



Murrumbidgee  
Irrigation

## MI APP

The MI App makes it easier for you to get in touch with us and keep track of your interactions with MI. We understand that it may not always be convenient to call during business hours - the MI App allows you to check 24 hours a day, seven days a week, where your application or enquiry is up to.

### What can I do on the MI mobile App?

Through the MI App customers can:

- Submit general enquiries and complaints
- Receive responses or updates from MI about enquiries, requests and complaints
- View status of applications
- Report compliance breaches
- Request appointments with an engagement officer
- Submit internal trades, and
- Request certificates with details of held entitlement (Water Entitlement and Right of Access) free of charge

### Which applications can I track through the MI App?

Applications customers can track through the MI App include:

- Permanent Trades
- Temporary Trades (lodge & submit)
- Subdivisions
- New Works
- Outlet Changes

### Can applications be lodged through the MI App?

Currently applications cannot be lodged through the MI App, and we are working on making this available soon.

You can download all application forms from our website [www.mirrigration.com.au](http://www.mirrigration.com.au) and email them to [info@mirrigration.com.au](mailto:info@mirrigration.com.au).

Alternatively contact us on 02 6962 0200 and book a meeting with your Customer Engagement Officer.

### How do I get the MI App?

1. We are currently setting up all customers in the app, if you have not received your log in details as yet, please contact us on 02 6962 0200.
2. Download the MI App on your mobile phone. It is available on Android and Apple devices, through: the App Store [www.apple.com/au/ios/app-store/](http://www.apple.com/au/ios/app-store/) and Google Play <https://play.google.com/store>
3. Enter your login details to begin using the MI App.



### Where do I get further information?

For further information please contact us on 02 6962 0200.