

Digital Forms

Murrumbidgee Irrigation offers digital forms for customers to access, complete and submit for a variety of purposes.

Our website houses a range of forms that are regularly utilised by customers or stakeholders for trades, updating contact details, requesting water and financial reports, enacting Authority to Act arrangements, requesting refunds, creating or terminating allocation accounts and so on. Many of these forms are now available in a digital format, which allows our customers to complete their form online via a secure link.

What are digital forms?

Digital forms provide a means of completing and submitting a form online, as opposed to downloading, printing, completing and submitting a paper version of the form.

Why are we using digital forms?

Digital forms have been introduced to meet the needs of customers who have indicated a preference for electronic correspondence where possible and offer a more efficient way for you to complete, submit and manage form submissions. Digital forms also improve the processing speed, efficiency and accuracy for our team.

What the benefits of digital forms?

There are several benefits of using digital forms. These include:

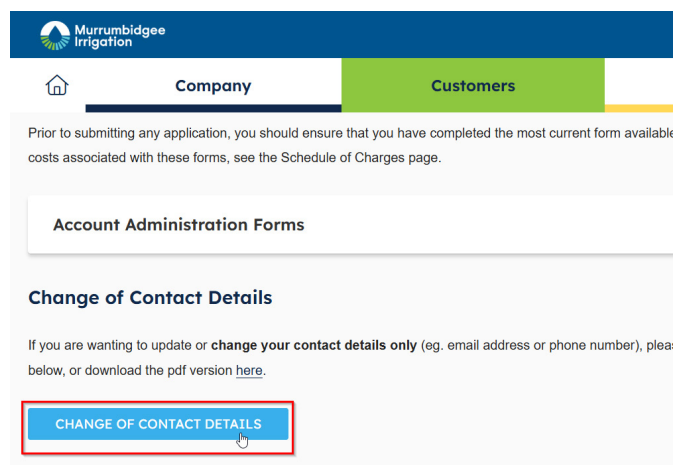
- Improving **customer experience** by providing modern digital solutions and eliminating the need to use paper-based forms. In turn, this improves the ease of business for both MI and our customers.
- Improving **sustainable practices** by reducing the use of paper.
- Enhances **security** by improving processes that will ensure better protection of data.

What software does Murrumbidgee Irrigation use?

We use DocuSign to facilitate our digital forms. DocuSign is a forms software that provides a secure method of capturing form submissions and integrating with our TechnologyOne internal customer management system.

How do I access the digital forms?

All available digital forms can be found on our website under Customers > Forms. You can access the digital form, by clicking on the link to your chosen form. This will open the digital version of the form in a new tab or window and enable you to complete and submit the form within the secure DocuSign interface.



The screenshot shows the Murrumbidgee Irrigation website interface. At the top, there is a navigation bar with a home icon and two tabs: 'Company' and 'Customers'. The 'Customers' tab is currently selected. Below the navigation bar, a message states: 'Prior to submitting any application, you should ensure that you have completed the most current form available costs associated with these forms, see the Schedule of Charges page.' Underneath this, there is a section titled 'Account Administration Forms'. Within this section, there is a sub-section titled 'Change of Contact Details'. Below this sub-section, a message reads: 'If you are wanting to update or **change your contact details only** (eg. email address or phone number), please below, or download the pdf version [here](#).' At the bottom of this section, there is a blue button with the text 'CHANGE OF CONTACT DETAILS' in white, which is highlighted by a red rectangular box.

What do digital forms mean for me and my privacy?

Digital forms simply offer you a digital alternative when completing a form on our website. Each form will ask you to enter a 'User ID', which is the ID that you use to access MI Connect, or the ID that is issued via our customer services team. This ID will be hidden on your digital form submission for privacy and security. The ID is simply entered to allow our system to verify your identity, while keeping your personal information secure.

All digital forms are managed in accordance with our Privacy Policy, which can be accessed on our website.



Using the digital form

Once you have clicked the link to your required form on our website, it will re-direct you to the DocuSign digital form interface.

You will be presented with relevant notes, terms & conditions or links prior to clicking the 'Start' button.

Change of Contact Details

- Unless otherwise stated, the meanings for capitalised terms used but not defined in this application, are the same as those defined in the Water Entitlements and Water Delivery Contracts.
- The applicant's details must be identical to the details on the Water Entitlements Contract, Water Delivery Contract and/or Share Certificate in respect of the certificate/s being replaced.
- The applicant is aware that the updated contact information provided on this form will update all existing contact information within Murrumbidgee Irrigation systems.
- Murrumbidgee Irrigation Limited is bound by the Australian Privacy Principles (APPs) in the Privacy Act which regulate how we collect, use, disclose and store your personal information, and how you may access and correct personal information we hold about you. To see how we handle your personal information, please read our [Privacy Policy](#).



After you select 'Start', simply follow the digital form prompts and complete the required fields. The progress bar at the top will indicate how much of the form you have completed.

0% completed

Change of Contact Details Form

Owner/Authorised Delegate/Agent Full Name *

Owner/Authorised Delegate/Agent Email Address *

Once you have completed the required fields, select 'next'. You will then be shown a 'summary' of your responses so you can review and ensure there are no errors. If there is an error, select 'back' or the 'edit' icon and make any necessary amendments. Once you are satisfied that it is correct, select 'next'.

Summary

Please review the information you have entered:

Change of Contact Details Form

Finish Later

Back

Next

This will open the 'signature' window, where all of your responses, will be inserted into the final version of the form. You can again confirm everything is correct. If any fields are incorrect or missing, they will be highlighted in red for you to edit. When you are ready, scroll to the bottom and select 'sign'.

Name	Test Name		
Signature		Date	Date of birth
		1/9/2025	22.11.97

A window will open to allow you to draw, upload or create your signature. Once you are happy with it, select 'adopt and sign', which will insert your signature into the form.

Adopt Your Signature

Confirm your name, initials and signature.

Required

Full Name*

Test Name

Initials*

TN

OR SELECT A SIGNATURE

DRAW

USE SIGNATURE PAD

UPLOAD

PREVIEW

Signed by:

Test Name

Initial

TN

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts.

ADOPT AND SIGN

CANCEL

To submit your form, select 'finish' in the top right-hand corner. This will send a copy of your form to our team.

Finish

What happens after I submit the form?

After you have submitted the form, our team will receive a copy. You will also receive an email to confirm that your form was submitted, which includes a pdf attachment of your form for your own records.

Our team will contact you with any further details or questions in relation to the submitted form.

If I start a form, can I finish it later?

Yes, if you commence a form and need to pause halfway through, you can select the 'finish later' button at the bottom of the screen and return to it at a more suitable time.

This paper is provided purely as a guide and does not have any legal effect. This paper cannot be relied on in substitution for, and does not affect the interpretation of any contract, rules or other document that is binding on Murrumbidgee Irrigation Limited or a customer.