



EASYWATER is MI's telephone and online water ordering system.

For telephone access use either your mobile phone (easier on speaker-phone) or your standard push-button home phone

- ▶ Contact a planner to change an **operating order** prior to 11am on the day before change is required (or phone your division operator if the change is required at short notice). See the "Learn more about EASYWATER" link on the MI website for full details.
- ▶ Contact a planner to cancel or change a **pending order**. See the "Learn more about EASYWATER" link on the MI website for full details.
- ▶ See the Fast Track sheet for who to contact for any difficulties, and 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 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 Please note that messages are not checked outside of business hours
5 #	For special functions	1# To change your PIN 2# To arrange special orders such as repeating orders or multiflow orders You can also place a repeating multiflow order using this option 3# To check your entitlement details
9 #	To speak to an operator	Call is transferred to reception for assistance during business hours, 8.30am - 5pm Monday to Friday If outside of business hours, please leave a message and include your return phone number
0 #	To end call	To end call, or just hang up

An example of how a typical order would be entered:

MAIN MENU			
Enter user number	<i>Example</i>	12345 #	your user number provided to you by MI
Enter PIN		9137 #	your PIN provided to you by MI
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 provided to you by MI
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>	7#	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.
<i>Your order will be read back to you and then there are 4 options to select from:</i>			
		1 #	To lodge the order
		2 #	To discard the order
		3 #	To replay the order

Once you are familiar with EASYWATER, you may like to use the Fast Track sheet to speed up your transactions. If you know which menu choice you want to enter, key in your choice followed by the # key without waiting for the voice to prompt you.

