

A guide to using Waterline

Macalister Irrigation District

Waterline is our water ordering centre for customers in our irrigation districts. You can use it to order irrigation water over the phone or online.

To access Waterline, you must have a valid user number and PIN number. If you don't have a user number and PIN, please contact Southern Rural Water on 1300 139 510.

What can I do through Waterline?

Through Waterline, you can:

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

If you are on our Demand Management System (DMS) you can also use Waterline to:

- confirm orders at time of placement (no need to call back)
- easily alter a start or finish time without speaking with a planner.

How to order water by phone if you are a DMS customer:

Waterline options are slightly different for DMS customers. Choosing option 6 from the main menu allows you to change your lodged orders:

OPTION 1#

To cancel an order - use this option when you want to cancel an order which has not yet started.

OPTION 2#

To change the start time of an order - use this option when you wish to alter the start time of your outlet (delay or bring forward).

OPTION 3#

To change the finish time of an operating order - use this option to alter the finish time of an operating order (shorten or lengthen).

OPTION 4#

To change the flow rate of an operating order - use this when you would like to alter the flow rate of an operating order (reduce or increase). DMS is an automated system that allows you to lodge the time and day that you want to use water. All orders are confirmed at time of placement – no need to call back.

If the demand is too high during the time you have requested, DMS will calculate the next best available time. It will ask you to either accept or reject that offer.

If you reject that offer, the order will be marked as unsatisfied and will be manually scheduled by a planner.

DMS is automatically configured to your outlets, so you won't have to enter any new information. DMS requires a minimum of 24 hours' notice to place an order.

In cases where you require your delivery stopped sooner than 60 minutes, please contact your planner or the Duty Officer on 0412 860 250.

How to order water by phone (non DMS customers):

To order water by phone:

- dial 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#** option for DMS customers
 - 7#** to enter meter readings
 - 8#** to speak to an operator
 - 9#** to end the call.

How to order water online (all customers):

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.

Please telephone your planner via Waterline (1300 360 117) for more information or help with your water ordering needs.

Entering metering readings through water line

This service allows you to manage your water allocation effectively and accurately. By getting rid of the ordered estimate section on your Water Usage Reports, you will have a better idea of your total water usage to date.

To enter your meter readings online:

- visit www.srw.com.au/worder/
- type in your user number and PIN number
- select "Meter Reading Entry"
- select "Service Point" from the drop down list
- Select "Pick Date"
- enter date of your meter reading
- enter the time of your meter reading from the drop down boxes (hours and minutes)
- select "Close"
- enter your meter reading
- select "Submit" to complete the process

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