

Viewing Temporary Transfer requests

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

sunwater
Sunwater Online

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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 |
|----------------------|------------------|------------|
| Cust. Acc. #3 | | Proserpine |
| Cust. Acc. #3 | | Proserpine |
| Cust. Acc. #3 | | Proserpine |
| Cust. Acc. #3 | Proserpine River | 0.00 |

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

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DASHBOARD > CUST. ACC. # > CUSTOMER ACCOUNT SUMMARY

Cust. Acc. #3

CUSTOMER ACCOUNT DETAILS
VIEW INVOICES WATER
STATEMENTS
WATER ACC. #1

Customer Account # Overview

Account Details

| Account # | Account Name | Scheme | Amount Owing | Water Accounts Total |
|-----------|--------------|------------------|--------------|----------------------|
| | | Proserpine River | 1236.37 | 1 |

Role

- Delegate - Billing Contact
- Principal Account Holder
- Principal Account Holder
- Delegate - Solicitor

Temporary Transfers

- Temporary Transfers**
- New Temporary Transfer Request

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Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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

Temporary Transfers

Water Account: [Dropdown]

Water Year: [Dropdown]

Account Details for Water Account

Customer Account

Water Account Name

Water Account Status: Open Account Operational System

Pending Temporary Transfer List for Water Account

| Status | Request Date | Water Account | Customer Account Name | Price (\$/ML) | Transfer Volume (ML) |
|---------|--------------|---------------|-----------------------|---------------|----------------------|
| [Empty] | | | | | |

Temporary Transfer History for Water Account

| Effective Date | Water Account | Customer Account Name | Price (\$/ML) | Transfer Volume (ML) |
|----------------|---------------|-----------------------|---------------|----------------------|
| [Empty] | | | | |

Rejected Temporary Transfer List for Water Account

| Status | Date | Water Account | Customer Account Name | Price (\$/ML) | Transfer Volume (ML) |
|----------------------|------|---------------|-----------------------|---------------|----------------------|
| Rejected by SunWater | | To | | 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.

Customer Accounts

Customer Accounts - Current

| Customer Account | Contract Name | Scheme |
|------------------|---------------|------------------|
| [Redacted] | [Redacted] | Proserpine |
| [Redacted] | [Redacted] | Proserpine |
| [Redacted] | [Redacted] | Proserpine |
| [Redacted] | [Redacted] | Proserpine River |

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

The screenshot shows the Sunwater Online interface. At the top, there's a navigation bar with 'Sunwater Online' and links for 'Contact Us', 'HELP', 'Home', 'Welcome back', and 'Logout?'. Below this is a secondary navigation bar with 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The main content area is titled 'CUSTOMER ACCOUNT SUMMARY' and includes a left-hand menu with 'WATER ACC. #1' selected. A dropdown menu is open under 'Temporary Transfers', showing 'New Temporary Transfer Request' as an option. The main content area displays account details for 'Proserpine River' and a table of roles.

| Account # | Account Name | Scheme | Amount Owning | Water Accounts Total |
|-----------|--------------|------------------|---------------|----------------------|
| | | Proserpine River | 1236.37 | 1 |

| Role |
|----------------------------|
| Delegate - Billing Contact |
| Principal Account Holder |
| Principal Account Holder |
| Delegate - Solicitor |

- 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.
- Check the **water account** populated is the correct water account you would like to transfer water from/to
- Select the **water year** the transaction applies to
- Enter the buyer/seller's **water account**
- Select 'Tab' or 'Search Account'
- 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.
- Read the Temporary Transfer Scheme Rules
- 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.

Cust. Acc. #3 ----

CUSTOMER ACCOUNT DETAILS

VIEW INVOICES WATER

STATEMENTS

WATER ACC. #1 ----

New Temporary Transfer

I am Buying Selling

My Water Account

Water Year

Seller's Water Account

My Details

Seller's Details

Water Account

Water Account Name

Water Account Status Open Account

Open Account

Customer Account

Customer Account Name

Scheme

Operation System

My Balance

* To ensure that the balance displayed is up to date, please enter a New Meter Reading before requesting a Temporary Transfer

Transfer Details - 01/07/2020 - 30/06/2021

Transfer Volume ML

Transfer Price \$ ML

Loss Volume ML ML

Transfer Volume ML ML

I accept the [rules for Temporary Transfer](#) in this Scheme

Accepting a temporary transfer submitted from another water account

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

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DASHBOARD

SunWaterOnline Dashboard

Welcome to SunWaterOnline.

Customer Accounts - Current

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

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

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DASHBOARD > CUST. ACC. # > CUSTOMER ACCOUNT SUMMARY

Cust. Acc. #3

CUSTOMER ACCOUNT DETAILS

VIEW INVOICES WATER STATEMENTS

WATER ACC. #1

Meter Readings

Water Orders

Request Carryover

Transactions & Water Authorities

View Financial Transactions & Financial History

Temporary Transfers

Temporary Transfers

New Temporary Transfer Request

Customer Account # Overview

Account Details

| Account # | Account Name | Scheme | Amount Owing | Water Accounts Total |
|-----------|--------------|------------------|--------------|----------------------|
| | | Proserpine River | 1236.37 | 1 |

Role

Delegate - Billing Contact

Principal Account Holder

Principal Account Holder

Delegate - Solicitor

Proserpine River & Peter Faust Dam 348.000

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

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DASHBOARD > CUST. ACC. > WATER ACC. > TEMPORARY TRANSFERS > TEMPORARY TRANSFERS

Cust. Acc. #3 ---
CUSTOMER ACCOUNT DETAILS
VIEW INVOICES WATER STATEMENTS
WATER ACC. #1 ---

Temporary Transfers

Water Account [dropdown]
Water Year 01/07/2020 - 30/06/2021 [dropdown]

Account Details for Water Account

Customer Account

Water Account Name

Water Account Status: Open Account | Operational System: Proserpine River & Peter Faust Dam

Pending Temporary Transfer List for Water Account

| Status | Request Date | Water Account | Customer Account Name | Price (\$/ML) | Transfer Volume (ML) |
|---------------------------------------|--------------|---------------|-----------------------|---------------|----------------------|
| Pending my acceptance | 22 Jul 2020 | From | | 0.00 | 140.000 |

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

Cust. Acc. #3 ---
CUSTOMER ACCOUNT DETAILS
VIEW INVOICES WATER STATEMENTS
WATER ACC. #1 ---

Temporary Transfer Authorisation for Water Account

Temporary Transfer Account Details

| | My Details | Buyer's Details |
|-----------------------|------------------------------------|------------------------------------|
| Water Account | | |
| Water Account Name | | |
| Water Account Status | Open Account | Open Account |
| Customer Account | | |
| 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 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 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 billing period.

Click the Accept button to accept the above Conditions of Use and to complete processing this temporary transfer request.

Click the Reject button to reject this temporary transfer request and to terminate further processing.

ACCEPT
REJECT

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