

2019-2020 START OF WATER YEAR ANNOUNCED ALLOCATION FOR 1 JULY 2019

From 1 July 2019 Sunwater will calculate the start of water year Announced Allocations for 2019-2020 and will publish the announcements accordingly. Customer notifications will be provided by email and/or SMS and will be made available on the Sunwater website. Please call us on 13 15 89 if you need to update your contact details.

UNAUTHORISED USE

After Sunwater receives the final meter reads for the 2018-2019 water year, we will give you an opportunity to remedy the breach before the 2018-2019 water year is closed off if you have a negative balance. You will receive an SMS and/or email to remedy the over use within 3 business days. To do this you need to arrange a temporary transfer from someone who has any 2018-2019 water left over in their account. Please do not hesitate to contact your Customer Support Team if you need any assistance.

If you need any more information, our “Unauthorised Use Policy” can be found on our website under “Home> Customer> Managing your account> Water orders and account balances” or via <https://bit.ly/31zmugb>.

END OF WATER YEAR METER READINGS

Sunwater will commence the final round of meter readings for the 2018-2019 water year towards the end of June.

Although Sunwater will read your meter/s during June if you wish to record water used up to and including the 30 June as being used in the 2018-2019 water year, you have the option of providing your final meter reading for each offtake to Sunwater by SunwaterOnline, email, fax or telephone. Alternatively, you can take a photo of your meter dial/s and email the photo/s to the Customer Support team ensuring each photo is identified with an offtake number. These reads must be received **no later than Close of Business on Tuesday 2 July 2019**. (Refer to Sunwater contact details below for ways you can provide these reads to us).

Please Note: Any readings received after this time will not be considered in the 2018-2019 water year.

END OF YEAR TEMPORARY TRANSFER APPLICATIONS

Please ensure applications are submitted at least two (2) working days prior to 30 June 2019. Sunwater will send approval/refusal notification to the buyer and seller. For a smooth process ensure that all accounts are paid in full and that the application has been signed by all relevant parties.

SUNWATER MOVING TOWARDS PAPERLESS

Electronic Billing is better for our environment. Sign up today to receive your detailed invoice and water statement electronically - it's fast, secure and easy. Call us on 13 15 89 or email customersupport@Sunwater.com.au and we will arrange for a detailed invoice/water statement to be sent to you via email.

NEED TO UPDATE YOUR PERSONAL ACCOUNT DETAILS

As an important customer, we want to ensure your details are always up-to-date so we can send you the latest Sunwater news and scheme information. This is more important now with the use of SMS messaging and emails, as such, please ensure we have your current mobile phone number and/or email address. To update your information, simply log into SunwaterOnline, contact us on 13 15 89 or email customersupport@Sunwater.com.au