



Use **EASYWATER** to lodge **NEW WATER ORDERS**

Use either your mobile phone (easier on speaker-phone) or your standard push-button home phone.

- Contact your Division Operator to cancel or change an Operating order.
- Contact your Planner to cancel or change an Unplanned (also called Pending) order.
- See the FAST TRACK Sheet for Who to Contact for any difficulties, plus how to speed up the ordering process.

Step 1: Prepare your order information (see page 2 overleaf)

Step 2: Phone the toll-free number 1800 822 450

Step 3: Follow the voice prompts / instructions (see example below)

The following choices are available to you: All entries must be followed by the # key

1 # To place a regular order	To enter a new water order (refer to the example of a water order below).
2 # To find out start times	To listen to your upcoming unplanned / pending orders.
3 # To speak to a planner	If the planner cannot be contacted you may choose to leave a message.
4 # To leave a message for a planner	To leave a message for your planner regarding non-urgent matters. A planner will respond to your message within 48 hours if a response is required. Please note that messages are not checked outside of business hours.
5 # For special functions	<p>1# To change your PIN.</p> <p>2# To arrange special orders such as repeating orders or multiflow orders (an order with a varying flow rate). You can also place a repeating multiflow order using this option.</p> <p>3# To check your entitlement details.</p>
9 # To speak to an operator	Call will be transferred to MI reception for assistance with using EASYWATER, or to enquire about your account details (during business hours only 8.30am-5pm Monday to Friday).
0 # To end call	Or simply hang up to complete your EASYWATER transaction.

An example of how a typical order would be entered:

MAIN MENU		
Enter user number	<i>Example</i> 12345 #	your user number listed in the Information Kit
Enter PIN	9137 #	your PIN listed in the Information Kit
Place regular order	1 #	Option 1, from the main menu
Enter meter outlet number	4 #	the meter outlet code you wish to order water for listed in the Information Kit
Enter start time	<i>e.g. 4pm</i> 1600 #	the time you want to start the order from - use 4 digits in 24 hour clock time, see the 24 hour clock conversion chart on the Fast Track Sheet
Enter start date	<i>e.g. 25 October</i> 2510 #	the date you want the order to start - use a 4 digit code: day and month DDMM
Enter duration in hours	<i>e.g. 48 hrs</i> 48 #	48 hours duration. To convert from days: number of days x 24 hours
Enter flow rate	<i>e.g. 8 ML/day</i> 8 #	8 megalitres per day. Each outlet will have a set flow range including the ability to order in part megalitres (tenths of megalitres) if your outlet is authorised for this.
Enter crop type	<i>e.g. wheat</i> 07#	If you have more than 1 crop type registered for your property you will be asked to enter the crop type and flow rate and confirm your selection.

Your order will be read back to you and then there are 4 options to select from:

	1 #	To lodge the order
	2 #	To discard the order
	3 #	To replay the order
	4 #	To listen to crop selection details

Once you are familiar with EASYWATER, you can use Fast Track Sheet provided in your Information Kit to speed up your transactions. If you know which menu choice you want to enter, simply key in your choice followed by the # key without waiting for the voice to prompt you.

