



A guide to using Waterline Western Irrigation Districts

Irrigation water can be ordered over the phone or online using Waterline, our Water Ordering Centre. To access Waterline customers must have a valid User Number and PIN Number.

What is Waterline?

Waterline is our Water Ordering Centre for customers in our irrigation districts.

Through waterline customers are able to:

- place irrigation orders
- enter meter readings
- communicate with planners
- access water usage details.

Ordering water by phone:

Waterline can be accessed by dialling **1300 360 117**.

- Key in your **User Number** then press #
- Key in your **PIN Number** then press #

Select from the following functions:

- 1# To place a regular order
- 2# To find out start times
- 3# To speak to a planner
- 4# To leave a message for a planner
- 5# To use special functions
eg. find out entitlement details
- 6# To change lodged orders (DMS)
- 7# To enter meter readings
- 9# To speak to an operator
- 0# To end the call

Ordering water online:

To order water online visit www.srw.com.au/worder/

- Type in your User Number and PIN Number
- Select your required option from the main menu drop down box
- Type in details as required
- You may move between various pages by selecting from the main menu or use the back and forward arrow buttons on your browser
- When placing repeating orders, only one panel of duration and flow rate needs to be filled in as it is repeating this data
- Before lodging your order, make sure that dates and times are correct
- When you have finished lodging your order, or completed your enquiry, select log off from the right of the screen

More information

For more information contact us on **1300 139 510** or your planner on **1300 360 117**.