

Sunwater Online Guide

Viewing printing and exporting account information.

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.

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Sunwater Online

Contact Us | HELP | Home

Login | Forgot Password | Registration

Login

Please note that by logging into SunWater Online you are agreeing to the terms and conditions relating to its use. You can read the terms and conditions [here](#).

Please also note that SunWater collects and uses your personal information to provide you with our products and services, to enable us to fulfil our obligations under any contract with you, for our business operations and to comply with the law. Our [Privacy Policy](#) tells you how we usually collect, use and disclose your personal information and how you can ask for access to it or seek correction of it. Our Privacy Policy also contains information about how you can make a complaint and how we will deal with such a complaint. If you would like further information about our privacy policies or practices, please contact our Privacy Contact Officer by email: IMPrivacyRequests@sunwater.com.au or other contact details can be found in our Privacy Policy.

Login ID

Password

LOGIN

[FORGOT PASSWORD](#)

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

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Dashboard | My Contact Details | Alerts & Messages | Quick Links | Customer Accounts | My Favourites

DASHBOARD [+ Favourites](#)

SunWaterOnline Dashboard

Welcome to SunWaterOnline.

Customer Accounts - Current

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

Alerts & Messages

Alerts and messages, 5 most recent

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

Viewing and printing account invoices and statements

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

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Dashboard | My Contact Details | Alerts & Messages | Quick Links | **Customer Accounts** | My Favourites

DASHBOARD

SunWaterOnline Dashboard
Welcome to SunWaterOnline.

Customer Accounts - Current

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

2. Select 'View Invoices Water Statements'

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Contact Us | HELP | Home
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Dashboard | My Contact Details | Alerts & Messages | Quick Links | Customer Accounts | My Favourites

DASHBOARD > CUST. ACC. > CUSTOMER ACCOUNT SUMMARY

Cust. Acc. #3 ----

CUSTOMER ACCOUNT DETAILS

VIEW INVOICES WATER STATEMENTS

WATER ACC. #1 ----

Customer Account #3 ---- Overview

Account Details

Account #	Account Name	Scheme	Amount Owing	Water Accounts Total
3 ----		Proserpine River	0.00	1

Customer Account Access

Name	Role
	Account Holder
	Delegate - Billing Contact
	Principal Account Holder
	Principal Account Holder

AA Water Accounts

Proserpine River & Peter Faust Dam	304.000
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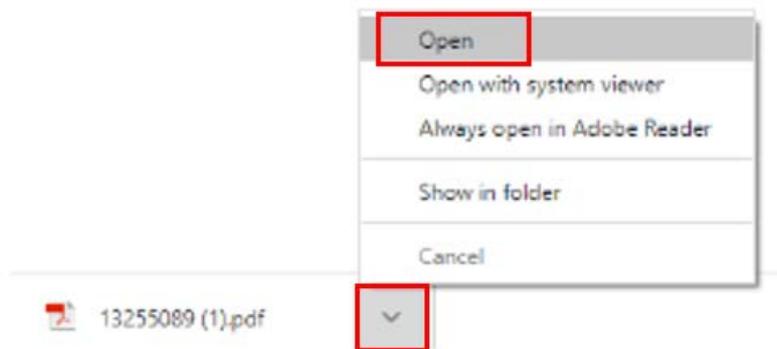
3. Select the relevant document you would like to view/print.

The screenshot shows the Sunwater Online interface. The top navigation bar includes 'Sunwater Online', 'Contact Us', 'HELP', 'Home', 'Welcome back', and 'Logout?'. The main navigation menu has 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The breadcrumb trail is 'DASHBOARD > CUST. ACC. 1 > VIEW INVOICES WATER STATEMENTS'. The left sidebar shows 'Cust. Acc. #3', 'CUSTOMER ACCOUNT DETAILS', 'VIEW INVOICES WATER STATEMENTS', and 'WATER ACC. #1'. The main content area is titled 'Customer Tax Invoices' and 'Customer tax invoices for Customer Account 303762'. It features an 'Account Balance' section and a table of tax invoices. The first row of the table is highlighted with a red box. Below this is a 'Water Statements' section for 'Customer Account 303762' with a table of water statements. The first row of this table is also highlighted with a red box.

Document	Issue Date	Reference
2-----	05 Feb 2020	2----- /2-----
2-----	28 Oct 2019	2----- /2-----
2-----	01 Aug 2019	2----- /2-----
2-----	30 Apr 2019	2----- /2-----
2-----	03 Feb 2019	2----- /2-----
2-----	18 Oct 2018	2----- /2-----

Document	Issue Date	Reference	
2-----	23 Jan 2019	2----- /2-----	(Water Statement)
2-----	23 Jan 2019	2----- /2-----	(Water Authority Statement)
2-----	17 Oct 2018	2----- /2-----	(Water Authority Statement)
2-----	22 Aug 2012	1-----	

4. A PDF document will download which you can then select to view and print.



Viewing and exporting historical water transactions

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 titled 'Customer Accounts - Current'. The table has columns for 'Customer Account', 'Contract Name', and 'Scheme'. The first three rows show accounts with 'Proserpine' as the scheme, and the fourth row shows an account with 'Proserpine River' as the scheme and a balance of 0.00. The 'Customer Accounts' menu item is also highlighted with a red box in the top right area of the dashboard.

2. From the left-hand menu, select the water account then 'View Financial Transactions & Financial History'.

The screenshot shows the 'Customer Account Summary' page for 'Cust. Acc. #3'. The left-hand menu is open, and the 'WATER ACC. #1' option is highlighted with a red box. A dropdown menu is visible, showing options like 'Meter Readings', 'Water Orders', 'Request Carryover', 'Transactions & Water', 'Authorities', 'View Financial Transactions & Financial History', and 'Temporary Transfers'. The 'View Financial Transactions & Financial History' option is highlighted with a red box. The main content area shows an 'Overview' section with 'Account Details' and a table of account information. The table has columns for 'Account #', 'Account Name', 'Scheme', 'Amount Owing', and 'Water Accounts Total'. The first row shows account #3 with a balance of 0.00 and 1 water account total. The second row shows account #1 with a balance of 304.000 and 1 water account total.

Viewing an overview of the current balance of your water account

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

The screenshot shows the Sunwater Online dashboard. The 'Customer Accounts' menu item is highlighted with a red box. Below the dashboard, a table titled 'Customer Accounts - Current' lists several accounts. The first account is highlighted with a red box, showing 'Cust. Acc. #3 -----'.

Customer Account	Contract Name	Scheme	Amount Owing	Water Accounts Total
3 -----		Proserpine		1
3 -----		Proserpine		1
3 -----		Proserpine		1
3 -----	Proserpine River	Proserpine River	0.00	1

2. In the menu on the left-hand side of the screen, select the Water Account, 'Transactions & Water Authorities' then 'Water Transactions'.

The screenshot shows the 'Customer Account #3' overview page. The left-hand side menu is open, and the 'Transactions & Water Authorities' option is selected, with a dropdown menu showing 'Water Transactions' highlighted with a red box.

Account #	Account Name	Scheme	Amount Owing	Water Accounts Total
3 -----		Proserpine River	0.00	1

- This will then display the Water Transaction Summary for the current water year.
Note: The balance displayed is based on your most recent meter read. For an accurate balance enter an up to date reading.

Water Transaction View

Water Account	(Current) ▼		
Water Year	01/07/2019 - 30/06/2020 ▼		
Water Transaction Summary for Water Account - 01 Jul 2019 to 30 Jun 2020			
Announced Allocations	348.000	Last Announced Allocation	01 Jul 2019
Allocation Water Transactions	83.070	Last Transaction	31 Dec 2019
Available Allocation Water	431.070		
Allocation Water Usage	-83.070	Last Allocation Water Transaction	31 Mar 2020
Remaining Allocation Water	348.000		
Other Water Usage	0.000	Last Other Water Transaction	

Viewing water authority information

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

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

- In the menu on the left-hand side of the screen, select the Water Account, 'Transactions & Water Authorities' then 'Water Authorities'.

Customer Account #3 Overview

Account Details

Account #	Account Name	Scheme	Amount Owning	Water Accounts Total
3----		Proserpine River	0.00	1

Role

Account Holder	
Delegate - Billing Contact	
Water Authorities	Holder
Water Transactions	Holder

Proserpine River & Peter Faust Dam 304.000

- The water authority displayed is based on the water account selected in the blue drop down box.

Water Authorities

Water Account [Blue Dropdown Menu]

Water Authority Details for Water Account

Reference	Type	Priority	Distribution Service	Nominal Location	ROL Zone	Volume Start (ML) Date	End Date
	Water Allocation	Medium-A1		Proserpine Zone A	Proserpine Zone A	348.000 03 Jul 2012	