



Information Sheet

Kingston Automated Water Point

How does the system work

To obtain water from the Kingston Automated Water Point, 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 then able to top up their E-Key credit, to obtain more water.

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 locally from Edwards Fullife Pharmacy

The Fullife Pharmacy is open 7 days a week, and sells pre-paid keys on behalf of Southern Water. To obtain an E-key, you will need to complete a registration form available at the Pharmacy, and pay the application fee of \$50. This amount includes a registration and key deposit fee. You will be issued with an E-key which will have \$20 of water credit installed, allowing you to use the E-Key straight away.

OR

2. Applying directly to Southern Water

Download and complete an application form from our website at www.southernwatertas.com.au/your-business. Return this to Southern Water along with payment, and we will mail your E-Key out to you.

How do I add credits to my E-Key

Once you have your key, you can add credits to the pre-paid E-Key in the following ways.

- Directly over the phone by Credit Card. To do this contact AVDATA during business hours on 02 6262 8111 with your details and E-Key number.
- By direct deposit to AVDATA at any Commonwealth Bank branch, or via your online banking, using the following banking details.

BSB: 062 904

Account number: 1020 7221

in the reference line, quote : **KEY NUMBER** and **SURNAME**.

Phone payments will generally take effect the following business day. Bank transaction payments will normally take 2 business days, unless you fax the receipt to 02 6262 8119, or contact AVDATA on 02 6262 8111.

A processing charge of \$5.50 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 Fullife Pharmacy for us to collect. PLEASE NOTE that the Pharmacy is not able to provide any refund directly to you. They will simply notify Southern Water that the key has been returned, and we will then arrange to collect it and return any refund to you by post of EFT.

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

The first point of contact for specific key issues is AVDATA on 02 6262 8111. AVDATA have full control of the system and will be able to assist directly. If you experience any other problems or notice maintenance issues regarding the Water Filling Point, please contact Southern Water on 13MYWATER.