



## EASYWATER - Questions and Answers

### What is EASYWATER?

EASYWATER is MI's phone and online water ordering system. Through EASYWATER you can:

- Lodge water orders
- Access current account information
- Communicate with a planner

### How do I access EASYWATER?

There are two ways to access EASYWATER.

*Phone:* **1800 822 450** toll-free from anywhere in Australia.

**OR**

*Online:* Visit **www.mirrigration.com.au** and click on the EASYWATER link LOGIN. For more detailed information, click on **LEARN MORE** and download phone and online User Guides.



MI will issue you with a confidential User Number and PIN to login to EASYWATER. If you are a member of a Single Water Allocation Account holding (formerly a Single Farming Unit), each landholding will receive a User Number and PIN. You can choose to have one authorised contact (and therefore one User Number and PIN) to order water for all the properties, or each property can be issued with a separate User Number and PIN. If you prefer your farm manager to manage water orders on your behalf, you may request to change login authorisation. Phone us on 02 6962 0200 to arrange.

### Does it matter which access method I use?

No- it doesn't matter which access method use or if you switch between them. Orders placed by phone will appear online and vice versa.

### Can I change my PIN number?

Yes - you can change your PIN at any time. Login to EASYWATER using your current User Number and PIN then select the following options:

*Phone:* Main Menu- Select **Option 5 #** (Special Functions) and then **Option 1 #** (Change your PIN)

**or**

*Online:* Main Menu- Select **User Options**

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

Phone a representative from our customer administration team on 02 6962 0200 during business hours (8.30am-5pm Monday to Friday) and have proof of your identity ready. We will reset your PIN, and then you can change it when you next access EASYWATER.

### What happens if I need to order and the EASYWATER service is disrupted?

Phone and/or online services may sometimes be disrupted for short periods of time due to planned maintenance or circumstances beyond our control. In this case, try the alternate access mode. You can easily switch back to preferred access mode after the disruption period. If the EASYWATER phone and online service are both disrupted at the same time, and you wish to make an order, please contact your division operator.

### What are the different types of orders I can place using EASYWATER?

- New Order:* An order for a fixed duration and flow rate.
- Multiflow Order:* An order that requires more than one flow rate in a single order period to the same crop type(s) .
- Repeating Order:* An order that has 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.
- Follow-On Order:* An order that is scheduled to start to coincide with an existing order finishing. 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.

### What is meant by operating and pending orders?

These terms describe the status of your order.

- Operating Order:* An order that has been confirmed by a planner and currently operating. Click on **View Order** for operating order details.
- Pending Order:* An order lodged for future dates/times but not yet operating/commenced. Click on **View Order** for pending order details.

### When can I lodge orders?

Orders can be lodged 24 hours a day but a minimum order notice of 48 hours (2 days) is required.

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

Once you have lodged an order, it is immediately recorded into a database and then reviewed by a planner. Orders are then processed the day prior to your requested start date/time. The planner will contact you should there be a need to change the order.

All changed start orders will be confirmed by a text message to your mobile phone provided we have your details. You can also receive a confirmation email by phoning customer administration on 02 6962 0200. You may choose to turn off one or both options at any time. If you placed an order using the phone system, you can hear your lodged order immediately by phoning **1800 822 450** 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.

### How do I cancel or change an operating or pending order using EASYWATER online?

A **standard** change is a request lodged prior to 11am on the current day for a change required the following day. An **urgent** change is a request lodged on the current day for a change required on the current day or a request lodged after 11am on current day for a change required on the following day.

A message can be sent to a planner in relation to an operating or pending order. To begin, open your operating or pending order, locate **Send Message** at bottom of the screen and click on request types where you can select to:

- **Change Flow Rate**
- **Change Outlet**
- **Change Crop**

- **Finish Operating Order Early**
- **Cancel Pending Order**
- **Other**

Once you have selected the required option, a message template will appear. The template will prompt you to provide information that the planner requires to assess your request. Your message will be linked to your order. A reminder that order changes or cancellations need to be lodged before 10am the day prior to when the change is required. If an urgent change is required, please phone your division operator.

If you wish to message a planner on matters other than to cancel or change an order, select **Message Planner** from the **User Options** drop down menu featured on the right hand side of the your EASYWATER home page.

#### **How do I cancel or change an operating or pending order using the EASYWATER telephone service?**

Phone 1800 822 450 and select **Option 3 #** to speak to a planner, or **Option 4 #** to leave a message for a planner, (remembering to clearly identify your outlet and requirements prior to 11am the day before the change is required). If a change is required urgently, please phone your division operator.

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

Wait until the system informs you of the mistake and repeat your entry. Or you can simply hang up and redial **1800 822 450** and try again. Unless you have progressed to **Lodging the Order**, your information will not have been recorded.

If you have lodged an order but are unsure if it was correctly lodged, phone **1800 822 450**, select **Option 2 #** (find out start times) from the main menu and then select **Option 2 #** again to hear pending orders.

If you wish to change or cancel an operating or pending order, select **Option 3 #** from the main menu (to speak to a planner) or **Option 4 #** to leave a message.

#### **How do I know which number to select for my meter outlets?**

*Phone:* The outlet numbers registered for your property will be read out with a corresponding code number. Enter this code number followed by the # key to select the meter outlet you wish to order for.

*Online:* The outlet numbers registered for your property will be displayed in a drop down box. We can provide you with a report that lists all outlets and the corresponding EASYWATER codes registered for your property.

#### **What information will the EASYWATER online water statement give me?**

Your water statement provides information on water and delivery entitlements, available water (including adjustments for carryover, trade, borrows), orders lodged, metered usage, individual crop type usage and your current water account balance. To view or download your water statement, login to EASYWATER at [www.mirrigration.com.au](http://www.mirrigration.com.au) and select **My Account** on the home page. Click on the drop down menu and select **Entitlement**.

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

Each of your outlets will have a set flow range. In some cases (e.g IHS system) you will also be able to order in part megalitres (tenths of megalitres). If you need to adjust your outlet settings, please phone a representative from our customer administration team 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 meant by a crop type?**

Crop types are the various crops grown in the MIA. Each type has a crop type code. We can provide you with a list of crop types and corresponding areas linked to your property. If incorrect, contact us to advise us of the changes.

**If you need to place an order for a crop that is not registered for your farm, please contact a planner prior to placing the order to register the crop.**

**Phone:** If you only have one crop type authorised for your farm, you don't need to enter in a crop type code. These are only required if you have more than one crop type authorised for your farm. You then need to enter the flow rate to be applied to that crop type.

**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 a list of crop categories for the MIA. (The code number is required for ordering water through the EASYWATER phone service).

<b>EASYWATER Crop Type Code</b>	<b>Crop Groups</b>	<b>Crops Included</b>	<b>Irrigation Timing</b>
<b>1 #</b>	<b>Citrus</b>	-	Throughout the year
<b>2 #</b>	<b>Vines</b>	-	Throughout the year
<b>3 #</b>	<b>Other Fruits</b>	<i>Apples, Apricots, Cherries, Nuts, Olives, Peaches, Plums / Prunes</i>	Throughout the year
<b>4 #</b>	<b>Plantation</b>	<i>Woodlot / Trees</i>	Throughout the year
<b>5 #</b>	<b>Vegetables</b>	<i>Melons, Carrots, Onions, Parsnips, Potatoes, Pumpkin, Squash, Tomatoes</i>	Throughout the year
<b>6 #</b>	<b>Rice</b>	-	September - March
<b>7 #</b>	<b>Winter Cereals</b>	<i>Wheat, Barley, Oats, Triticale</i>	August - November February - May
<b>8 #</b>	<b>Winter Oil Seeds</b>	<i>Canola, Chickpeas, Faba Beans, Lupins, Safflower</i>	August – October February - May
<b>9 #</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 and 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
<b>17#</b>	<b>Nuts</b>	<i>Nuts</i>	Throughout the year
<b>18#</b>	<b>Cotton</b>	-	September - March

#### **Can I still 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, your division operator and our planners.

**[END of Q & A document]**