-----		Proserpine
3-----	Proserpine River	0.00

2. From the left-hand menu, select 'Water Account' then 'Meter Readings'.



The screenshot shows the 'Customer Account Summary' page for a specific account. The left-hand menu is open, and the 'Water Account' option is selected, with a sub-menu showing 'Meter Readings' highlighted with a red box. The main content area displays 'Account Details' with columns for 'Account #', 'Account Name', 'Scheme', 'Amount Owing', and 'Water Accounts Total'. The 'Amount Owing' is 0.00 and the 'Water Accounts Total' is 0. Below this, there is a 'Role' section with 'Delegate - Billing Contact', 'Principal Account Holder', and 'Principal Account Holder' listed.

Account #	Account Name	Scheme	Amount Owing	Water Accounts Total
			0.00	0

3. Select the relevant offtake.

The screenshot shows the Sunwater Online dashboard. The top navigation bar includes 'Contact Us', 'HELP', 'Home', 'Welcome back', and 'Logout?'. The main navigation bar has 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The breadcrumb trail is 'DASHBOARD > CUST. ACC. > WATER ACC. > METER READINGS'. On the left, a sidebar shows 'Cust. Acc. #3' with options for 'CUSTOMER ACCOUNT DETAILS', 'VIEW INVOICES WATER STATEMENTS', and 'WATER ACC. #1'. The main content area is titled 'Meter Readings' and includes a '+ New Meter Reading' button. Below this, a message states: 'Below is a list of you current Meter Readings. Please select an offtake from the below to view its readings.' A dropdown menu labeled 'Offtake' is highlighted with a red box. Below the dropdown, there are sections for 'Account Details for Offtake' and 'Meter Reading History for Offtake'.

4. Highlight the relevant transactions by selecting and dragging the mouse over the required data.

The screenshot shows the Sunwater Online dashboard with the 'Meter Reading History for Offtake 045P' table. The table has columns for 'Water Year', 'Product', 'Reading Date', 'Reading', 'Clickover (Y/N)', 'Allocation Usage (ML)', and 'Other Usage (ML)'. The first row is highlighted in blue, and a context menu is open over it, showing options like 'Copy', 'Search Google for...', 'Print...', and 'Inspect'. The context menu also displays keyboard shortcuts: 'Ctrl+C' for Copy, 'Ctrl+P' for Print, and 'Ctrl+Shift+I' for Inspect.

Water Year	Product	Reading Date	Reading	Clickover (Y/N)	Allocation Usage (ML)	Other Usage (ML)
01/07/2019 - 30/06/2020	Allocation Water	30 Jun 2020	2538.960	N	27.400	0.000
01/07/2019 - 30/06/2020	Allocation Water	31 Mar 2020	2311.560	N	0.000	0.000
01/07/2019 - 30/06/2020	Allocation Water	26 Mar 2020	2311.560	N	0.000	0.000
01/07/2019 - 30/06/2020	Allocation Water	18 Jan 2020	2311.560	N	0.000	0.000
01/07/2019 - 30/06/2020	Allocation Water	20 Dec 2019	2311.560	N	21.500	0.000
01/07/2019 - 30/06/2020	Allocation Water	23 Dec 2019	2430.050	N	0.000	0.000
01/07/2019 - 30/06/2020	Allocation Water	22 Nov 2019	2430.050	N	0.000	0.000
01/07/2019 - 30/06/2020	Allocation Water	17 Sep 2019	2430.050	N	0.000	0.000

5. Open an email or Word/Excel document, select the right click button on your mouse then select paste as text.

