



INTRODUCING THE NEW CUSTOMER PORTAL

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Customer Portal User Guide

ACCESSING THE CUSTOMER PORTAL



ACCOUNT REGISTRATION – INITIAL LOGIN

To access the customer portal, you will need your login credentials (we will send you an e-mail with your registered e-mail address). Once you have your login details, follow these steps:

<u>Step 1</u>: Open your preferred web browser.

<u>Step 2</u>: Visit our website and locate the customer portal login page (top right-hand corner).

<u>Step 3</u>: To setup credentials, Click on "Reset My Password".

<u>Step 4</u>: Enter the registered e-mail address.

- <u>Step 5</u>: Choose a strong unique password and enter twice.
- <u>Step 6</u>: Click on the "Confirm change by e-mail".

<u>Step 7</u>: You will then receive a confirmation e-mail, follow the prompts.

FUTURE LOGIN

Once you have an account, follow these steps to log in:

- <u>Step 1</u>: Enter your e-mail and password in the designated login fields.
- <u>Step 2</u>: Click on the "Log me into the customer portal".
- <u>Step 3</u>: You will be redirected to your Dashboard. The dashboard serves as the main hub for assessing various features and information.

DASHBOARD OVERVIEW



The dashboard provides an overview of your account and important information relating to water ordering, allocation/allowance balances and much more, all at the touch of a button. For easy navigation, the main button or the Western Murray Irrigation Logo will always bring you back to the dashboard.

WESTERN NURRAY Main Place An Order Current Orders Reports -	 Account: ✓ Outlet: ✓
Your current PIN strength is Poor. Click here to change	
Water	Live
Orders	Flow
Current	Order
Orders	History
Water	Buy
Allocation	Sell
Delivery	Entitlement
Allowance	Holdings

MANAGING MULTI-LEVEL ACCESS TO YOUR ACCOUNT





Account Owner Access gives you full access to all functions of the Customer Portal, including permanent entitlement holdings, third party encumbrances and annual allocation and allowance balances. When registering your account for the first-time, Account Owner Access is established.



On-Farm Access is a restricted access level of your customer portal. It is designed to give your staff access to water ordering and monitoring. To create an On-Farm Access restricted level you must login in with your Account Owner Access that has been previously established, then:

<u>Step 1</u>: Click on your registered name (customer name) at the top of any page.

<u>Step 2</u>: A dropdown box will appear, Click on "Change password".

<u>Step 3</u>: In the e-mail address credential dropdown box select "On farm access only".

<u>Step 4</u>: Enter a new e-mail address for your employee.

<u>Step 5</u>: Choose a strong unique password and enter twice.

<u>Step 6</u>: Click on "Change Password".

<u>Step 7</u>: Your employee will then receive a confirmation e-mail, follow the prompts.

PLACING WATER ORDERS



WESTERN M	URRAY					t Orders		rts 🔻		J	loe Sr	nith	▼ Ac	count:	9999	⊷ Out	:let: 29	999 <u>~</u>	\rightarrow	<u>1</u> Choose number	your ou	tlet		
Outlet: Availability	Poo	ol V Lat 26	600RCP				,-	Tick a To Oi		ick:	>			Patch 0		4 Flow Ra 45	ite - Max 4	45 (I/s)		<u>5</u> Plac	e Order	(s)		
Date	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300
Sun 25	-	-	-	-	-	-	-	2 445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Mon 26	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Tue 27	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Wed 28	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Thu 29	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Fri 30	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Sat 01	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Sun 02	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Mon 03	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Tue 04	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445
Wed 05	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445	445

- <u>Step 1</u>: Choose your outlet number from the dropdown box at the top right-hand side of the page.
- <u>Step 2</u>: Click on each time slot you wish to water for on the table e.g. example above is selecting to water on Mon 26 from 7.00am to 11.00am. You can click multiple time slots if the flow rate is the same for each order.
- <u>Step 3</u>: Patch In a future update to the portal, you will be able to set up multiple different patches that will be linked to an outlet. These patches will have a pre-established flow rate. This flow rate can always be overridden if desired. You are not required to use patches at this stage.
- <u>Step 4</u>: Flow rate please enter the correct flow. This will enable you to receive accurate information about your water usage.
- <u>Step 5</u>: Click on place Order(s). You will be issued a receipt number and the details of the order .

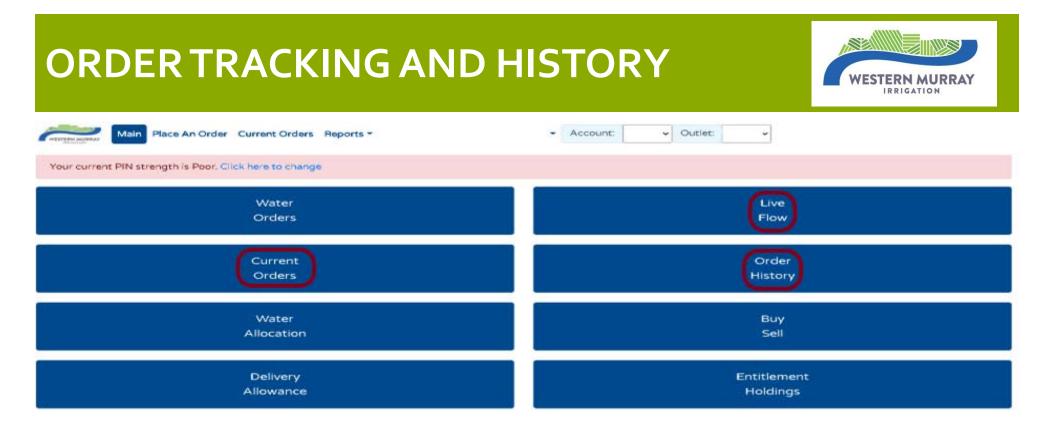
MO	DIFY	AN	ORDER						WESTERN MURRAY IRRIGATION
WESTERN MURRAY	Main Place Ai	n Order Curre	ent Orders Reports -		- · ·	✓ Account:	 ✓ Outlet 	: . ~	
Active Orders									
Cancel	Modify	Outlet	Start Time	Length (hours)	Flow (I/s)	Est Usage (ML)	Patch No	Receipt No	Date/Time Ordered
🗆 Total ML			Mon-26 0700	5	95	1.710 1.710	0	270431	Sun-25 0811
Cancel / Modi	fy Order(s)								
<u>Step 1</u> : <u>Step 2</u> :	Select t Cancel/	he orde	nt Orders", all r you want to Order(s). This er Current Orders	modify by	y tickin	g the Mod	lify box ai / page be		⊂k ✓ Outlet: ✓
Reciept No:			Change Order De 270431	atails and then cli	ck "Finalise (Order(s)"			
Outlet: Start Day(s): Start Time(s): Hours: Flow(s): in (L/s) Patch Number:			26 7 5 95 0						
Finalise Ch	anges								
<u>Step 3</u> : <u>Step 4</u> :	Once or	rder is co	according to y orrect Click "Fi ed order detai	inalise Ch		- 0	, -		





WESTERN MURRAY	Main Place A	n Order Cur	rent Orders Reports -			- Account:	✓ Outlet:	. ~	
Active Orders									
Cancel	Modify	Outlet	Start Time	Length (hours)	Flow (I/s)	Est Usage (ML)	Patch No	Receipt No	Date/Time Ordered
			Mon-26 0700	5	95	1.710	0	270431	Sun-25 0811
Total ML						1.710			
Cancel / Modi	fy Order(s)								

<u>Step 1</u> :	To cancel an order, Click on "Current Orders", all current orders will be displayed.
<u>Step 2</u> :	Select the order you want to cancel by ticking the Cancel box.
Step 3:	Click Cancel/Modify Order(s).
	You will receive a notification e.g. "Order 270431 SUCCESSFULLY cancelled" and the
	cancelled order details will be listed.



- 1. To track current orders, click on "Current Orders".
- 2. To view past orders, click on "Order History".
- 3. To view live flows rates being used during an active order click on "Live Flow". Each flow rate is colour coded to indicate accuracy between the active order and the actual flow rate being used.
 - Red indicates no water order, but water is being pumped.
 - Orange indicates water order flow rate v's actual flow rate is outside acceptable variance.
 - No colour indicates variance is acceptable.

WATER ALLOCATION AND DELIVERY ALLOWANCE





Water Allocation and Delivery Allowance tabs supply information regarding your accessible balances inclusive of available live data. This is valuable information for budgeting your water and delivery requirements on an annual basis.

We will explore each tab in more detail next.

WATER ALLOCATION



WESTERN MURRAY	Main	Place An Order	Current Orders	Reports *	- Account:	✓ Outlet:		~	
Water Allocation	s								80360
Details in (ML)									
Current Allocation	1/7/2022								153.000
Plus Temporary Tr	ade in								0.000
Less Temporary Tr	ade Out								0.000
Allocation Adjustm	ents								0.000
Available for Use									153.000
Less Metered Use									125.034
Remaining Alloc	ation								27.966
Unbilled Consum	nption								0.934
Estimated Still Av	ailable for	Use							27.032
					Irrigation Outlets/Meters on this a	nd linked Acco	ount(s)		
Account	Outlet	Farr	n No	Meter No.	Billed Use YTD(ML)	Last Offica	al Read	Ordered Since Last Read (ML)	Telemetry Readings or manual entry required
				636600D159	118.872	31/05/23	118.876	0.216	119.816 as at 6/28/2023 5:16:41 AM
				WMI13032022	2.380	31/05/23	9.018	0.000	Entering manual meter reads
				641000D159	3.782	06/03/23	165.478	0.000	Removed 06/03/2023
Total of 3 Meter(s) Usage				125.034				Calculate

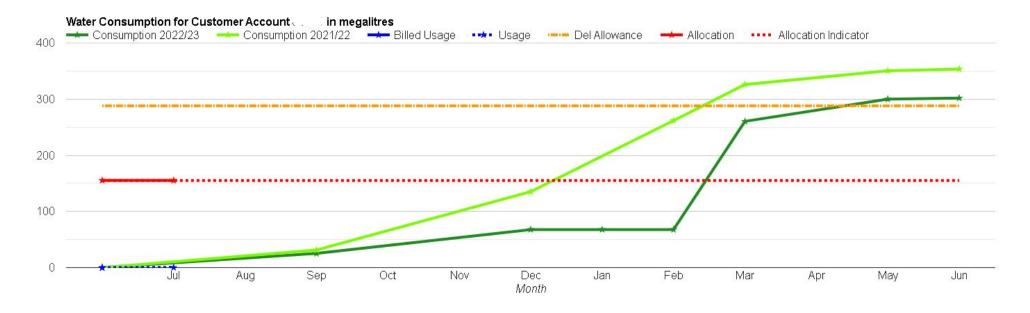
The Water Allocation tab supplies you with beneficial information regarding your available water. To obtain the most up to date information, the following data is included:

- Current Allocation (based on WaterNSW allocation announcements);
- Registered water trades 'in' and 'out' of your account;
- Metered use (usage that has been recorded on your account and you have been charged for it);
- Unbilled consumption (telemetry reads if applicable).

Manual meter read(s) can be entered in the blank boxes of the table as shown above. After entering a manual read hit "Calculate" and the unbilled consumption will update in the section above, adjusting your estimated available balance for use.

WATER ALLOCATION GRAPH





The Water Allocation graph is a handy tool to use. This graph supplies the following information:

- 1. Current years water usage to date (blue line);
- 2. The previous 2 seasons water usage (green lines);
- 3. Current years water allocation (red line).

This information can be used to compare the current year's water usage with previous years. You can also track your current years usage against your allocation. This can assist in your decision making regarding the temporary trade of water in or out of your account.

DELIVERY ALLOWANCE



Details in (ML)	Buronga	Coomealla	Curlwaa
	Durbriga	Coomeana	Cummaa
Starting Allowance 1/7/2023	0	0	288
Temporary Trade	0	0	0
Plus over allowance already invoiced	0	0	0
Allowance Adjustments	0	0	0
Available for Use	0	0	288
Less Metered Use	0.000	0.000	0.000
Remaining Allowance	0.000	0.000	288.000
Unbilled Consumption	0.000	0.000	3.729
Estimated Still Available for Use	0.000	0.000	284.271

 The Delivery Allowance tab supplies you with valuable information regarding your available delivery allowance. It includes: Opening Delivery Allowance; Registered delivery trades 'in' and 'out' of your account; 	The estimated available for use is your remaining Delivery Allowance before being charged Usage Above Delivery Allowance Fee. If your balance is negative this means you are currently pumping over your Delivery Allowance.
 Usage Above Delivery Allowance charged to date; Metered use (usage that has been recorded on your account and you have been charged for it); Unbilled consumption (telemetry reads – if applicable). 	As a customer you have the choice to either pay the Usage Above Delivery Allowance Fee on your next quarterly account or endeavour to trade additional Delivery Allowance onto your account for the current season. Please refer to the BUY / SELL trading page.

BUY/S		WESTERN MURRAY IRRIGATION							
WESTERN MURRAY Main Place	An Order Current Orders	s Reports ▼		← Account Water Allocation Trades	: V Outlet:	~			
Sell Orders				Buy Orders					
Trade No.		ML	\$/ML	Trade No.			ML	\$/ML	
W5O2023/001		10	155.00	WBO2023/001			10	145.00	
				Delivery Allowance Trades					
Sell Orders				Delivery Allowance Trades Buy Orders					
Sell Orders Trade No.	District	ML	\$/	Buy Orders		District		ML	\$/ML

The BUY / SELL trading page tab is located on the main dashboard. All current BUY or SELL orders are displayed for both Water Allocation and Delivery Allowance. Western Murray Irrigation has developed a Trading Page to facilitate the sale and purchase of tradeable water allocation and delivery allowance.

All internal annual transfers are governed by Western Murray Irrigation's Transfer Rules Policy. This trading page is only available to Western Murray Irrigation Customers. For more information regarding the process please refer to the Trading Page User Guide on WMI's website under the *Forms Buy/Sell* tab.

PERMANENT HOLDINGS AND ENCUMBRANCES



Entitlement Holdings

Your permanent entitlement holdings are listed in the Entitlement Holdings tab located on the main dashboard. This page lists your water entitlement holdings based on classification e.g. Stock & Domestic, General Security and/or High Security. It also lists the Delivery Entitlement Holdings per Farm. This information can be supplied to your accountant, loan provider or solicitor as proof of your current holdings if requested.

Encumbrances

Encumbrances are third party interests, e.g. a bank loan with a registered interest over the water and/or delivery and/or shares. This page can be accessed via the "REPORT" dropdown box located at the top of the page.

Information included on this page consists of:

- > The date the encumbrance was registered with Western Murray Irrigation;
- > The name of the entity that holds the encumbrance;
- > The certificate numbers that are covered by the encumbrance; and
- > The quantity of entitlements that are covered by the encumbrance.

Please note: If you believe this information to be incorrect, please contact the encumbrance holder direct to resolve the matter.

ADDITIONAL INFORMATION AND SUPPORT



- There are many other advantages to the Customer Portal. The more you use it, the more you will benefit from its abilities. Our advice to you is to explore. Take advantage of the easy to navigate design of the portal.
- If you are lost simply Click on the Western Murray Logo and you will be redirected back to the Dashboard.
- If you encounter any issues or have questions about the portal or your account, please contact the office on (03) 5027 4953 or in person at 5 Tapio Street, Dareton. Our staff are available to provide a personal demonstration of the portal, please make an appointment.
- Remember to log out of the portal when you have finished using it, especially if you are on a shared computer. The logout option is in the dropdown box where your name is identified at the top of the page. You can logout from any screen.



