

Special Talking Water

Wednesday 11 September 2013



Murray Irrigation

Assistance with using *WaterNow*

Murray Irrigation is currently experiencing significant demand from customers for assistance with using *WaterNow*. This special *Talking Water* includes tips for the use of *WaterNow* and how customers can access staff.

For assistance with using Murray Irrigation's new water ordering system, *WaterNow*, please call into any Murray Irrigation office between 10.00am and 12.00pm on Tuesdays or Thursdays. Our Water Distribution Supervisors are able to assist you with accessing and utilising *WaterNow*. No appointment is necessary during these times.

If you require assistance outside of these times, customers are encouraged to make an appointment in advance via reception on T. 1300 138 265.

For after-hours enquiries please call reception on T. 1300 138 265 and leave a message. The message will be received by Water Distribution staff prior to 6.30am, who will contact customers where necessary.

For customers that did not attend one of the customer information sessions, an information pack is available from reception on T. 1300 138 265.

Tips for using *WaterNow*

Test you can access *WaterNow*

All customers are encouraged to test their new seven-digit customer number and existing four-digit PIN to make sure they can access *WaterNow*. Testing your access will identify any issues **before** you actually want to order water. Your old six-digit number will not work with *WaterNow*. For login issues please contact Murray Irrigation Water Trade staff via reception on T. 1300 138 265.

labelling="Section-Header">Cancelling an order

If you want to change an order that has **not started** you must cancel the previous order and place a new order. Information about how to cancel an order is available in the *WaterNow* information pack and is included in the online demonstration which can be viewed via the 'Water' section of Murray Irrigation's website: www.murrayirrigation.com.au.

Messaging service

When placing **any** order, the messaging service should only be used to request variations to standard operations. Alterations to orders are unable to be dealt with via this facility. Customers should still make any necessary changes to orders themselves.

Minimum order

Customers are advised that the minimum order that can be placed is for one ML per day. If you require less than one ML per day for stock and domestic supply, please include a message to the Planners with your order (as this is a non-standard operation).

Communication settings

WaterNow includes options for receiving messages to advise customers that their order is set to start or finish via a text message, message to a landline, or email. Murray Irrigation encourages customers to update their communication settings to receive this advice from the company. Information about how to do this is available in the *WaterNow* information pack and is included in the online demonstration which can be viewed via the 'Water' section of Murray Irrigation's website: www.murrayirrigation.com.au.

Checking your orders

If you have access to the internet, Murray Irrigation encourages customers to check their operating and pending orders via *WaterNow* web ordering.

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Duration time

Customers no longer enter a start and finish order. A 'duration' is entered which effectively places the finish order for you. The duration is to be entered in 24 hour blocks when placing orders unless you are a customer located in a high level of service area (Blighty Pilot area only).

Potential for flow restrictions

Orders received for the recent off allocation water event have highlighted the potential for future restrictions to occur as the season progresses, as several channels approached flow restrictions in this time. Those channels included the Blighty and Southern Branch Canal in Wakool. Outlets that have their flows restricted in the future will have a yellow tag attached to them.

If there is no additional capacity available on your channel, *WaterNow* will prompt customers to accept an alternative date or flow rate for delivery. If this alternative is unacceptable, customers should select 'reject' and then select 'continue' which will submit your original order as an 'unsatisfied order'. Murray Irrigation planning staff will then review the order and contact you with further information and options.

For any further questions regarding the potential for flow restrictions, customers should contact Murray Irrigation planning staff via reception on T. 1300 138 265.

Maximum flows on outlets

Outlets that do not take their ordered water may have a maximum flow imposed. If you wish to have the maximum flow rate increased you will need to contact your Water Distribution Supervisor via reception on T. 1300 138 265.



Anthony Couroupis
General Manager