Fast track steps to order water using the phone

Remember to enter # after all entries to move forward

Key in your USER NUMBER: __________________________ #  Key in your PIN: __________________________ #  (As provided by MI. Your USER NUMBER and PIN are the same for both phone and online access)

Then key in the main menu function you wish to access

As soon as the voice prompt starts you can enter your menu choice or order information, followed by the # key

Enter your meter outlet numbers will be read to you

# Hear pending orders
# Hear planned orders
# Return to main menu

Then key in the main menu function you wish to access

# Lodge order
# Leave message with order
# Return to main menu

If the planner cannot be contacted you may choose to leave a message for the planner or be returned to the main menu

Enter:
Start time (0000#)
Start date (0000#)
Duration (Hrs#)
Flow rate (ML/D#)
Crop type & flow rate if more than 1 crop type

Your meter outlet numbers will be read to you

Your order will be read back to you

# Leave message with order
# Place another order
# Place a follow-on order
# Place a repeating order
# Place a multiflow order
# Place a repeating multiflow order
# Return to main menu
# End call

For urgent matters, please contact your division operator.

Follow prompts to lodge special orders

# Change your PIN
# Special orders
# Find out entitlement details

# Lodge order
# Place a repeating order
# Place a repeating multiflow order
# Return to main menu

To speak to an operator

Call is transferred to reception

If outside of business hours, please leave a message and include your return phone number

# Lodge order
# Leave message with order
# Return to main menu

To end call

# End call

THANK YOU FOR USING EASYWATER
Go to www.mirrigation.com.au click on LOGIN to access EASYWATER Online.

View or download the User Guide under the LEARN MORE option online

Overview of all phone and online operating and pending orders as well as your current available water summary

Options include:
- New Order - create a new order including repeating orders
- New Multiflow Order - to enter multiflow orders including repeating multiflow orders
- Operating Orders - a multiflow order has more than one flowrate over the order duration
- Pending Orders - view details of orders to your outlets that are currently operating
- View details of orders lodged but not yet planned and therefore have not commenced delivery

An option is available to include a message with any order and send to a planner

My Account

Provides information on your entitlement, detailing available water after all operating and pending orders have been deducted as well as providing access to your water statements for current and previous seasons

User Options

- Change PIN
- Message planner for matters other than changes to operating or pending orders
- Exit EASYWATER online.

Help with EASYWATER - phone 02 6962 0200 or visit MI reception.

To change an operating order – message a planner through online messaging options or phone 1800 822 450 and select option 3# to speak to a planner or option 4# to leave a message for a planner.

See the ‘Learn more about EASYWATER” link on the website for full details.

To cancel or change a pending order – as above. See the ‘Learn more about EASYWATER” link on the website for full details.

Urgent cancellations to operating or pending orders – phone your division operator. See the ‘Learn more about EASYWATER” link on the website for full details.

To shut down early due to rain – phone your division operator

To enquire about an account – contact customer administration 02 6962 0200 during business hours (8.30am to 5pm Monday to Friday)

Division operator contact numbers – see below. Also available in the White Pages phone book under Murrumbidgee Irrigation

Emergency only – ring your division operator in the first instance, if no answer ring Griffith 02 6962 0262 or Leeton 02 6953 0146