



# Water Ordering Instruction Manual

MAKING WATER WORK

# Water Ordering with SunWater has never been easier

SunWater's water ordering telephone and online facilities are at your fingertips 24 hours a day, 7 days a week.

That means greater choice and flexibility for you when you need to order water, simply dial **13 15 89** or log into **[www.sunwater.com.au](http://www.sunwater.com.au)**.

The SunWater **Integrated Voice Response** (IVR) system (or Phone Water Ordering) puts you in control of your water and business, allowing you to place water orders by means of a simple phone call to **13 15 89**.

Similarly, the SunWaterOnline water ordering facility is quick and effortless. At the click of a button, SunWaterOnline allows you to place a new water order, view your current water orders, cancel future orders and manage your water orders via a secure Internet site.

Simply dial **13 15 89** to order over the phone.

Or, log on to SunWaterOnline at **[www.sunwater.com.au](http://www.sunwater.com.au)** and see for yourself how easy water ordering can be.

## Key SunWater Contacts

|                                 |   |
|---------------------------------|---|
| Phone                           | <b>13 15 89</b>   |
| 24 Hour Emergency               | <b>13 15 89</b>   |
| To report a delivery problem    | <b>13 15 89</b>   |
| To report a maintenance problem | <b>13 15 89</b>   |
| Web                             | <b><a href="http://www.sunwater.com.au">www.sunwater.com.au</a></b>                         |
| Email                           | <b><a href="mailto:customersupport@sunwater.com.au">customersupport@sunwater.com.au</a></b> |

# IVR Instructions

The instructions over the following pages will help you speed through the IVR menus when you are:

- Lodging water orders
- Reporting emergencies and/or faults
- Seeking Support

If you are familiar with the menus you can key in your menu option as soon as you hear the welcome message. This will speed up the process as you need not wait to hear the entire list of options.

To access phone ordering (IVR), you will require a **Login ID** and **PIN**. If you do not have a Login ID and PIN, please call Customer Support on 13 15 89 and you will be issued with a new Login ID and PIN.

Please write you Login ID and PIN here for easy reference.

Login ID \_\_\_\_\_

PIN \_\_\_\_\_

**Note:** When using phone ordering you may be asked to choose the “offtake menu option”, and not the full offtake number. The IVR will read out the offtake numbers and the corresponding menu option numbers. You may write these numbers in the table on the following page for easy reference.





## IVR Instructions

To use the IVR water ordering system, start by dialling **13 15 89** then press 3.

**Please Note: if you need to report an emergency or a fault, Press 1 on the main menu. This will direct you straight to our Customer Support Team or to our After Hours Emergency line.**

Ensure that you have your Login ID, PIN and offtake numbers handy.

When you dial the IVR system, voice prompts will guide you. These prompts will give you an example of how information should be entered.

## IVR Menu Options

### Main Menu Options

- For an Emergency or to report a fault **Press 1**
- To pay a bill using a credit card **Press 2**
- For Water Orders **Press 3**
- To speak with Customer Support or for help **Press 0**
- To repeat option at any time **Press 8**

### Water Orders Main Menu Options

- To place a new Water Order **Press 1**
- To vary a finish time or stop a current water order **Press 2**
- To cancel a future water order **Press 3**
- To hear broadcast messages **Press 4**
- To change your four digit pin **Press 5**
- For help for the water ordering system **Press 0**
- To return to the previous menu **Press \*(star)**

## How to Place a New Water Order

1. Start by **Pressing 3** for Water Ordering
2. Enter your **Login ID**, followed by the hash key (#)
3. Enter your **PIN**, followed by #
4. **Press 1** for new Water Order
5. Choose your Offtake Number from the options provided, followed by #  
*If you have more than one offtake the system will ask you this question*
6. Enter
  - The **Start Date**, followed by #  
*In ddmm format (Eg. 12th April 2009 is entered as 1204#)*
  - The **Start Time**, followed by #  
*In whole hours in 24 hour time (Eg. 1pm is entered as 1300#)*
  - The **Duration**, followed by #  
*In hours (Eg. 24 hours is entered as 24#)*
  - The **Flow rate (in ML/day)**, followed by #  
*Use \* to enter a decimal point (Eg. 8 megalitres per day is entered as 8#; 2.5 Megalitres per day is entered as 2\*5#)*
  - The **Water Product** followed by #  
*If only one product available then system will default to Allocation Water, you will not need to select a water product*
  - To place a **Repeat Order** press 1 or to **continue** press 2  
*Can only place repeat orders for orders using Allocation Water*
    - To Repeat Order
      - Enter **How many times would you like to repeat the order**  
*(Eg. 5 times is entered as 5#)*
      - Enter **The number of days between each order**  
*(Eg. 2 days is entered as 2#)*
7. The IVR system will confirm your new water order by reading the information that you have entered
  - To Confirm Order – **Press 1**
  - To Change Information – **Press 2** and repeat the process

## How to Vary the Finish Time or to Stop a Current Water Order

1. Start by **Pressing 3** for Water Ordering
2. Enter your **Login ID**, followed by the hash key (#)
3. Enter your **PIN**, followed by #
4. **Press 2** to Vary the Finish Time or to Stop a Current Water Order
5. Choose your Offtake Number from the options provided followed by #  
*If you have more than one offtake the system will ask you this question*
6. To stop the water order as soon as possible **Press 1**  
*Your water order will stop at the Notice Period date and time.*
7. To enter a date and time at which the water order should be stopped **Press 2**
8. Enter
  - The date you want the water order stopped, followed by #  
*In ddmm format*
  - The time you want the order stopped, followed by #  
*In whole hours, in 24 hour time*
9. The IVR will confirm your request by replaying the information you entered.
  - To Confirm Order – **Press 1**
  - To Change Information – **Press 2** and repeat the process

**Note:** If the details that you have entered are inside your notice period the system will not allow you to stop your water order. Please contact SunWater on **13 15 89** to arrange an acceptable stop time/date.

## How to Cancel a Future Water Order

1. Start by **Pressing 1** for Water Ordering
2. Enter your **Login ID**, followed by the hash key (#)
3. Enter your **PIN**, followed by #
4. **Press 3** to Cancel a Future Water Order
5. Choose your Offtake Number from the options provided followed by #  
*If you have more than one offtake the system will ask you this question*
6. Choose your order number from the options provided  
*If you have more than one future order the system will ask you this question*

**Note:** You cannot cancel a water order unless the start date is outside the Notice Period. If you have any questions, please contact SunWater on **13 15 89**.

7. IVR will confirm your order cancellation by reading you the information you entered.
  - To Confirm your Cancellation – **Press 1**
  - To Change Information – **Press 2** and repeat the process.

## Special functions and IVR assistance

### How to Change your PIN

1. Start by **Pressing 3** for Water Ordering
2. Enter your **Login ID**, followed by the hash key (#)
3. Enter your **PIN**, followed by #
4. **Press 5** to Change your PIN
5. Enter your new four digit PIN, followed by #
6. Re-enter your new four digit PIN followed by #
7. The IVR will confirm your PIN has changed successfully

**Note:** Please record your new PIN

## Special functions and IVR assistance

### How to Listen to Broadcast Messages

1. Start by **Pressing 3** for Water Ordering
2. Enter your **Login ID**, followed by #
3. Enter your **PIN**, followed by #
4. **Press 4** to Listen to All Broadcast Messages

**Note:** Broadcast Messages are announcements of Planned Shutdowns, Interruption Failures, Rainfall Events

### How to Get Help for the Water Ordering System

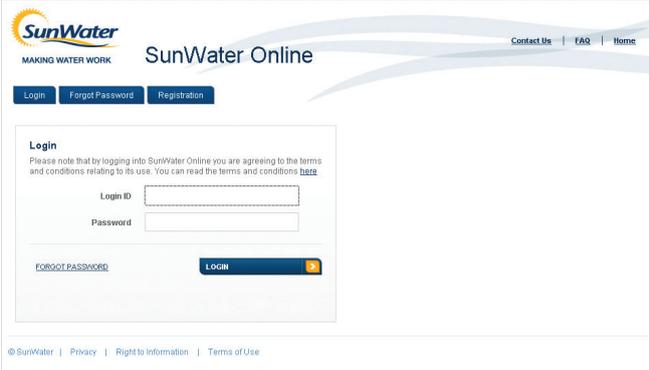
1. Start by **Pressing 1** for Water Ordering
2. Enter your **Login ID**, followed by the hash key (#)
3. Enter your **PIN**, followed by #
4. To get Help for the Water Ordering system Press 0 and you will be transferred to Customer Support

## SunWaterOnline Instructions

Ordering water online is another convenient way to manage your water needs.

To access SunWaterOnline, you will require a **Login ID** and **Password**. If you do not have a Login ID and Password please call Customer Support on 13 15 89 and you will be issued with a new Login ID and password.

1. Go to [www.sunwater.com.au](http://www.sunwater.com.au)
2. Click SunWaterOnline
3. Log in by entering your **Login ID** and **Password**, and click the Login button



The screenshot shows the SunWater Online login interface. At the top left is the SunWater logo with the tagline "MAKING WATER WORK". To the right of the logo is the text "SunWater Online" and navigation links for "Contact Us", "FAQ", and "Home". Below the logo are three buttons: "Login", "Forgot Password", and "Registration". The main content area is titled "Login" and contains a message: "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](#)." Below this message are two input fields: "Login ID" and "Password". At the bottom of the form are two buttons: "FORGOT PASSWORD" and "LOGIN". The footer of the page contains the text "© SunWater | Privacy | Right to Information | Terms of Use".

## How to Place a New Water Order

1. Select your **Customer Account**
2. Select your **Water Account** then click **Water Orders**
3. If you have more than one Offtake please select from the drop down menu
4. Select **New Water Order**

### Current Water Orders + New Water Order

Below is a list of your current Water Orders. Select an Offtake to view its Water Orders.

Offtake

▼

|                                     |                             |                                |                              |
|-------------------------------------|-----------------------------|--------------------------------|------------------------------|
| <b>Location</b>                     |                             | <b>Meter Number</b>            | 10032208                     |
| <b>Operational System</b>           | Barker Barambah CK & BP Dam | <b>Notice Period</b>           | 15/05/2013 18:30             |
| <b>Allocation Water Usage (YTD)</b> | 100.000                     | <b>Other Water Usage (YTD)</b> | No Other Water Usage to Date |

| Start Date/Time   | Duration(Hrs) | End Date/Time        | Status | Flow Rate (ML/Day) | Volume (ML) | Cancel |
|-------------------|---------------|----------------------|--------|--------------------|-------------|--------|
| 20 May 2013 08:00 |               | 48 22 May 2013 00:00 |        | 5.000              | 10.000      |        |

5. Enter

- Start Date
- Start Time
- Duration

*The End Date and End Time will be automatically completed from the data that you enter*

- Flowrate

*The Volume will then automatically calculate*

- Product

*This will default to the last product used*

- Meter Read

*Only required if the product chosen is different to the last product that was used*

6. You have an option to repeat your order. How many times would you like to repeat the order and the number of days between each order

7. Click **Submit**

8. Click **OK**

9. Your new order will be confirmed on the following page

**Water Order Details for Water Account 120022**

Offtake Number

Location

Notice Period

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**

## How to Modify a New Water Order

1. Select your **Customer Account**
2. Select your **Water Account** then click **Water Orders**
3. Select your Offtake Number from the drop-down menu
4. All your Current Water Orders will display
5. Click **Amend** on the Water Order you wish to amend

### Current Water Orders

+ New Water Order

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Below is a list of your current Water Orders. Select an Offtake to view its Water Orders.

Offtake  ▼

|                                     |                             |                                |                              |
|-------------------------------------|-----------------------------|--------------------------------|------------------------------|
| <b>Location</b>                     |                             | <b>Meter Number</b>            | 10032208                     |
| <b>Operational System</b>           | Barker Barambah CK & BP Dam | <b>Notice Period</b>           | 15/05/2013 18:30             |
| <b>Allocation Water Usage (YTD)</b> | 100.000                     | <b>Other Water Usage (YTD)</b> | No Other Water Usage to Date |

| Start Date/Time   | Duration(Hrs) | End Date/Time     | Status | Flow Rate (ML/Day) | Volume (ML) |                                | Cancel |
|-------------------|---------------|-------------------|--------|--------------------|-------------|--------------------------------|--------|
| 20 May 2013 08:00 | 48            | 22 May 2013 00:00 |        | 5.000              | 10.000      | Amend <input type="checkbox"/> |        |
| 27 May 2013 09:00 | 48            | 29 May 2013 09:00 |        | 5.000              | 10.000      | Amend <input type="checkbox"/> |        |

6. This will take you to the Amend Water Order screen.  
Enter the required changes
7. Click **Submit**
8. Your Water Order changes will be confirmed on the following page. If the details are correct, click **Confirm Details**

**Note:** You cannot modify a water order unless the changes are outside the Notice Period. To alter the flow rate, end the current Water Order and submit a new order for the revised flow rate.

### Amend Water Orders

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**Offtake Details for Offtake 68837**

|                           |                             |                      |                  |
|---------------------------|-----------------------------|----------------------|------------------|
| <b>Operational System</b> | Barker Barambah CK & BP Dam | <b>Notice Period</b> | 15/05/2013 18:30 |
|---------------------------|-----------------------------|----------------------|------------------|

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**Water Orders for Offtake 68837**

|                    |            |
|--------------------|------------|
| Start Date         | 20/05/2013 |
| Start Time (hh:mm) | 08:00      |
| Duration(hh)       | 48         |
| End Date           | 22/05/2013 |
| End Time (hh:mm)   | 00:00      |
| Status             |            |
| Flow Rate (ML/Day) | 5.000      |
| Volume             | 10.000ML   |
| Meter Read         |            |

< CANCEL SUBMIT >

## How to Cancel a Future Water Order

1. Select your **Customer Account**
2. Select your **Water Account** then click **Water Orders**
3. Select your Offtake Number from the drop-down menu
4. All your Current Water Orders will display
5. Tick the box under **Cancel** on the Water Order that you wish to cancel
6. Select **Cancel Orders**
7. If correct, click **OK**
8. Your Cancelled Water Order will be confirmed

**Current Water Orders** + New Water Order

Below is a list of your current Water Orders. Select an Offtake to view its Water Orders.

Offtake

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|   |                                |                              |
|---|--------------------------------|------------------------------|
| <b>Location</b>                             | <b>Meter Number</b>            | 10032208                     |
| <b>Operational System</b>                   | <b>Notice Period</b>           | 15/05/2013 18:30             |
| <b>Allocation Water Usage (YTD)</b> 100.000 | <b>Other Water Usage (YTD)</b> | No Other Water Usage to Date |

| Start Date/Time   | Duration(Hrs) | End Date/Time     | Status | Flow Rate (ML/Day) | Volume (ML) | Amend                          | Cancel                                     |
|-------------------|---------------|-------------------|--------|--------------------|-------------|--------------------------------|--|
| 20 May 2013 08:00 | 48            | 22 May 2013 00:00 |        | 5.000              | 10.000      | Amend <input type="checkbox"/> | Cancel <input checked="" type="checkbox"/> |
| 27 May 2013 09:00 | 48            | 29 May 2013 09:00 |        | 5.000              | 10.000      | Amend <input type="checkbox"/> | Cancel <input type="checkbox"/>            |

CANCEL ORDERS
>

**Note:** You cannot cancel a water order unless the start date is outside the Notice Period.

## How to Enter a New Meter Reading

1. Select your **Customer Account**
2. Select your **Water Account** then click **Meter Readings**
3. Select your Offtake Number from the drop-down menu
4. Click the **New Meter Reading** button. The New Meter Reading screen displays.
5. Select the radio button for the type of product reading you want to enter.
6. Enter the **Reading Date** of the meter read using the calendar.
7. Enter the meter **Reading** (you must delete the zeros and then enter the current numbers on your meter).

8. Select **Calculate Usage** to check the volume to be applied.  
**Click Over Box** – only tick this box when the meter has gone passed it's maximum value (example: last read 9999 new read 0001)

- Reading

*Current (1 reading) is used when entering a read for the same water product as the previous read*

*New (1 reading) is used when entering a read for a different water product as the previous read*

*New (2 readings) is used when entering 2 readings for a different water product as the previous read e.g. when entering a start and end reading for water harvesting.*

**New Meter Reading for Offtake 68837**

Type of Product Reading  Current (1 reading)  New (1 reading)  New (2 readings)

Product Currently Used Allocation Water

|                  | Product Used     | Reading Date | Reading | Click Over               | Usage (ML)                            |
|------------------|------------------|--------------|---------|--------------------------|---------------------------------------|
| Previous Reading | Allocation Water | 13 May 2013  | 2907.00 |                          |                                       |
| Reading          | Allocation Water | 14/05/2013   | 2915.00 | <input type="checkbox"/> | <a href="#">Calculate Usage</a> 8.000 |

Meter readings submitted may have a financial impact. If you have any enquires please contact SunWater Customer Service Centre.

**SUBMIT**

**Note:** After confirming your meter reading, your Water Transaction Summary and Allocation Water Usage will be updated automatically.

# How to View Broadcast Messages

Select **Alerts & Messages**

*This will display all alerts and messages including any announcements for Planned Shutdowns, Interruption Failures and Rainfall Events.*

**SunWater**  
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SunWater Online

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**You are here:** [Dashboard](#) > [Alerts & Messages](#)

### Alerts & Messages

| Alerts and messages              |             |
|----------------------------------|-------------|
| Water Order Cancellation         | 14 May 2013 |
| New Water Order Request Accepted | 14 May 2013 |
| New Water Order Request Accepted | 14 May 2013 |
| Password updated                 | 14 May 2013 |





Phone 13 15 89  
[www.sunwater.com.au](http://www.sunwater.com.au)