



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

For online access, visit MI's home page at www.mirrigration.com.au and click on the EASYWATER LOGIN link.



User Number and PIN

MI will issue you with a confidential **User Number** and **PIN** (personal identification number) required for either online or phone login. Enter your User Number and PIN on the Login page, click Login and this will take you to EASYWATER'S home page and Main Menu. We recommend that you record this your User and PIN numbers in a safe place for future use. You can change your PIN at anytime under the User Options drop down menu.

The Main Menu and Home Page Explained

The home page provides an overview of your current water status including all operating and pending orders that have been placed either via EASYWATER telephone or online. It also displays 'drop down menus' for additional information and actions.

Main menu with drop down options

MAIN MENU SUMMARY

Home will always return you to the original screen from any other location.

Orders provides the options for several actions including:

New Order - to lodge a new order (including repeating orders). You can also include a message for a planner.

New Multiflow Orders - to lodge a new order that has more than one flow rate over the order duration. You can also include a message for a planner.

My Account provides details of your water account under the heading:

Entitlement - details of your available entitlement less any operating and/or pending orders. You can also access your detailed **Water Statement** that includes information on water entitlements, available water (including adjustments for carryover, trade and borrows) orders lodged, metered usage, individual crop type usage and your current water account balance. (See page 4.)

User Options provides the opportunity to **Change your Pin**, **Message Planner** or **Exit**. (See page 4.)

Click on **View Order** for order details.

HOME PAGE

Operating Orders confirmed orders (either by EASYWATER phone or online) to your outlets and operating now. Click on **View Order** for operating order details.

Pending Orders lodged orders for future times/dates (either by EASYWATER phone or online) to your outlets but not yet commenced. Click on **View Order** for pending order details. The order status will change from pending to operating, once a planner has reviewed and planned the order into the system. This is usually done the day before your requested start date/time. If a planner changes the order for any reason you will be notified.

Available Water water available for use in your account including adjustments for future order usage (i.e. any operating and/or pending orders) as well as any carryover, trade, borrows and metered usage.

Please note that the minimum notice for ordering is 48 hours (2 days) to start

To Lodge a New Order (including a Repeating Order)

Select **New Order** from the **Orders** drop down menu. If you have more than one outlet, click on the drop down arrow ▼ to select the outlet that you wish to place the order against. On selection of the **Outlet**, the Property Number will be displayed.

Next type in your **Start Time** and **Start Date** or click on 'Pick Time/Date' help box with a drop down calendar. The start time automatically defaults to 06:00 hours but you can change this if you prefer a different start time. Start Time uses a 24 hour clock, e.g. 4pm start time should be entered in as 16:00.

When entering orders, the requested start time/date you select must be equal to or greater than the minimum order notice required for the entitlement type being ordered. The system will stop you from proceeding with the order if this is not correct.

Next enter the **Duration** that you require the water for. Enter in either hours or days.

Next enter the **Total Flow Rate** in megalitres per day that you require. In some instances (e.g. IHS system) you will be able to order in part megalitres (tenths of megalitres). If you need to adjust your outlet settings, phone customer administration on 02 6962 0200.

If you wish to break up your Total Flow Rate across more than one crop type, enter in the breakup in the crop types listed for your landholding under **Flow Rate by Crop Type**. The crop types registered to your property can be provided to you by MI. If these are not correct, please phone customer administration on 02 6962 0200 to make amendments.

The sum of the values entered against the Crop Types must equal the Total Flow Rate entered above.

If you wish to make this a **Repeating Order**, see right for further instructions (**before** you lodge the order).

If all details are correct you can simply click on the **Lodge** button to lodge the order into the database.

Once the order is lodged, it is allocated an **Order Number** located at the top left of the order screen for your future reference.

This order will now show up as a **Pending Order**. Once the order has been reviewed and confirmed by a planner it will become an **Operating Order**. This will usually be done the day before your requested start date/time.

The screenshot shows the 'EASYWATER Online' web interface. At the top, there's a navigation bar with 'Home', 'Orders', 'My Account', and 'User Options'. The 'Orders' tab is selected. Below the navigation bar, the date 'Thursday, 12 November, 2009' is displayed. The main content area is titled 'New Order'. It contains several sections: 'Outlet' (with a dropdown menu), 'Property' (with a text input), 'Start Time' (with a time picker), 'Start Date' (with a date picker), 'Duration' (with a time/days picker), 'Total Flow Rate' (with a text input), and 'Flow Rate by Crop Type' (with a table for different crop types). There is also a 'Repeating Order' section with a checkbox, 'Repeat Count', and 'Repeat Interval'. A 'Select Date/Time' calendar is shown, displaying the month of November 2009. The 'Lodge' button is at the bottom of the form.

To Lodge a Repeating Order

A **Repeating Order** must be the same order duration, flow rate and crop type repeated at consistent intervals of days. You can enter up to a maximum of six repeat counts in addition to your original order.

E.g. (as shown above) I require an order to start at 6:00 am on 15 November at 3ML/d flow rate for 24 hours and I require this same order every 8 days from the 15 November for an additional 5 repeats. You will need to ensure you have sufficient allocation remaining in your account to deliver 18ML in total.

You still need to enter in your order details under Orders / New Order but you need to select the **Repeating Order** box which will open the additional fields of **Repeat Count**: how many additional times to the **New Order** do you want to repeat your order and **Repeat Interval**: how many days delay in between each order.

Click on the **Lodge** button  lodge your repeating order.

All six orders will be displayed under **Pending Orders** and your account will be debited 18ML of volume to cover these orders.

To Lodge a Multiflow Order (including a Repeating Multiflow Order)

A **Multiflow Order** provides you with the option to enter an order that has more than one flow rate in a single order period to the same crop type(s).

E.g. you may order 10ML/day for the first 24 hours duration then change to 5ML/day for the next 12 hours duration. The total order will be for 36 hours duration with a total volume of 12.5ML. If you are watering more than one crop type, the flow to crop ratio will stay the same for the reduced flow rate. In the current example, if the original 10ML/day flow rate was allocated to citrus (8ML/day) and vines (2ML/day) when the flow rate reduced (5ML/day) the ratio would remain the same and would be allocated citrus (4ML/day) vines (1ML/day).

From the **Orders** drop down menu, select **New Multiflow Order**.

Select your **Outlet** number from the drop down box.

Enter **Start Time** and **Start Date** or click on 'Pick Time/Date' help box with a drop down calendar. The start time automatically defaults to 06:00 hours but you can change this if you prefer a different start time.

Enter in the **Duration** in hours and **Flow Rate (ML/d)** for your First Flow Item. Crop details are then entered after the initial flow item has been entered. Then enter the **Duration** and **Flow Rate (ML/d)** for the Subsequent Flow Items.

If you wish to make this a **Repeating Multiflow Order**, select the **Repeating Order** box to open the additional fields of **Repeat Count**: how many additional times to the New Multiflow Order do you want to repeat your order and **Repeat Interval**: how many days delay in between each order.

If all details are correct you can simply click on the **Lodge** button to lodge the order. Once the order is lodged, it is allocated an **Order Number** located at the top left of the order screen for your future reference.

To View My Account details

To View Operating Orders

Select **Operating Orders** from the **Orders** drop down menu, or click on the Operating Order tab on the home page. A summary of all your current operating orders will be displayed.

Select **View Order** to look at the detail of any individual order.

To View Pending Orders

Select **Pending Orders** from the **Orders** drop down menu, or click on the Pending Order tab on the home page. A summary of all your current pending orders will be displayed.

Select **View Order** to look at the detail of any individual order in the list.

To Send a Message to a Planner

A message can be sent to a planner when making a new order.

Locate the text box titled **Include Message** at the bottom of your screen and type in your message. When you have completed your order, click on **Lodge** to send your order and message to a planner.

A message can also 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 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 11am the day prior to the change. If a change is required urgently, please phone your division operator. See the "Learn more about Easywater" link on the MI website for full details.

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 home page.

EASYWATER Online

Home Orders My Account User Options

Thursday, 12 November, 2009 Welcome, customer name (Exit)

New Multiflow Order

Outlet: example View Details

PUMP

Property: Example View Details

Start Time: 06:00 (MM) View Details

Start Date: 15/11/2009 (YY) Pick Date/Time

First Flow Item:

Order Item	Duration	Flow Rate (ML/d)
Order Item 1:	24 h or 1.00 days	10

Flow Rate by Crop Type:

Citrus: 8 /d

Other Fruits: 0 /d

Vines: 2 /d

Subsequent Flow Items:

Order Item	Duration	Flow Rate (ML/d)
Order Item 2:	12 h or 0.50	5
Order Item 3:	h or 0	
Order Item 4:	h or 0	
Order Item 5:	h or 0	

FLOW RATE MINIMUM: 1 ML/D, MAXIMUM: 12 ML/D

Repeating Order? ☐

Lodge Home

EASYWATER Online

Home Orders My Account FarmConnect User Options

Friday, 11 March, 2011 Welcome, MI Griffith Test Account

Operating Orders

Order #	TEST/IHS	View Order
Order #142892		

Outlet: MIG TEST ACC View Outlet Details

Property: MIG TEST ACC View Property Details

Start Time: 06:00 10/03/11 **Finish Time:** 06:00 13/03/11

Duration: 72.00 h **Flowrate:** 5.00 ML/d

Volume: 15.00 ML

Time Lodged: 13:04 11/03/11

Send Message

This screen details available water in your account including adjustments for future order usage (i.e. any operating and/or pending orders) as well as any adjustments for carryover, trade, borrows and metered usage.

Select **Entitlement** from the **My Account** drop down menu.

If your property is part of a Single Farming Unit (now called Single Water Allocation Account -SWAA), details for the base farm and all properties that you are authorised operator for will be shown.

If you wish to produce and print a Water Statement, click **View Water Statement** and the report will open on your desktop in Adobe Acrobat Reader from which you can save a copy to your computer and/or print a copy.

EASYWATER Online

Home Orders **My Account** User Options

Thursday, 12 November, 2009 Welcome, customer name (Exit)

Available Water

Single Farming Unit: SFU Example SFU Member

Remaining Allocation: 588.55 ML
Total Allocation: 632.80 ML

[View Water Statement](#)

Property: Example Owner/Operator

Remaining Allocation: 209.85 ML
Total Allocation: 217.60 ML

[View Water Statement](#)

Please Note: You will need the Adobe Acrobat Reader software installed to view the Available Water Statements.

User Options – Change PIN, Message Planner or Exit

Under this menu option you can either change your PIN or message a planner.

Select **Change PIN** from the **User Options** drop down menu. Enter in current PIN, then your new preferred PIN and re-enter your new PIN to confirm.

Select **Message Planner** from the **User Options** drop down menu. Here you can message a planner on matters other than to cancel or change an order.

Select **Exit** from the **User Options** drop down menu or simply click on **(Exit)** on the top right hand side of the screen.

EASYWATER Online

Home Orders My Account **User Options**

Thursday, 12 November, 2009 Welcome, customer name (Exit)

Change PIN

User Number: Example

Current PIN:

New PIN:

Confirm New PIN:

[Lodge](#) [Home](#)

Did you know? You should periodically change your PIN to avoid potential security breaches.

Who to Contact

- 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
- Urgent cancellations to operating or pending orders – phone your division operator. See the “Learn More about Easywater” link on MI’s website for full details.
- To cancel or change a pending order – as above
- 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.

IRRIGATION SERVICES GRIFFITH			
Division No.	Contact No.	Division No.	Contact No.
Div 2	0409 535 227	Div 12	0409 535 272
Div 5	0409 535 230	Div 13	0409 535 273
Div 6	0409 535 231	Div 16	0427 660 078
Div 7	0409 535 232	Div 17	0427 660 079
Div 8	0409 535 233	Div 18/19	0427 660 080
Div 10	0409 535 270		

IRRIGATION SERVICES LEETON	
Division No.	Contact No.
Div 2	0409 535 278
Div 3	0409 535 280
Div 4	0409 535 281
Div 5	0409 535 282
Div 6	0409 535 283
Div 7	0409 535 276 Corbie Hill ring Div 7 Merungle Hill ring div 7
Div 8	0409 535 286