sunwater

Sunwater Online Guide

Viewing, submitting and accepting temporary transfer requests

Points to note

- Both the buyer and seller must have a Sunwater Online account to process the temporary transfer online
- Only Principal Account Holders can complete/request temporary transfers.

Logging in

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

sunwater	A MY ACCOUNT	ICCOUNT 🛛 🖄 STORAGE LEVELS		, PREDICTION GRAPHS		O ANNOUNCED ALLOCATIONS			۹
	About •	Customer - Co	mmunity +	Dams & in	frastructure •	Water Data •	News	13 15 89	

3. Enter your Login ID and nominated password.

Note: If you are unsure of what your Login ID is, contact Customer Support on 13 15 89 Monday to Friday between 8.30am and 4.30pm.

4. Select Login

SUN Sunwate			ContactUs HELP Home
	Forgot Password	Registration	
Login Please note 1 Please also r with you, for ask for acces If you would contact deta	that by logging into SunWater O note that SunWater collects and our business operations and to is to it or seek correction of it. C like further information about o ils can be found in our Privacy I	line you are agreeing to the terms and conditions relating to its use. You c uses your personal information to provide you with our products and servic omphy with the law. <u>But Prices Policy</u> tells you how we usually collect. us Privacy Policy also contains information about how you can make a com reprivacy policies or practices, please contact our Privacy Contact Officer t alloy.	an read the terms and conditions <u>here</u> , ces, to enable us to fulfi our obligations under any contract and disclose your personal information and how you can plaint and how we will deal with such a complaint. yo email: <u>MPrivacyReouests@surwster.com.au</u> or other
Log Pass	LOGIN		

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

Sunwater Centest Va Hill? Here Sunwater Online Velcome back Leaved									
		Alerts & Messages				My Favourites			
DASHBOARD						A 🗇 🕂 Favourites			
SunWaterOnline	Dashboard								
Welcome to SunWaterC	Inline.								
Customer Accounts	- Current								
Customer Account	Contract Name		Scheme		Amount Owing	Water Accounts Total			
3			Proserpine	River	1236.37	1			
3			Proserpine	River	3624.23	1			
Alerts & Messag	es								
Alerts and message	s, 5 most recent								
Reminder: Overdu	e Sunwater Account Balance				20 Jun 20	20			
Reminder: Overdu	e Sunwater Account Balance				20 Jun 20	20			

Viewing Temporary Transfer requests

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

sunw	ater		Contact Us HELP Home			
Dashboard	ne My Contact Details	Alerts & Messages	Quick Links	Customer Accounts My Favourites		
DASHBOARD				Cust. Acc. #3		
SunWaterOnline	Dashboard					
Welcome to SunWaterOr	nline.			Cust. Acc. #3		
Customer Accounts -	Current					
Customer Account	Contract Name		Scheme	Cust. Acc. #3		
3			Proserpine			
3			Proserpine	Cust. Acc. #3		
3			Proserpine			
3			Proserpine R	liver 0.00 1		

2. From the left-hand menu, select 'Water Account', 'Temporary Transfer' then 'Temporary Transfers'

Sunwater Online Dashboard My Cont	act Details Ale	rts & Mes	sages (Juick Links	Customer	<u>Centact Ua</u> Welcome bac Accounts	∣ <u>⊨</u> ĸ MyF	ELP Home Logest? avourites
Cust. Acc. #3 CUSTOMER ACCOUNT DETAILS	CUSTOMER ACCOUNT SUMM	ary	Overview			A A	0	= Favourites
VIEW INVOICES WATER STATEMENTS WATER ACC. #1	Account # Accou	unt Name	Scheme Proserpine Riv	A Pr	Amount Owing 1236.37	Water Accounts	Total 1	
	Water Orders Request Carryover Transactions & Water Authorities View Financial Transaction	D D ns			Role Delegate - Billing (Principal Account Principal Account Delegate - Solicito	Contact Holder Holder		
© Sunwater Privacy Right to Ir	& Financial History Temporary Transfers	Tempor New Tem Reques	ary Transfers mporary Transfer t	he River & P	leter Faust Dam	34	3.000	

This screen will display pending, approved and rejected temporary transfers requested on your water account. Choose the appropriate water account for more information.

SUNW Sunwater Onlir	ater ••						<u>Centact</u> Welcome	back	LP <u>Home</u> . <u>Logout?</u>
Dashboard	My Conta	ct Details	Alerts & Me	ssages	Quick Links	Customer A	ccounts	My Fa	vourites
ASHBOARD > CUST. AC	C. #: → W/	ATER ACC. #	> TEMPORARY TR	ANSFERS > TE	MPORARY TRANSFERS			KA* ⊕	+ Favourites
Cust. Acc. #3		Temporar	y Transfers						_
CUSTOMER ACCOUNT	DETAILS		Water Accou	Int					•
VIEW INVOICES WATER	R		WaterY	ear					•
WATER ACC. #1	•	Account Det	tails for Water Ac	count					
		Customer Account							
		Water Account Name Water Account Op	pen Account				O perational System		
		Pending Tem Status Requ	nporary Transfer uest Date Water	List for Wate	er Account Customer Account N	lame Price (\$/MI	L) Transfer	/olume (ML)
		Temporary T Effective Dat	ransfer History f te Water Accou	or Water Acc	count mer Account Name	Price (\$/ML)	Transfer Vo	lume (ML)	
		Rejected Ter	mporary Transfer	List for Wat	er Account '				
		Status	Date	Water Account	Customer Accoun	nt Name Pric (\$/I	e Tran: ML) (ML)	sfer Volume	,
		Rejected by SunWater		То			0.00		

Note: Should a temporary transfer show as a 'Rejected by Sunwater', this will be due to the transfer not meeting local operations eligibility criteria, the water account having an insufficient water balance or monies being overdue on the buyer's or seller's account. In this circumstance, a notification will be received to your preferred contact method, please contact customer support on 13 15 89, Monday-Friday 8.30am-4.30pm to discuss further.

Submitting a new temporary transfer request

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

sunwa	ater			Contact	is HELP Home			
Sunwater Onli	ne			Welcome back Lego				
		Alerts & Messages	Quick Links	Customer Accounts	My Favourites			
SunWaterOnline	Dashboard			Cust. Acc. #3	i i			
/elcome to SunWaterOr	sline.			Cust. Acc. #3				
Customer Accounts - Customer Account	Contract Name		Scheme	Cust. Acc. #3				
3			Proserpine					
3			Proserpine	Cust. Acc. #3				
3			Proserpine					
3			Proserpine Riv	er 0.00	1			

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

3. From the left-hand menu, select 'Water Account', 'Temporary Transfer' then 'New Temporary Transfer Request'

Sunwater Online						<u>Contact Us</u> Welcome back	HELP Home	
Dashboard My Cont	act Details	Alerts & Me	ssages	Quick Links	Customer	Accounts My	Favourites	
DASHBOARD > CUST. ACC. # >	CUSTOMER ACCOUNT	SUMMARY				$\wedge \wedge^*$	- Favourites	
Cust. Acc. #3	Customer A	ccount #	Overview	,			_	
CUSTOMER ACCOUNT DETAILS	Account Detai	ls					_	
VIEW INVOICES WATER STATEMENTS	Account #	Account Name	Scheme Proserpine R	A	mount Owing	Water Accounts Tot	al 1	
WATER ACC. #1	Meter Readings	55						
	Water Orders	Þ			Role			
	Request Carryover	ũ.	Delegate - Billing Contact					
	Transactions & Wal	ter D			Principal Account	Holder		
	Authorities				Principal Account	Holder		
	View Financial Tran & Financial History	isactions			Delegate - Solicito	ir.		
	Temporary Transfe	rs D Temp	orary Transfers	he River & Pe	eter Faust Dam	348.00	00	
© Sunwater Privacy Right to In	formation Terms	New Requ	lemporary Transf est	er				

- Select if you are buying or selling water.
 Note: If you are transferring water between accounts, the buyer is the account receiving the water and the seller is the account the water is being transferred from.
- 5. Check the **water account** populated is the correct water account you would like to transfer water from/to
- 6. Select the water year the transaction applies to
- 7. Enter the buyer/seller's **water account**
- 8. Select 'Tab' or 'Search Account'
- 9. In the 'Transfer Details' section, enter the transfer volume price. You must enter a value, if you are not charging a value for the water, enter 0.
- 10. Read the Temporary Transfer Scheme Rules
- 11. Select 'Submit'

The transfer will then be available for the other person/party to accept. Note, if you are transferring water from one of your water accounts to another you will need to return to the dashboard and accept the transfer.

Sunwater Online				<u>Contac</u> Welcome	ttUs HELP Home a back <u>Logout?</u>
Dashboard My Conta	act Details	Alerts & Messages	Quick Links	Customer Accounts	My Favourites
DASHBOARD > CUST. ACC. #: > W	ATER ACC. #' >	TEMPORARY TRANSFERS → N	EW TEMPORARY TRANSFE	RREQUEST	A ⁺ A ⁺ Travourites
Cust. Acc. #3 CUSTOMER ACCOUNT DETAILS VIEW INVOICES WATER STATEMENTS WATER ACC. #1	<u>New Tempora</u> M	ry Transfer I am Buying Selling y Water Account Water Year)	SEAPCH	
		My Details	Seller's	Details	
	Water Account	Hy Details	Seller S	Details	
	Water Account Name				
	Water Account Status	Open Account	Open Ac	count	
	Customer Account				
	Customer Account Name				
	Scheme				
	Operation System	n			
	* To ensure that th Transfer	e balance displayed is up to d	ate, please enter a New M	eter Reading before requesting a Te	emporary
	Transfer Details	s - 01/07/2020 - 30/06/	2021		
		Transfer Volume		ML	
		Transfer Price \$		ML	
		Loss Volume ML Transfer Volume		ML ML	
			CALCULATE	t the <u>rules for Temporary Transfe</u>	<u>er</u> in this Scheme 🗖

SUBMIT

Accepting a temporary transfer submitted from another water account

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

SUDWater Opli	ater		Contact Un Welcome ba	; HELP Home	
Dashboard	My Contact Details	Alerts & Messages	Quick Links	Customer Accounts	My Favourites
DASHBOARD SunWaterOnline I	Dashboard			Cust. Acc. #3	
Welcome to SunWaterOr	line.			Cust. Acc. #3	
Customer Account	Contract Name		Scheme	Cust. Acc. #3	
3			Proserpine		
3			Proserpine	Cust. Acc. #3	
3			Proserpine		
3			Proserpine Ri	ver 0.00	1

2. From the left-hand menu, select 'Water Account', 'Temporary Transfer' then 'Temporary Transfers'

Sunwater Online Dashboard My Cont	act Details Alerts	& Messages	Quick Links	Customer	Contact Us Velcome back	HELP Home . Legent? Favourites
Cust. Acc. #3 Customer account details	CUSTOMER ACCOUNT SUMMARY	# Overvi	ew		K A* @	- Favourites
VIEW INVOICES WATER STATEMENTS WATER ACC. #1	Account # Account Meter Readings	Name Scheme Proserpin	Am e River	nount Owing 1236.37	Water Accounts Total	
	Water Orders P Request Carryover Transactions & Water P Authorities View Financial Transactions			Role Delegate - Billing C Principal Account H Principal Account H Delegate - Solicitor	entact folder folder	-
© Suriwater Privacy Right to In	Temporary Transfers	Temporary Transfer New Temporary Tran Request	ne River & Pet	er Faust Dam	348.000	

3. Navigate to the pending temporary transfer section and select the hyperlink 'Pending my acceptance' to view the temporary transfer.

Sunwater Online	er					<u>Contact Us</u> Welcome back	HELP Home
Dashboard My	Contact Details	Alerts & Mess	ages	Quick Links	Customer A	ccounts M	ly Favourites
DASHBOARD > CUST. ACC.	> WATER ACC. >	TEMPORARY TRANS	FERS > TEMI	PORARY TRANSFERS		A" A*	+ Favourites
Cust. Acc. #3	Temporary Tr	ansfers					
CUSTOMER ACCOUNT DETAIL	s	Water Account					~
VIEW INVOICES WATER		Water Year	01/07/2	020 - 30/06/2021			~
STATEMENTS							
WATER ACC. #1	Account Details	for Water Account					
	Customer Account						
	Water Account Name						
	Water Account Status	Open Account		Op Sy	erational Prose stem Faust	rpine River & Peter Dam	
	Pending Tempor	ary Transfer List f	or Water Ac	count			
	Status	Request Date	Water Account	Customer Acco Name	unt Price (\$/ML)	Transfer Volume (ML)	,
	Pending my acceptance	22 Jul 2020	From		0.	00 140	0.000

4. Review the temporary transfer information to confirm it's correct and select "Accept".

SUSTOMER ACCOUNT DETAILS	Temporary Transfer Aco	ount Details		
IEW INVOICES WATER		My Dotaile	Dissorte Dataile	
TATEMENTS		Pry Details	buyer's becaus	
	Water Account			
WATER ACC. #1	Water Account Name			
	Water Account Status	Open Account	Open Account	
	Customer Account			
	Customer Account Name	Customer Account Name		
	Scheme	Proserpine River	Proserpine River	
	Operational System	Proserpine River & Peter Faust Dam	Proserpine River & Peter Faust Dam	
	Transfer Details - 01 Jul 2020 to 30 Jun 2021			
	Loss Volume	0.0000 ML		
	Transfer Volume	10.0000 ML	10.0000 ML	
	Transfer Price	\$1.00 / ML		
	Total Sale Price	\$10.00		
	Transfer Statement			
	I acknowledge that a loss of reflects the actual volume	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 Bu delivery of the transfer vol period,	I acknowledge that the Buyer will be charged an Adjustment Fee by SunWater 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 t period,		
	Click the Accept button to above Conditions of Use ar processing this temporary request.	accept the Click the Reject button t d to complete this temporary transfer ransfer and to terminate further processing.	to reject request	