



Murray Irrigation

Water order booklet

Water ordering line 1300 781 431

Updated 19 February 2015



Murray Irrigation

Important points for placing your water order

- Complete the 'Water order preparation sheet' in this booklet prior to placing your order.
- Call the *Water ordering* line on **T. 1300 781 431**.
- You will be asked to enter your **seven-digit customer number**, followed by the hash (#) key. You will then be asked to enter your four-digit PIN, followed by the # key.
- To order water press 1 # on your keypad and follow the prompts.
- An order includes **start date and duration** (in 24-hour increments).
- Changes to orders for the current day must be made **before 6.30am**.
- Advance notice of **four days** for new orders is recommended for guaranteed availability (orders placed by 6.30am).
- You can change or cancel a **pending order** at any time (a placed order that has not started).
- You **cannot cancel an operating order**, however you can change the flow rate and finish date of an operating order.
- If you miss a prompt on the water ordering line, please stay on the line and the prompt will be repeated. If there is a problem with the order you are placing, the voice prompts will identify the error, just **follow the prompts**.
- If you receive a message notification when logging in, you must listen to the message and acknowledge it before being able to proceed any further.
- If you require help while using the *Water ordering* line, go to the main menu; press 5 # 'special functions' then press 2 # to speak to a Regional Planner. You will be transferred to the on-duty Regional Planner (during office hours). If you select this option after hours, please leave a message and a Regional Planner will return your call as soon as possible. Alternatively you can press 8 # from the main menu and leave a voice message for the Regional Planner.

What do you want to do?	Press
Place an order	1 #
Change lodged orders	2 #
Hear your current water allocation account balance	3 #
Purchase water allocation via Water Exchange	4 #
Special functions (change PIN, speak to a Regional Planner)	5 #
To leave a message for a Water Officer (Regional Planner)	8 #
Return to main menu at any time/exit <i>Water ordering</i>	0 #

Please note: all entries must be followed by the # key.

Contact details

<i>Water ordering</i> line	T. 1300 781 431
Channel Attendant mobile	M. 0429 645 3 _ _ The last two digits depend on the division your landholding is situated in.
<i>Water ordering</i> web ordering	water.murrayirrigation.com.au
Reception (including after hours)	T. 1300 138 265
Emergency number (only for emergencies ; for example, channel failure)	T. 1300 657 313

Conversion tables

24 hour duration

Days	What to key-in
1	24 #
2	48 #
3	72 #
4	96 #
5	120 #
6	144 #
7	168 #
8	192 #
9	216 #
10	240 #
11	264 #
12	288 #
13	312 #
14	336 #
15	360 #
16	384 #
17	408 #
18	432 #
19	456 #
20	480 #
21	504 #
22	528 #
23	552 #
24	576 #
25	600 #
26	624 #
27	648 #
28	672 #
29	696 #
30	720 #
31	744 #
32	768 #
33	792 #
34	816 #
35	840 #
36	864 #
37	888 #
38	912 #
39	936 #
40	960 #
41	984 #

Flow rate

Rev rate	Megalitres per day
1 rev	1.3 ML/day
2 rev	2.6 ML/day
3 rev	3.9 ML/day
4 rev	5.2 ML/day
5 rev	6.5 ML/day
6 rev	7.8 ML/day
7 rev	9.1 ML/day
8 rev	10.4 ML/day
9 rev	11.7 ML/day
10 rev	13.0 ML/day
11 rev	14.3 ML/day
12 rev	15.6 ML/day
13 rev	16.9 ML/day
14 rev	18.2 ML/day
15 rev	19.5 ML/day
16 rev	20.8 ML/day
17 rev	22.1 ML/day
18 rev	23.4 ML/day
19 rev	24.7 ML/day
20 rev	26.0 ML/day
21 rev	27.3 ML/day
22 rev	28.6 ML/day
23 rev	29.9 ML/day

Crop type

Crop types	Press
Rice	1 #
Annual pasture	2 #
Permanent pasture	3 #
Winter crops	4 #
Summer crops	5 #
Cotton	6 #
Horticultural and other	7 #
Stock and domestic	8 #
Storage	9 #
Wetland	10 #

ML order – no decimal

Flow rate	What to key-in
0.5 ML	05 #
1.0 ML	10 #
1.5 ML	15 #
2.0 ML	20 #
2.5 ML	25 #
3.0 ML	30 #
3.5 ML	35 #
4.0 ML	40 #
4.5ML	45 #
5.0 ML	50 #
5.5 ML	55 #
6.0 ML	60 #
6.5 ML	65 #
7.0 ML	70 #
7.5 ML	75 #
8.0 ML	80 #
8.5 ML	85 #
9.0 ML	90 #
9.5 ML	95 #
10.0 ML	100 #
10.5 ML	105 #
11.0 ML	110 #
11.5 ML	115 #

Preparing your water order

To ensure ease of placing an order, please fill out the *Water order preparation sheet* enclosed prior to calling the water ordering line. Murray Irrigation suggests you record your order information in this booklet. This will serve as a personal record of all orders lodged.

Your customer number, PIN, outlet number codes and crop type codes are provided by Murray Irrigation. Record these details below for future reference.

My customer number: # My PIN: #

My outlet number(s):

Outlet (e.g. E123/4)								
Number # (code to be entered)	1 #	2 #	3 #	4 #	5 #	6 #	7 #	8 #
9 #	10 #	11 #	12 #	13 #	14 #	15 #	16 #	17 #

Placing a new order (example)

Outlet number: # ➔ Start date: # ➔ Duration: # ➔ Flow rate: #

Select from menu
For example: 22 July
Enter in hours
For example: 4.5ML

Crop type: # ➔ Flow rate: # ➔ **To lodge order press 1 #**

For example: rice
For example: 4.5ML

Modifying or changing a lodged order (example)

What do you want to do?	Cancel	Change start date	Change operating order finish date	Change operating order flow rate
Press	1 #	2 #	3 #	4 #
	↓	↓	↓	↓
Date: Write date here for your reference	Outlet: 4 #	Outlet: 4 # New date: 2507 # (for example 25 July)	Outlet: 4 # New date: 2607 # (for example 26 July)	Outlet: 4 # Date: 2707# (for example 27 July) New flow: 12 # (for example 1.2 ML)

Water order preparation sheet

Outlet number: Date:

To: Place an order Change a lodged order
 Press: 1 # 2 #

Placing a new order

Outlet number: # ➡ Start date: # ➡ Duration: # ➡ Flow rate: #

Crop type: # ➡ Flow rate: # ➡ To lodge order press 1 #

Changing a lodged order

What do you want to do?	Cancel	Change start date	Change operating order finish date	Change operating order flow rate
Press	1 #	2 #	3 #	4 #



Date:	Outlet:	Outlet: New date:	Outlet: New date:	Outlet: Date: New flow:
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Water order preparation sheet

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Outlet number: Date:

To: Place an order Change a lodged order
 Press: 1 # 2 #

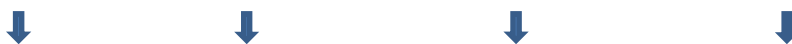
Placing a new order

Outlet number: # ➡ Start date: # ➡ Duration: # ➡ Flow rate: #

Crop type: # ➡ Flow rate: # ➡ To lodge order press 1 #

Changing a lodged order

What do you want to do?	Cancel	Change start date	Change operating order finish date	Change operating order flow rate
Press	1 #	2 #	3 #	4 #



Date:	Outlet:	Outlet: New date:	Outlet: New date:	Outlet: Date: New flow:
Date:	Outlet:	Outlet: New date:	Outlet: New date:	Outlet: Date: New flow:
Date:	Outlet:	Outlet: New date:	Outlet: New date:	Outlet: Date: New flow:
Date:	Outlet:	Outlet: New date:	Outlet: New date:	Outlet: Date: New flow:
Date:	Outlet:	Outlet: New date:	Outlet: New date:	Outlet: Date: New flow:
Date:	Outlet:	Outlet: New date:	Outlet: New date:	Outlet: Date: New flow:

Need a new Water Order Booklet?

You can download a copy from the Murray Irrigation website under 'Water'; pick one up from your nearest Murray Irrigation office; or contact reception on T. 1300 138 265 to request one via post.