

# Water Order Start / Stop Notifications

## FAQs

Southern Rural Water (SRW) has introduced a notification service for water orders. The service will provide you with the ability to receive notifications before your water order is due to start and before your water order is due to end.

### Is this an opt in service?

Yes, you will need to opt in via WaterLine to receive these notifications. We will not send you these automatically.

### How can I be notified?

You have the option to be notified by SMS or email.

### Do I have to receive both order start and order stop notifications?

No, you can opt into each. If you only want to know when your water order is due to start you can just receive these notifications and vice versa.

### When will I be notified?

You will be notified (either by SMS or email) ONE hour before your order is due to start and ONE hour before your order is due to finish (if you have opted into both).

### How can I opt in or opt out?

You can opt in or out by visiting WaterLine online <https://www.srw.com.au/worder/Login> and logging into your account. Once logged in, select:

- **User Options**
- **Communication Settings**

Under the 'Communications' heading, flag the notifications you would like to receive and how you would like to receive them. This will opt you in.

Or, if you would no longer like to receive notifications, then unflag the communications options and this will opt you out.

Click on 'Accept' each time to save your preferences.

**TIP!** Please ensure we have the correct mobile phone number and email address for you.

Opt in – with boxes flagged



	SMS	Email
Order End Alert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Order Begin Alert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Opt out – with boxes unflagged



	SMS	Email
Order End Alert	<input type="checkbox"/>	<input type="checkbox"/>
Order Begin Alert	<input type="checkbox"/>	<input type="checkbox"/>

### If my order is due to start or finish in the middle of the night will you notify me?

We will not notify you in the middle of the night. We have introduced a 'blackout' period of notifications between 8pm and 7am. During this time you will not receive any notifications from this service. However, we will send you the notifications for any orders commencing / ending during this time at 8pm the night before, or at 7am the following morning.



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### If I opt in to receive notifications, do I still need to confirm my order?

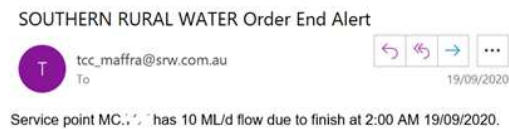
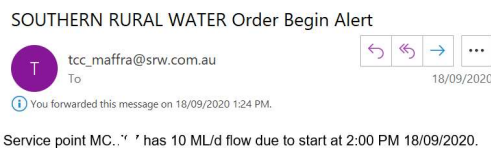
Yes, customers who currently confirm their orders are still required to do so. The SMS is a reminder service one hour prior to an order beginning or ending.

### What will the notifications look like?

If you opt in for SMS notifications, you will receive this message:



Email messages will look like this:



Messages will also automatically appear in your WaterLine inbox.

You do not need to acknowledge these; they will be auto acknowledged and disappear from your inbox after 1 day.



### Can I opt out?

Yes, you can opt out at any time should you not want to continue with the notifications.

### How can I submit feedback on the service?

You can submit your feedback to us via <https://www.mysrw.com.au/form/sms-feedback>

### Questions?

Please phone 1300 360 117 to speak to one of our Planners.

