

# HOW TO OPERATE SMART CARD WATER FILLING STATIONS

## All Customers

- Ensure the outlet valves on the filling station are closed.
- If you are using the 75mm outlet, ensure that your filling hose is connected at both ends.
- If you are using the 25mm outlet, ensure that your filling hose is connected at the valve and the outlet end is secured.

## Credit/Debit Card Customers

1. Select a \$ value using the UP (+)/DOWN (-) buttons
2. Press ENTER to confirm selected \$ value
3. Wave/insert your credit/debit card at card reader
  - Machine says "Please wait for confirmation"
4. Pre-authorisation approved
  - Machine says "Thank you and good bye"
5. Press ENTER
6. Open the outlet valve
7. Fill your tank
8. Close the outlet valve
9. Press FINISH
  - Machine says "Thank you and good bye"
10. DISCONNECT YOUR HOSE

## Pre-authorisation fails

If your pre-authorisation is declined, it may be because there are insufficient funds available on your card. Try again with a lower value.

If your card is declined again, please contact your card issuer.

**Note:** Your credit/debit card will be preauthorised for the \$ value you select. Once you have completed the transaction, you will only be charged for the water you have taken (minimum charge - \$1.00)

## Smart Card Customers

1. Press DOWN (-)
  - Machine displays "ACCOUNT HOLDER ONLY"
2. Press ENTER
  - Machine displays "PRESENT CARD"
3. Wave your smart card across card reader
  - Machine says "Welcome, please wait for confirmation"
4. Card authorised
  - Machine displays account holder's name and says "Thank you and good bye"
5. Press ENTER
6. Open the outlet valve
7. Fill your tank
8. Close the outlet valve
9. Press FINISH
  - Machine says "Thank you and good bye"
10. DISCONNECT YOUR HOSE

## Card authorisation fails

If your card authorisation fails, please call Queensland Urban Utilities on **13 26 57**.

For more information visit  
[www.urbanutilities.com.au](http://www.urbanutilities.com.au)  
or call **13 26 57**

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