

# 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  
e.g. 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/](http://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.



srw@srw.com.au



1300 139 510



www.srw.com.au



**Southern**  
Rural Water