

Proserpine River Water Supply Scheme

Changes to customer water ordering

5 November 2020

Dear customer,

Sunwater wish to advise that water ordering in the Proserpine River Water Supply Scheme will be moving to Sunwater's online and interactive voice response (IVR) self-service platforms from Friday 4 December 2020.

Calls made to (07) 4947 2528 will be diverted to our Customer Service team who can assist with water ordering if customers are unable to place an order online.

We encourage customers to use our self-service options to order water. Sunwater Online is available to customers 24 hours a day, seven days a week via a secure online portal. This system puts you in control of your water and business, allowing you to place water orders at any time of day by calling 13 15 89 or accessing online.sunwater.com.au/Login. Customers can also order water using the Customer App, available for download on the Apple and Google Play Stores.

To register for our IVR or Sunwater Online, call 13 15 89 Monday to Friday between 8:30am and 4:30pm or email the below information to customersupport@sunwater.com.au:

- Sunwater customer account number
- Full name
- Date of birth
- The address on file for the account
- The preferred platform of registration for (IVR or Sunwater Online).

Once registration is complete, you will be provided with further instructions on placing a water order via your chosen platform.

If you have already registered for Sunwater Online and would like assistance placing a water order, refer to the following online guide: bit.ly/3mojpt6

Sunwater will be available at the Canegrowers Office (Board Room), 88 Main Street Proserpine QLD 4800, on Thursday 19 November 2020. We encourage you to attend a session for a practical demonstration on how to use Sunwater Online, the Customer App and the IVR self-service and to ask any questions you may have regarding the platforms. Further details on session times are available below.

Location	Date	Time
Proserpine Canegrowers Board Room	Thursday 19 November 2020	09:00am – 11:00am
Proserpine Canegrowers Board Room	Thursday 19 November 2020	12:00pm – 2:00pm

If you require more information regarding this update, please contact Sunwater Customer Engagement Lead Manesh Magan on 0447 400 085 Monday to Friday between 8:30am and 4:30pm.

Yours sincerely,

David Hayes
Operations Manager, Burdekin