

# SunwaterOnline Enhancements

## Coming into effect Tuesday, 13 August 2019

Based on feedback gathered during our Customer Reference Groups, we have made it easier to order water through our online portal. The new functionality includes:

- Water orders can be viewed at a water account level** rather than only seeing water orders for a selected offtake. This has been applied to the following pages;
  - Current/Amend
  - Previous Water Orders
  - Future Water Orders

You are here: [Dashboard](#) > [Cust. Acc. #303908](#) > [Water Acc. #104048](#) > [Water Orders](#) > [Current/Amend](#)

**Cust. Acc. #303908**

- CUSTOMER ACCOUNT DETAILS
- VIEW INVOICES WATER STATEMENTS
- WATER ACC. #104048
- WATER ACC. #108422
- WATER ACC. #123764

### Current and Future Water Orders + New Water Order

Below is a list of your current Water Orders for Water Account 104048

Offtake ██████████, Selkirk Notice Period 26/09/2018 12:00

Start Date/Time	Duration(Hrs)	End Date/Time	Status	Flow Rate (ML/Day)	Volume (ML)	Cancel
26 Sep 2018 12:00	24	27 Sep 2018 12:00	Active	1.000	1.000	Amend

Offtake ██████████, Ayr Notice Period 26/09/2018 12:00

Start Date/Time	Duration(Hrs)	End Date/Time	Status	Flow Rate (ML/Day)	Volume (ML)	Cancel
30 Sep 2018 17:00	48	02 Oct 2018 17:00	Active	0.500	1.000	Amend <input type="checkbox"/>

**CANCEL ORDERS** >

Current water orders are those that are Active and into the future at the time the page is being viewed.

- Temporary transfers between water accounts associated with the same customer accounts made easier** (you must be a Principal Account Holder on both accounts), you don't have to self-accept/reject as if you were transferring between to separate parties. The temporary transfer then follows the normal approval process. A confirmation email will still be received.

### 3. Minor improvements

- Populating account details when a water account number is entered** for new temporary transfers. This was in place but there is now clear instruction to press search which activates this functionality.
- Navigating a new water order is now easier.** When creating a new water order the issue with the fields causing the page to refresh to load the new data has been fixed. You will no longer be taken to the top of the page.