

Sunwater Online Guide

Water ordering – creating, cancelling and amending water orders

SunwaterOnline Water Ordering is only available for the following Schemes: Barker Barambah, Bowen Broken Rivers, Burdekin Haughton, Callide Valley, Dawson Valley, Macintyre Brook, Mareeba Dimbulah, Nogoia Mackenzie, Proserpine River, St George and Upper Condamine.

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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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

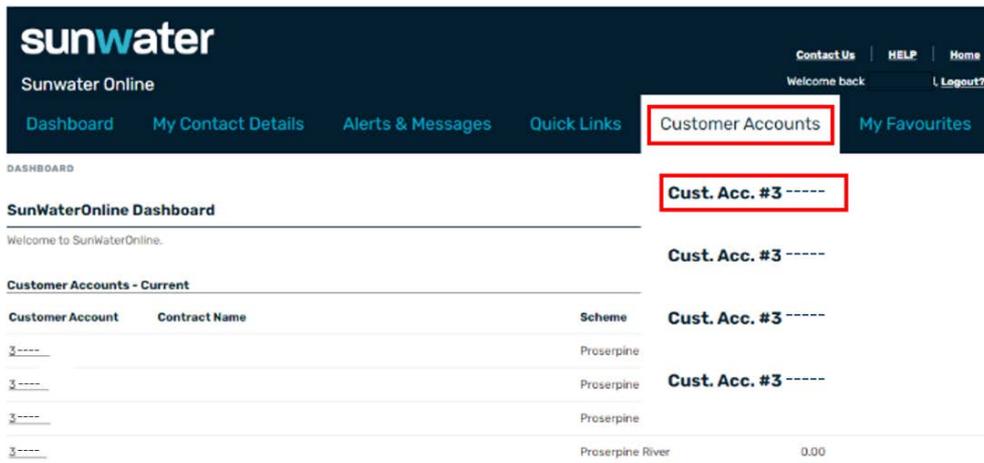
Alerts & Messages

Alerts and messages, 5 most recent

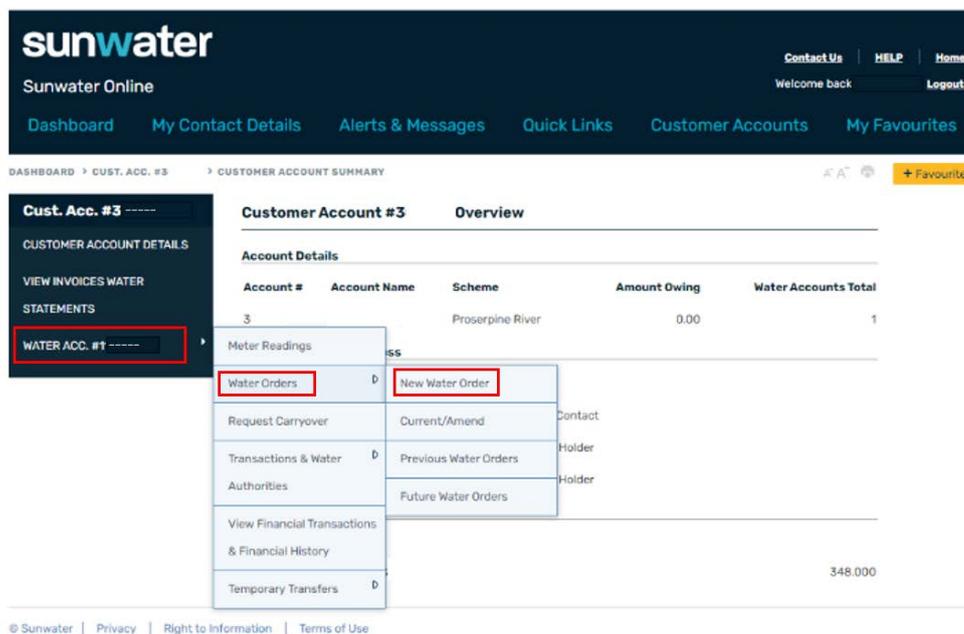
Reminder: Overdue Sunwater Account Balance	20 Jun 2020
Reminder: Overdue Sunwater Account Balance	20 Jun 2020

Creating a new water order

1. Select the customer account you will be using for the water order.



2. Navigate to the left-hand menu on the account summary, select the water account number, 'Water Orders' and then 'New Water Order'.



3. Select the correct offtake from the Offtake dropdown list. If the Offtake wish to use isn't displaying, please double check you have selected the correct customer and water account number.
4. Enter the Water Order details:
 1. Start Date (this cannot be earlier than the Notice Period Date displayed on the screen).
 2. Start Time.
 3. Duration.
 4. The End Date and Time will automatically populate based on the duration you enter. Alternatively, you can enter the End Date and Time and this will then automatically populate the duration.

5. Flow rate (this is the volume you require for each 24-hour period).
6. Product (this defaults to the last product used).
7. Meter read (this field is mandatory if the product chose is different to the last product used).

Note: You can repeat the order if required

8. Select 'Submit', then 'Ok'.

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

DASHBOARD > CUST. ACC. # > WATER ACC. # > WATER ORDERS > NEW WATER ORDER

Cust. Acc. #3

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

New Water Orders
Select an offtake to create a new Water Order.

Water Account
Offtake

Account Details for Water Account

Operational System	Proserpine River & Peter Faust Dam	Max. Order Registration	90 days
Remaining Allocation Water	348.000 ML	as at	01 Jun 2020

Water Order Details for Water Account

Offtake Number
Location
Notice Period: 04 Jun 2020 09:00
Start Date
Start Time (hh:mm)
Duration(hh)
End Date
End Time (hh:mm)
Flow Rate (ML/Day)
Volume
Repeat Order
Repeat
Every
Products
Meter Read

SUBMIT

Amending a current water order

1. Select the account you process the applicable water order with.

The screenshot shows the Sunwater Online dashboard. The 'Customer Accounts' menu item is highlighted with a red box. Below it, a table lists current customer accounts. The first row is highlighted with a red box.

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

2. Navigate to the left-hand menu on the account summary, select the water account number, 'Water Orders' and then 'Current/Amend'.

The screenshot shows the Sunwater Online account summary page. The 'Water Orders' menu item is highlighted with a red box. The 'Current/Amend' option is also highlighted with a red box.

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

3. Select the 'Amend' hyperlink.

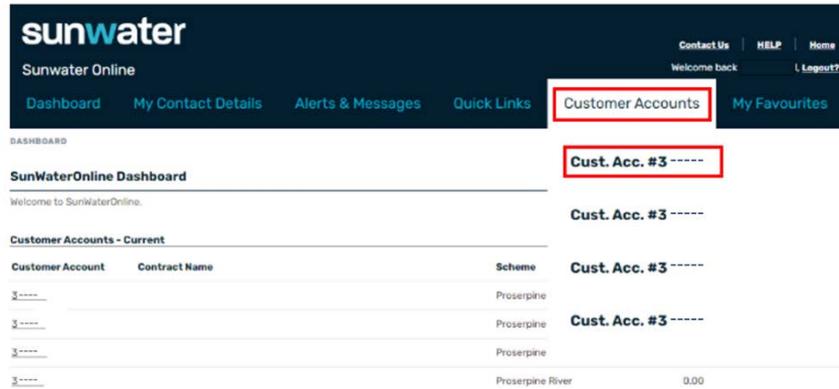
The screenshot shows the Sunwater Online interface. At the top, there's a navigation bar with 'sunwater' logo and links for 'Contact Us', 'HELP', 'Home', 'Welcome back', and 'Logout?'. Below this is a secondary navigation bar with 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The main content area is titled 'Current and Future Water Orders' and includes a '+ New Water Order' button. A table lists water orders with columns for start/end dates, status, flow rate, and volume. One order is highlighted with a red box around the 'Amend' link. Below the table, there's a 'CANCEL ORDERS' button and a note: 'Current water orders are those that are Active and into the future at the time the page is being viewed.'

4. Edit the fields you would like to amend then select 'Submit'.

The screenshot shows the 'Amend Water Orders' form. It includes a section for 'Offtake Details for Offtake' with 'Operational System' set to 'Proserpine River & Peter Faust Dam' and 'Notice Period' set to '04/06/2020 09:00'. Below this is the 'Water Orders for Offtake' section with various input fields: 'Start Date' (10/06/2020), 'Start Time (h:mm)' (08:00), 'Duration(hh)' (4), 'End Date' (10/06/2020), 'End Time (h:mm)' (12:00), 'Status' (ACTIVE), 'Flow Rate (ML/Day)' (10.000), 'Volume' (1.667ML), and 'Meter Read' (111128.000). At the bottom, there are 'CANCEL' and 'SUBMIT' buttons, with the 'SUBMIT' button highlighted with a red border.

Canceling a future water order

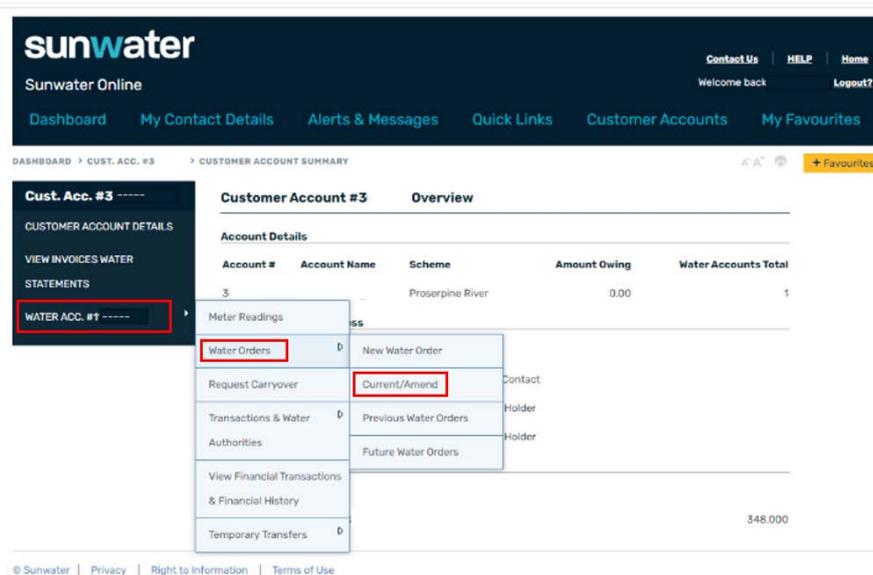
1. Select the account you process the applicable water order with.



The screenshot shows the Sunwater Online Customer Accounts page. The 'Customer Accounts' link in the top navigation bar is highlighted with a red box. Below it, the 'Cust. Acc. #3' link is also highlighted with a red box. The main content area displays a table of current customer accounts.

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

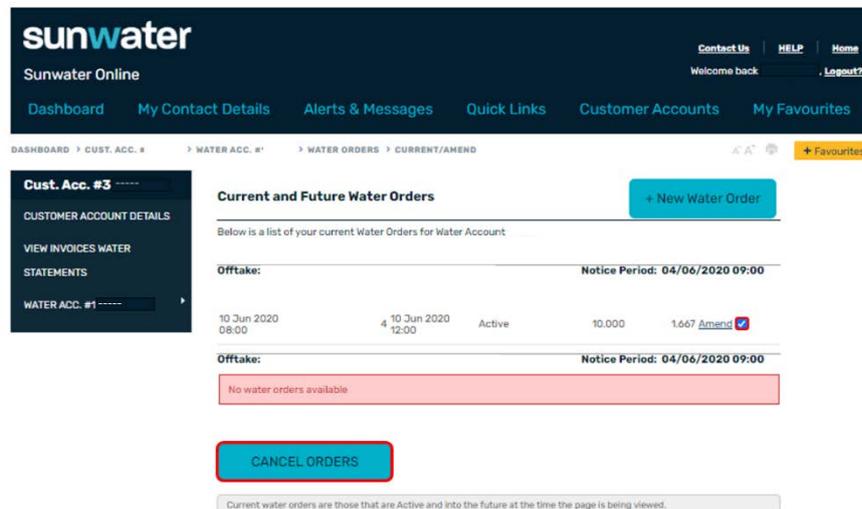
2. Navigate to the left-hand menu on the account summary, select the account number, 'Water Orders' and then 'Current/Amend'.



The screenshot shows the Sunwater Online Customer Account Summary page. The 'Water Acc. #1' link in the left-hand menu is highlighted with a red box. The 'Water Orders' link is also highlighted with a red box, and the 'Current/Amend' sub-link is highlighted with a red box. The main content area displays the 'Customer Account #3 Overview' page.

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

3. Select the tick box, then 'Cancel' and 'Ok'.



The screenshot shows the Sunwater Online Current and Future Water Orders page. The 'Cancel Orders' button is highlighted with a red box. The page displays a table of current water orders.

Offtake:	Notice Period:
10 Jun 2020 08:00	04/06/2020 09:00
4 10 Jun 2020 12:00	Active
10.000	1.667 Amend <input checked="" type="checkbox"/>

Phone: 13 15 89

Email: customersupport@sunwater.com.au

Visit: www.sunwater.com.au

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