

## What is EASYWATER?

EASYWATER is MI's new online and telephone water ordering system. It is designed to allow customers to place new irrigation orders as well as monitor their water account balances at a time convenient to them, rather than just during business hours. Through EASYWATER customers are able to:

- lodge new irrigation water orders
- access up to-date information on current entitlement, available water and orders lodged
- communicate with Planners

## Why has MI changed the water ordering system?

MI has invested in new technologies to better manage our business information and delivery systems.

For our customers, this will provide the ability for improved customer service through more efficient water ordering and direct access to customer water and account information.

For the business, the new system will allow for better planning, improved system efficiency and equitable customer service.

## How do I access EASYWATER?

Phone: **1800 822 450** a toll-free number from anywhere in Australia – you will need to use a push button phone. If you use your mobile phone, put it on speaker-phone to make it easier to enter in your order information.

**OR**

Online: **[www.mirrigation.com.au](http://www.mirrigation.com.au)** and click on the EASYWATER link to LOGIN. Any internet connection/service provider will work, but the faster the network service, the quicker your screens will change.

You can order water using either the phone or the internet and can switch between them at any time. Both access methods are linked to the same central data base. Orders placed by phone will appear on the internet and vice versa.

In the Information Kit, you have been issued a User Number and PIN for your property which you will need to login to either the phone or online EASYWATER system. Where you are a member of a Single Water Allocation Account holding (formerly Single Farming Unit), each landholding will receive a User Number and PIN. You may choose to have one authorised contact (and therefore one User Number and PIN) to order water for all the farms, or each farm can be operated separately with its own User Number and PIN. Similarly a farm manager (who is not a landholder) can be given authorisation to manage water orders for multiple farms. To change the authorised contact for a landholding, contact Customer Administration on 02 6962 0200.

## What are the different orders I can place using EASYWATER phone and online?

EASYWATER is designed for NEW water orders. These are the types of orders you used to place using either the old phone message bank system or the card boxes. Orders can be lodged via the Phone or Online and are recorded in a central database viewed by the MI Planner. It does not matter which order method you select or if you switch between them.

Operating orders: are orders that you have lodged using either the phone or online system and have been processed by the planner. They are therefore confirmed and are in operation now. To cancel or change an Operating order you need phone your Division Operator.

Pending (or Unplanned) orders: are orders you have lodged using either the phone or online for future dates/times but have not yet been processed by the planner and have therefore not yet commenced in operation. To cancel or change a Pending order, either email the planner a message using the Online option or phone 1800 822 450 and

select option 3 # to speak to a planner if one is available, or option 4 # to go directly to leave a message for the planner.

Multiflow orders: are orders that have more than 1 flow rate over the order duration. These are used when you require two different flow rates during the one single order period to the same crop type(s). E.g. you may order 10 ML/day for the first 24 hours duration then change to 5 ML/day for the next 12 hours duration. The total order will be for 36 hours duration with a total volume of 12.5 ML. If you are watering more than one crop type, the flow to crop ratio will stay the same for the reduced flow rate. In the current example, if the original 10ML/day flow rate was allocated to citrus (8ML/day) and vines (2ML/day) when the flow rate reduced (5ML/day) the ratio would remain the same and would be allocated citrus (4ML/day) vines (1ML/day).

Repeating orders: are orders that have the same order duration, flow rate and crop type(s) repeated at consistent interval days. You can create repeating orders on both standard and multiflow orders. E.g. order for 3 ML/day for 24 hours duration required every 7 days for the same crop type. A maximum of 6 repeats can be ordered at any one time – that is the original plus 6 repeats, a total of 7 actual orders lodged in the one transaction.

Follow-on orders: an order that is scheduled to start to coincide with an existing order finishing. For a follow on order, the outlet remains the same, however the flow rate and crop type can be altered. The follow-on function is available through EASYWATER Phone (place a regular order using option 1 #, then select option 3 # within the Order menu). When using EASYWATER Online a follow-on order is placed as two separate orders.

### **How do I know which number to select for my meter outlets when using the EASYWATER system?**

Phone: the outlet numbers registered for your property will be read out to you with a corresponding code number. It is the code number followed by the # key that you need to enter into your phone keypad to select the meter outlet the order is for.

Online: the outlet numbers registered for your property will be displayed in a drop down box.

In your Information Kit, we have listed all the meter outlets and the corresponding EASYWATER codes registered for your property. It may help you to write your meter outlet numbers against the corresponding EASYWATER code on the Fast Track Sheet in the section provided to make it easier for you when ordering over the phone.

Your meter outlet numbers are made up of:

\* a **letter to identify the irrigation district** within the MIA

(**B**=Benerembah / **M**=Mirrool / **T**=Tabbita / **W**=Wah Wah / **Y**=Yanco)

\* your **farm number** which may also include a letter if your property has been subdivided

\* your **outlet number**. If your farm has more than 1 outlet then they will be sequentially numbered from upstream to downstream, 1 being the upstream outlet. Some unmetered supplies have extra letters and numbers.

### **When can I lodge orders?**

You may lodge orders 24hrs a day but minimum order notice periods apply as follows:

- Premium Delivery Entitlement\* = Minimum 48 hours (2 Days) notice to start
- Standard Delivery Entitlement\* = Minimum 96 hours (4 Days) notice to start
- Required notice to Change/Stop orders = Minimum 24 hours (1 Day) notice

\*Delivery entitlement is defined in the new water delivery contracts. In most cases, a High Security Water Entitlement will have Premium Delivery Entitlements and a General Security Water Entitlement will have Standard Delivery Entitlements.

### **What are my flow rate(s)?**

Each of your outlets will have a set flow range. In some instances (eg IHS system) you will also be able to order in part megalitres (tenths of megalitres). If you need to adjust your outlet settings contact Customer Administration on 02 6962 0200.

When ordering you can split your flow rate against the crop types registered to your property, however the total of the break up must be equal to the Total Flow Rate ordered.

### What is a Crop Type?

Crop types are simply the various crops grown in the MIA, categorised in crop groups and given a crop type code. Your Information Kit includes a list of crop types and corresponding areas that are linked to your property. If these are not correct, you will need to contact us to advise us of the changes (deletions or additions). It is important that this information for your farm is always up-to-date as it is required for ordering water both over the phone and online.

**Phone:** If you only have 1 Crop Type authorised for your farm, you will not need to enter in a Crop Type code. These are only required if you have more than 1 crop type authorised for your farm. You will then need to enter the flow rate to be applied to that crop type. If you need to place an order for a crop that is not registered for your farm, you must contact the Planner prior to placing the order.

**Online:** All the crop types registered for your farm will be displayed in a drop down list for you to select the one(s) that you wish to irrigate. Remember that for each crop chosen, you must indicate the portion of the flow rate ordered that will be applied to each crop and ensure all total to 100% of the ordered flow rate.

Below is the complete list of Crop categories for the MIA. The Fast Track Sheet includes the list of Crop Groups and codes. You will need the code number if you order water over the phone.

<b>EASYWATER Crop type Code</b>	<b>Crop Groups</b>	<b>Crops included</b>	<b>Irrigation Timing</b>
<b>01 #</b>	<b>Citrus</b>	-	Throughout the year
<b>02 #</b>	<b>Vines</b>	-	Throughout the year
<b>03 #</b>	<b>Other Fruits</b>	<i>Apples, Apricots, Cherries, Nuts, Olives, Peaches, Plums / Prunes</i>	Throughout the year
<b>04 #</b>	<b>Plantation</b>	<i>Woodlot / Trees</i>	Throughout the year
<b>05 #</b>	<b>Vegetables</b>	<i>Melons, Carrots, Onions, Parsnips, Potatoes, Pumpkin, Squash, Tomatoes</i>	Throughout the year
<b>06 #</b>	<b>Rice</b>	-	September - March
<b>07 #</b>	<b>Winter Cereals</b>	<i>Wheat, Barley, Oats, Triticale</i>	August - November February - May
<b>08 #</b>	<b>Winter Oil Seeds</b>	<i>Canola, Chickpeas, Faba Beans, Lupins, Safflower</i>	August – October February - May
<b>09 #</b>	<b>Winter Pastures</b>	<i>Annual Pastures</i>	August - October February - May
<b>10 #</b>	<b>Summer Cereals</b>	<i>Corn / Maize, Millet, Sorghum</i>	September - April
<b>11 #</b>	<b>Summer Oil Seeds</b>	<i>Soya Beans, Sunflower</i>	October - March
<b>12 #</b>	<b>Summer Pasture</b>	<i>Clover, Lucerne, Paspalum, Perennial Pasture</i>	August - April
<b>13 #</b>	<b>Other Crops</b>	<i>Cotton, Nursery, Recreation</i>	Throughout the year
<b>14 #</b>	<b>Stock &amp; Domestic</b>	<i>Home Garden, Stock Dams</i>	Throughout the year
<b>15 #</b>	<b>Industrial</b>	<i>Factories, Feedlots, Wineries</i>	Throughout the year
<b>16 #</b>	<b>Town Supplies</b>	<i>Town Water</i>	Throughout the year

### How do I use EASYWATER via my telephone?

You can ring the toll-free number from anywhere in Australia **1800 822 450**. See the Phone User Guide included in the Information Kit or download from our website [www.mirrigation.com.au](http://www.mirrigation.com.au) – EASYWATER LEARN MORE.

We suggest you use the **Order Preparation Sheet** on the back of the Phone User Guide to write down your order information before you ring the order phone line. You will be asked to enter in your User and PIN numbers and then make a selection from the main menu options.

Each entry you make must be followed by the # (hash) key to show that you have completed your entry. If you do not enter # in most cases the system will 'timeout' and request that you re-enter the same information again. This will continue until you make the entry correctly followed by the # key.

### What do I do if I make a mistake during entry on the telephone?

Simply wait until the system informs you of the mistake and repeat your entry. Or you can simply hang up and re-ring

the toll-free phone number to try again. Unless you have progressed to the point of “Lodging the order” your information will not have been recorded.

If you have lodged an order but are unsure as to whether it was correctly lodged, ring the toll-free number, select option 2 # (find out start times) from the Main Menu and then option 2 # again to hear unplanned (or pending) orders.

If you wish to cancel or change an unplanned (or pending) order you can select option 3 # from the Main Menu (to speak to a planner) or option 4 # to leave a message.

### **How do I access and use EASYWATER via the internet from my computer?**

Connect to the internet and then go to MI’s website [www.mirrigation.com.au](http://www.mirrigation.com.au). You can view or download the Online User Guide located under LEARN MORE.



On the right-hand side of the Home page you will see: Click on LOGIN to open the Online ordering system.

After LOGIN, you will need to enter in your User and PIN numbers as provided to you in the Information Kit. This will take you to the EASYWATER Home page where you can access a number of drop down menu options. See the detailed User Guide or the FAST TRACK Online summary sheet for more details.

### **Can I change my PIN number?**

Yes – in either system you may change your PIN at any time after successfully logging into EASYWATER (either via the phone or online) with the User Number and PIN number provided in the Information Kit sent to you.

Phone: menu option 5 # Special Functions and 1 # Change your PIN

Online: you will find this option under the ‘User Options’ menu

### **What if I lose my user and /or forget my PIN numbers?**

Contact Customer Administration during business hours on 02 6962 0200. You will be asked to provide proof of identity before your user number will be released to you and/or your PIN reset. Once your PIN has been reset you will be required to change your PIN as soon as you access EASYWATER the next time.

### **What do I do if I wish to cancel or change an order I have lodged?**

For Operating orders (orders that are operating or being delivered now) you will need to phone your Division Operator who will advise you if the order can be redirected.

For Pending / Unplanned orders (orders lodged that are not due to commence within 24hrs) contact a Planner. Either send a message through the EASYWATER Online system (select “Email Planner” under “User Options” – note email message response time is 48hrs) or phone toll-free 1800 822 450 select option 3 # to speak to a planner if one is available or directly to option 4 # to leave a message for a planner.

### **How quickly are orders processed after they are lodged and will I get an order confirmation?**

Once you have lodged your order, via the phone or online, it is immediately recorded in a central database where it will be reviewed by the MI Planner. Once orders have been reviewed by the MI Planner and incorporated into a water plan they will be processed the day before your requested start date/time. If the Planner changes the order for any reason you will be notified.

All orders will be confirmed by a text message to your mobile phone if we have your details. You may choose to turn this option off or to receive confirmation via email by contacting Customer Administration on 02 6962 0200. If you placed an order using the phone system you can hear your lodged order immediately by phoning the toll-free EASYWATER number and selecting option 2 # from the Main Menu. If you ordered online, an order confirmation will

be displayed on the top left-hand corner of your screen once you have lodged the order.

### **Am I still able to speak with my Division Operator?**

Yes – your Division Operator is still your key contact and remains responsible for the regulation of water within the channel network and operating structures just as they have in the past. We encourage strong communication between you the customer, your Division Operator and MI's Planner.

### **What information will the EASYWATER Online Water Statement give me?**

This can be viewed or printed under the drop down menu My Account / Entitlement. This will provide you with details of:

- all orders lodged to date
- all metered usage to date
- available water in your account including adjustments for carryover, trade, borrows, metered usage and future ordered usage
- usage to each individual crop type associated with your property based on orders lodged and meter readings entered

### **Who do I speak to if I need help?**

<b>To use EASYWATER Phone or Online</b>	Phone 02 6962 0200 or call into MI reception
<b>To cancel or change an Operating Order</b>	Phone your Division Operator
<b>To cancel or change a Pending / Unplanned order</b>	Phone 1800 822 450 option 3 # (speak to a planner); or 4 # (leave a message for the planner); or Online - User Options / Message Planner via email
<b>To shut down early due to rain</b>	Phone your Division Operator
<b>Emergencies only</b>	Phone your Division Operator in the first instance. If no answer, ring Griffith 02 6962 0262 or Leeton 02 6953 0146
<b>To enquire about an account</b>	Phone Customer Administration 02 6962 0200 during business hours (8.30am – 5pm, Monday – Friday)
<b>Division Operator Contact Numbers</b>	See White Pages under 'Murrumbidgee Irrigation' for a full list

[END of Q & A document]