



southern
water

Information Sheet

Shark Point Road Water Point

How does the system work

To obtain water from this site, you will need to obtain a prepaid E-Key. An E-Key allows users to access water up to the value of their prepaid credit limit. As you use water, credits are automatically deducted from your account. Users are able to periodically top up their E-Key through an over-the-phone credit card payment. Full instructions on using the key and accessing water are located on site.

How do I obtain an E-Key

Prepaid E-Keys may be accessed in either of two ways listed below.

1. Obtaining a prepaid E-Key from the Sorell Chemmart Pharmacy

The Sorell Chemmart Pharmacy sells pre-paid keys on behalf of Southern Water. You will need to obtain and complete a registration form at the Sorell pharmacy, and pay the application fee of \$50. This covers registration and a security deposit, and \$20 of credit installed, allowing you to use the E-Key straight away.

OR

2. Direct application to Southern Water for the issue of an E-Key,

Download and complete an application form from our website at www.southernwatertas.com.au/your-business and return this to Southern water with payment. We will then arrange to mail your E-Key out to you.

How do I add credits to my E-Key

Users can add credit to their pre-paid E-Key in two ways.

Either directly over the phone by contacting AVDATA during business hours on 02 6262 8111 with their Credit Card details and E-Key number.

OR

By direct deposit to AVDATA via the internet or at any Commonwealth Bank branch, using the following details.

BSB: 062 904
acct: 1020 7221

in the reference, quote your: KEY NUMBER and SURNAME.

If the customer would like the water updated within 24 hours they will need to fax through the receipt to 02 6262 8119 otherwise it will normally take 48 hours to update.

NOTE: a \$5.50 processing charge will be applied to each credit top-up.

How can I tell how much credit is left on my E-Key

The red light on the controller will start flashing to advise if you have less than \$5 credit remaining. It will remain illuminated when credit has expired. AVDATA can advise you of your actual credit balance.

What if I run out of credit?

If you run out of credit, the system will stop supplying you water. You will need to make arrangements to add more credit if you wish to continue using your e-Key.

Who do I return my E-Key to if I no longer require it?

If you no longer require your E-Key, you should arrange to return it to Southern Water to receive a refund of any remaining credits. Keys may be left at Sorell Chemmart for us to collect. PLEASE NOTE that the Sorell Chemmart is not able to provide any refund directly to you. They will simply notify us that the key has been returned, and we will then arrange to collect it and post any refund to you.

Troubleshooting Supply Problems?

If supply is denied, or ceases during operation, any one or more of the following may have occurred.

1. No water comes out when I select an outlet.
 - The tap is turned off – ensure tap is open
 - User not following correct operating instructions – *try again*
 - A power failure has occurred – *do any lights work? Are other users able to access water? Power surges sometimes cause communication malfunctions within the system, requiring it to be re-set. Contact Southern Water on 136992. We will arrange for an inspection and repair*
2. The “not Valid” light flashes – *the red light on the controller will flash when there is less than \$5 credit remaining, but continue to dispense water until credit is used up. You should immediately arrange to add more credit. The Light will remain illuminated if credit has been used up. Contact Avdata on 02 6262 8111 to confirm key status*
3. The “not Valid” light stays lit – *the red light on the controller will remain lit if there is no credit left on the E-Key, or the key is no longer active. Contact AVDATA to confirm reasons or add more credit*

Who do I ring if I have problems

Generally the first point of contact for specific key issues and related enquiries is AVDATA on 02 6262 8111. AVDATA manage the system and will be able to assist directly. If you experience any other problems or issues when using the Sorell Water Filling Point, or have other general questions, please contact **Southern Water on 13MYWATER.**