

## 1. AUTOMATED (TOUCH TELEPHONE) WATER ORDER SYSTEM

This system is operated by a touch telephone, which is used to enter the order's required details into the system. This system is available every day from 12:15am to 11:55pm (there is a 20 minute shutdown daily to update the system).

Orders can be extended, cancelled or shortened using this system.

Customers who have problems operating this system should contact WMI's office on 5027 4953.

To use the Automated Water Order System the customer will need to have a push button or touch telephone. The telephone must be set to **TONE** dial to allow the system to recognise your selections. If you are unsure pick up the receiver and dial a telephone number. If you hear a different tone for each number you press, you have the right telephone and settings.

Dial the water order number, 5027 4526, and enter the information requested by the voice prompts using your telephone keypad.

### To Place an Order

Function	Command	Description	Response
Outlet Number	Enter your five digit outlet number	The outlet number for which you want to order water	Press <b>3</b> to cancel an order Press <b>2</b> to try again Press <b>1</b> to place an order (For season start meter reading - Press 6; and for year to date orders - Press 7)
Date	Enter the start date of your order, followed by the # (hash) symbol.	Example: enter <b>8#</b> for the 8 <sup>th</sup> or <b>21#</b> for the 21 <sup>st</sup> .	
Start Time	Enter the first two digits of the time you want the order to start, followed by the # (hash) symbol.	24 hour time is used Example: enter <b>8#</b> for 8 am or <b>16#</b> for 4 pm.	<b>OK - Press 1.</b> Try Again - Press 2.
Duration	Enter the number of hours you want, followed by the # (hash) symbol.	Example: enter <b>12#</b> for 12 hours, or <b>80#</b> for 80 hours.	<b>OK - Press 1.</b> Try Again - Press 2.
Litres per Second	Enter the flow rate you want, followed by the # (hash) symbol.	Example: enter <b>45#</b> for 45 litres per second.	<b>OK - Press 1.</b> Try Again - Press 2.

Receipt Number and Water Order. Use this Order.	The Automated Water Order System will issue a unique Receipt Number for each order. Write this number down.	Example: Receipt Number 274526, and this order will use 2.1 (for example) megalitres.	<b>Another Order - Press 1.</b> To hear Receipt Number again - Press 2. OR - Hang Up.
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At each stage the system will read back your selections and allow you to change them if they are incorrect. After you have entered in the last piece of information (litres per second) there will be a slight delay before the system can tell you if the order is successful.

Instructions on how to cancel or vary an order are provided below:

### To Cancel an Order

Function	Command	Description	Response
Outlet Number	Enter the five digit outlet number for the order you want to cancel.	Example: enter <b>2 1 2 1 1</b> for Coomealla Farm 121 Outlet Number 1.	OK - Press 1. Try Again - Press 2. <b>Cancel Order - Press 3.</b>
Receipt Number	The Automated Water Order System will request your unique Receipt Number for the order you wish to cancel.	Example: enter Receipt Number 502749.	<b>OK - Press 1.</b> Try Again - Press 2.
To Cancel Order	The Automated Water Order System will confirm cancellation of your order. After this you can then cancel another order or order more water.		<b>Delete Another order - Press 1.</b> Place an Order - Press 2. OR - Hang Up.

### To Vary an Order

The procedure needed to vary an order is a combination of the cancellation and placement of an order. The need to vary an order will normally arise for two reasons:

1. a customer has decided not take the ordered water before the order is due to commence; and/or
2. a customer elects to reduce the duration of an irrigation (ie. reduce the irrigation from 10 to 8 hours).

The steps required to effect both of these changes are as follows:

#### Before the Order is Due to Commence

1. Cancel the existing order (using the technique described above); and
2. Place another order for the desired volume, time, duration, etc.

#### While an Irrigation is Underway

1. Stop taking water; and
2. Vary the existing order (using the technique described above).

It is vital that customers stop taking water before they cancel their order. This will mean that as soon as the Automated System confirms the cancellation of the order, the spare capacity in the system will be available to another customer. If the irrigation was not stopped, the supply system may become over committed, and supply to all customers jeopardised.