Signing up to MiWater

Please select the **Sign up now** button

Enter your details:

The **email address** you supply will become your username for the MiWater customer portal.

Register as an Organisation?
This option is relevant to businesses and not-for-profit organisations. Tick the circle and then enter your Organisation's name and ABN. The website is optional.

Select Password – please choose a password with a minimum of 8 characters, that contains both uppercase and lowercase letters. Your password must contain at least one numeric character (0-9).

Agree to **the Terms and Conditions** by clicking in the circle.

Confirm Sign Up: Click **Yes**

1. If you have forgotten to complete any necessary fields, then a pop-up window will alert you to the missing information with a red Asterix * displayed adjacent to any incomplete or incorrect fields.
2. If you have entered all details correctly, a pop-up window indicating 'Success!' will appear.

Verify Your Registration: This is the next step, please check your email inbox and follow the instructions asking you to verify your registration.

Adding Your Property:

Once verification is completed, you can log in to the MiWater portal. The next step is to add a property to your MiWater profile. Enter the street address and the assessment number that is provided on your rates notice.

Register a New Property

New Registration:

Registration Type: (?)	OWNER - I am the property owner ▼
Property Address: (?)	
Assessment Number: (?)	
Third Party Authority? (?)	○

○ I declare that I have a legitimate entitlement to gain access to information about the property stated above, as per the **terms and conditions and privacy policy** of this system.

↩ Cancel

Owners:

If you are the owner of a property that is a single dwelling, select **Owner**.

If you are the body corporate for a duplex, or a complex that has multiple units or apartments, the body corporate will need to sign up to MiWater as the 'Owner' first.

Register a New Property

New Registration:

Registration Type: (?)	TENANT - I am the tenant of the property ▼
Property Address: (?)	
Comments: (?)	

○ I declare that I have a legitimate entitlement to gain access to information about the property stated above, as per the **terms and conditions and privacy policy** of this system.

↩ Cancel

Tenants:

Select tenant as your registration type, if you own a unit that is part of a duplex or a complex that has multiple units or apartments and has a body corporate.

The term 'Tenant' can appear misleading, but it is the way in which the MiWater portal can differentiate from the body corporate and the individual unit owners.

Once the body corporate has signed up to the MiWater portal, unit owners can then sign up as 'Tenants' and the body corporate will need to approve these individual units' applications.

This also applies if you are a property owner letting your unit to a tenant, the tenant can sign up as a 'tenant' too.

Trouble shooting

Sign Up Unsuccessful:

At Douglas Shire Council, protecting our customers' privacy is an absolute priority. If you receive an email notification that ownership could not be validated, it is because the details that you entered do not match Council's record for your property.

Usually, this is because your email address or mobile number has changed. We are always happy to help with your registration – please don't hesitate to call 07 4099 9444 to update your details.

Once your contact details have been updated, please wait 24-hours before adding your property to your MiWater profile again.

Unit owners:

If your property is a duplex, has multiple units or apartments and there is a body corporate established, the body corporate will need to sign up to MiWater as the **'Owner'** first. Please liaise with your body corporate if you would like

them to sign up for MiWater. Or if you are on the body corporate, please sign up using those contact details, not your personal details.

Once the body corporate has signed up to the MiWater portal, unit owners can then sign up as **'Tenants'** and the body corporate will need to approve these individual units' applications. The term 'Tenant' can appear misleading, but it is the way in which the MiWater portal can differentiate from the body corporate and the individual unit owners.

Douglas Shire Council is not involved in this process since unit owners can change regularly and it is the body corporate's responsibility to manage this.

Please note that most body corporate complexes share one master meter, this means that as a unit owner you will be unable to view your unit's specific consumption data, however, you will be able to see the data for the entire complex.

Leak detection preferences:

To save on your water consumption and money you can set your leak alert level to be lower than the automatically applied default level of 50 Litres per hour.

MiWater Detailed Property View Operations

Log in to MiWater and select the **Operations** menu – located in the top right of the screen. Select the drop-down option of **Alerts & Reports.**

To change alerts, click on the Alter Preferences button.
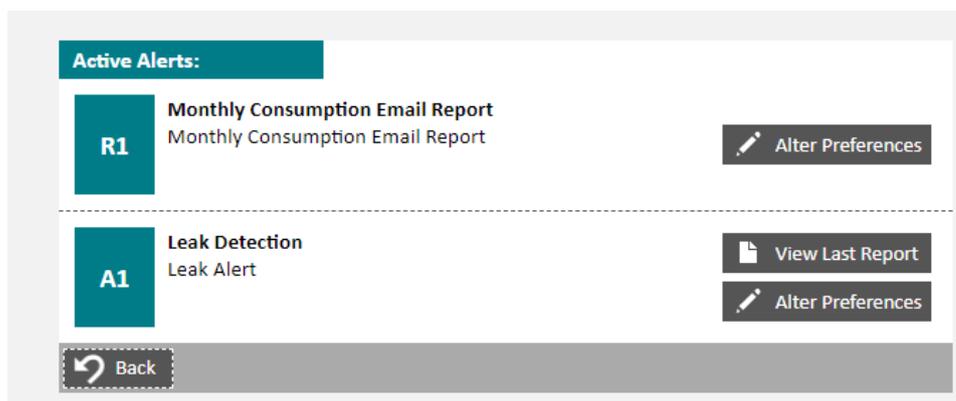
When altering Leak Detections, both a Warning Threshold and Alert Threshold can be defined.

These notifications can be received either as SMS or email, with a further option to select your preferred alert times. Once complete, click **Save**. If you have signed up for more than one property, you have the ability to click **Apply To All Properties** to save these settings.
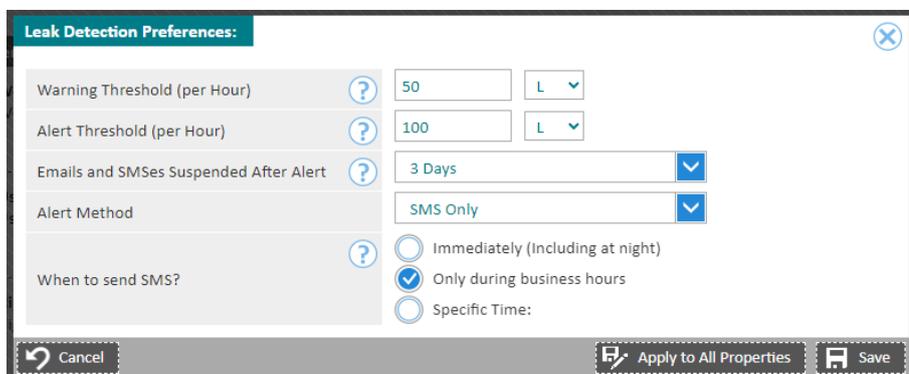
Further help:

If you have any further questions, please refer to the MiWater Customer Portal User Guide for in depth support:

How to Sign up To MiWater User Guide