



## DEMAND MANAGEMENT

Demand Management is a way of operating the delivery network using automation rather than manual adjustments. When turned on, the Demand Management System (or DMS) automatically:

- takes your water order
- schedules the delivery, and
- operates your outlet in the field.

When your outlet is configured to operate in Demand Mode (Full DMS) you will be able to **Cancel** your order, change your **start/finish time**, **crop type** or **ordered flow rate** directly from the **Operating** or **Pending Order** screens without having to send a separate message to the Planner.

Refer to examples below for the options available in Operating and Pending Order screens.

**Operating Order Screen**

**Pending Order Screen**

Orders for outlets operating DMS can be lodged with **24hrs** notice and changed with **6hrs** notice.

### How do I know if my outlet has been switched on to DMS?

If you are in an area where DMS is being turned on, our engagement staff will be talking to you before your outlet is configured. Only outlets shown in EASYWATER as “Slip Gate M” or “Slip Meter M” (see example in next page) are capable of being configured with DMS.



## What happens if my order is not able to be scheduled?

If your order overlaps with an existing order already in place for your outlet or there is a capacity constraint you will receive an alert and a suggested alternative **Start Time** (see examples below).

## Examples of alert screen for an Overlapping order and a Demand Constraint

The alternative **Start Time** will be as close as possible to your original request and you can choose to accept the alternative start time and lodge the amended order or reject the new time.

If you reject the alternative start time you will be given the option to either **Cancel** the order and return to a **New Order** Screen or **Continue** to lodge the order as an **Unconfirmed Order**. An example of an **Unconfirmed Order** alert screen is below.

If you lodge an **Unconfirmed order** you will be contacted by an MI Planner to discuss what your other options are and how you want to proceed in alignment with your DE flow-rate share.



Submit Unconfirmed Order

**Outlet:** Y1234/1   
SLIPMETER M

**Property:** PROPERTY 1

---

**Culture Type:**

**Start Time:** 12 Jun 2020 06:00

---

**Order Items:**

- 12 Jun 2020 06:00: 12.0 ML/d for 12.00 Hours
  - Citrus: 12.0 ML/d

Continue with Unconfirmed Order?

Example of alert screen for an Unconfirmed Order

## Can I see the available capacity before I lodge my order?

You can view available capacity details before lodging your order by clicking on the **Capacity/Demand** button on the **New Order** screen (see examples below).

New Order

**Outlet:** Y1234/1   
UTILITY OUTLET

**Property:** PROPERTY 1

---

**Start Time:** 06 : 00 (HH:MM)

**Start Date:** 19 / 11 / 2018 (DD/MM/YYYY)

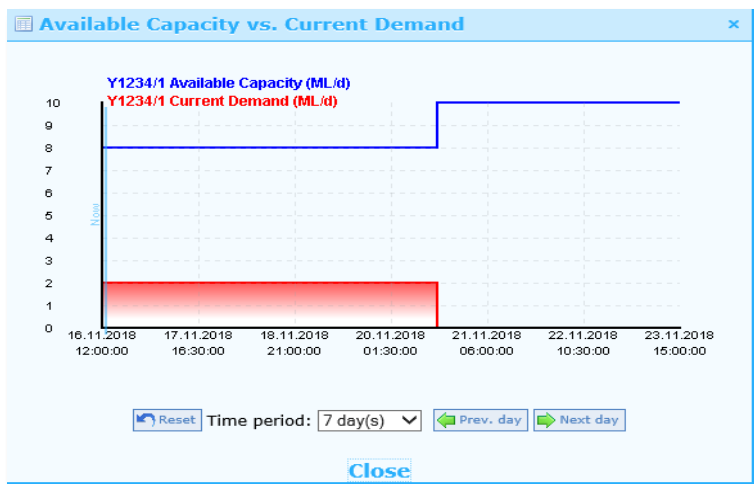
**Duration:**  days  hours

**Finish Time:** 06 : 00 (HH:MM)

**Finish Date:** 19 / 11 / 2018 (DD/MM/YYYY)

---

**Total Flow Rate:**  .  ML/d  
MINIMUM: 0.0 ML/D, MAXIMUM: 15.0 ML/D





## How do I shut down in an emergency?

For emergency stops, e.g., blown bank, leakages, etc., please contact your Division Operator or the Control Room (6962 0200) during the hours of 6am – 6pm.

Outside of these hours, please contact the Emergency on-call number: Griffith 6962 0262, Leeton 6953 0146.

The emergency close function is **NOT** available where outlets have been set to have doors remain open e.g., to supply a sump.