



# WMI CUSTOMER PORTAL

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**Accessing the Customer Portal**

Page 3

**Dashboard Overview**

Page 4

**Managing Multi-level Access to your Account**

Page 5

**Water Orders – Place, Modify, Cancel**

Pages 6-9

**Water Allocation and Delivery Allowance**

Pages 10-13

**BUY / SELL – Water Allocation and Delivery Allowance**

Page 14

**Permanent Holdings and Encumbrances**

Page 15

**Additional Information / Support**

Page 16

# **CUSTOMER PORTAL USER GUIDE**



# ACCESSING THE CUSTOMER PORTAL



## ACCOUNT REGISTRATION – INITIAL LOGIN

To create a new login for the customer portal follow the steps below:

- Step 1: Open your preferred web browser.
- Step 2: Visit our website and locate the customer portal login page (top right-hand corner).
- Step 3: To setup credentials, Click on “Reset My Password”.
- Step 4: Enter the registered e-mail address.
- Step 5: Choose a strong unique password and enter twice.
- Step 6: Click on the “Confirm change by e-mail”.
- Step 7: You will then receive a confirmation e-mail, follow the prompts.

## FUTURE LOGIN

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

- Step 1: Enter your e-mail and password in the designated login fields.
- Step 2: Click on the “Log me into the customer portal”.
- Step 3: 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.**



[Place An Order](#) [Current Orders](#) [Reports](#) ▾

Account:

Outlet:

Your current password strength is Acceptable. [Click here to change](#)

Water  
Orders

Live  
Flow

Current  
Orders

Order  
History

Water  
Allocation

Trading  
Exchange

Delivery  
Allowance

Entitlement  
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:

- Step 1: Click on your registered name (customer name) at the top of any page.
- Step 2: A dropdown box will appear, Click on "Change password".
- Step 3: In the e-mail address credential dropdown box select "On farm access only".
- Step 4: Enter a new e-mail address for your employee.
- Step 5: Choose a strong unique password and enter twice.
- Step 6: Click on "Change Password".
- Step 7: Your employee will then receive a confirmation e-mail, follow the prompts.

# PLACING WATER ORDERS



[Main](#) | 
 [Place An Order](#) | 
 [Current Orders](#) | 
 [Reports](#)

Joe Smith

Account: 9999

Outlet: 2999

1 Choose your outlet number

Click on this icon to load page

Outlet: Pool V Lat 26 600RCP  
Availability as of 25/06/2023 7:39:35 AM

Tick and Click --->  
To Order

3 Patch  
0

4 Flow Rate - Max 45 (l/s)  
45

5 Place 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	-	-	-	-	-	-	-	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	
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	
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	
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	
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	
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	
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	
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	
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	
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	

**Step 1:** Choose your outlet number from the dropdown box at the top right-hand side of the page.

**Step 2:** 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.

**Step 3:** 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.

**Step 4:** Flow rate – please enter the correct flow. This will enable you to receive accurate information about your water usage.

**Step 5:** Click on place Order(s). You will be issued a receipt number and the details of the order .

# MODIFY AN ORDER




Active Orders									
Cancel	Modify	Outlet	Start Time	Length (hours)	Flow (l/s)	Est Usage (ML)	Patch No	Receipt No	Date/Time Ordered
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Mon-26 0700	5	95	1.710	0	270431	Sun-25 0811
Total ML						1.710			

[Cancel / Modify Order\(s\)](#)

Step 1: Click on “Current Orders”, all current orders will be displayed.

Step 2: Select the order you want to modify by ticking the Modify box and then Click Cancel/Modify Order(s). This will take you to the modify page below.

 [Main](#) [Place An Order](#) **[Current Orders](#)** [Reports](#) Account:  Outlet:

Change Order Details and then click “Finalise Order(s)”

Receipt No: 270431

Outlet:

Start Day(s):

Start Time(s):

Hours:

Flow(s) in (L/s):

Patch Number:


[Finalise Changes](#)

Step 3: Make changes according to your requirements, e.g. start day, time or flow rate.

Step 4: Once order is correct Click “Finalise Changes”. You will be issued a new receipt number and the amended order details.

# CANCEL AN ORDER



 [Main](#) [Place An Order](#) **[Current Orders](#)** [Reports](#) Account:  Outlet:

Active Orders

Cancel	Modify	Outlet	Start Time	Length (hours)	Flow (l/s)	Est Usage (ML)	Patch No	Receipt No	Date/Time Ordered
<input checked="" type="checkbox"/>			Mon-26 0700	5	95	1.710	0	270431	Sun-25 0811
Total ML						1.710			

[Cancel / Modify Order\(s\)](#)

Step 1: To cancel an order, Click on "Current Orders", all current orders will be displayed.

Step 2: 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.

# ORDER TRACKING AND HISTORY



Main

Place An Order

Current Orders

Reports ▾

Account: ▾

Outlet: ▾

Your current password strength is Acceptable. [Click here to change](#)

Water  
Orders

Live  
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Current  
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Order  
History

Water  
Allocation

Trading  
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Delivery  
Allowance

Entitlement  
Holdings

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



Main

Place An Order

Current Orders

Reports ▾

Account:

▼

Outlet:

▼

Your current password strength is Acceptable. [Click here to change](#)

Water  
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Orders

Order  
History

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Allocation

Trading  
Exchange

Delivery  
Allowance

Entitlement  
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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



[Main](#)
[Place An Order](#)
[Current Orders](#)
[Reports ▾](#)

Account:  Outlet:

Water Allocations		80360
Details In (ML)		
Current Allocation 1/7/2022		153.000
Plus Temporary Trade In		0.000
Less Temporary Trade Out		0.000
Allocation Adjustments		0.000
Available for Use		153.000
Less Metered Use		125.034
<b>Remaining Allocation</b>		27.966
<b>Unbilled Consumption</b>		0.934
Estimated Still Available for Use		27.032

Irrigation Outlets/Meters on this and linked Account(s)						
Account	Outlet	Farm No	Meter No.	Billed Use YTD(ML)	Last Official Read	Ordered Since Last Read (ML)
			636600D159	118.872	31/05/23	118.876 0.216
			WM113032022	2.380	31/05/23	9.018 0.000
			641000D159	3.782	06/03/23	165.478 0.000
Total of 3 Meter(s) Usage				125.034		

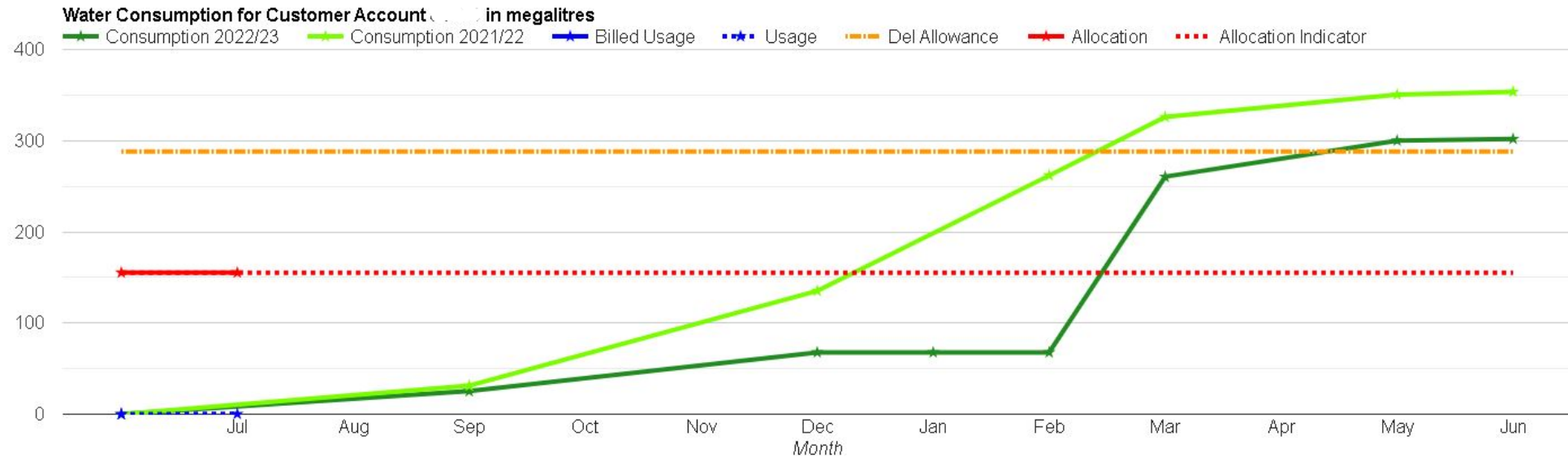
**Telemetry Readings or manual entry required**  
 as at 6/28/2023 5:16:41 AM  
 → Entering manual meter reads

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



Delivery Allowance			
Details in (ML)	Buronga	Coomealla	Curlwaa
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 ;
- 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).

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.

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.

# TRADING EXCHANGE PAGE



[Main](#) [Place An Order](#) [Current Orders](#) [Reports](#) ▾

▾ Account: ▾ Outlet: ▾

## Water Allocation Trades

Sell Orders		
Trade No.	ML	\$/ML
WSO2023/001	10	155.00

Buy Orders		
Trade No.	ML	\$/ML
WBO2023/001	10	145.00

## Delivery Allowance Trades

Sell Orders			
Trade No.	District	ML	\$/ML
DSO2023/001	Coomealla	10	110.00

Buy Orders			
Trade No.	District	ML	\$/ML
DBO2023/001	Coomealla	10	105.00

The TRADING EXCHANGE 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 the Trading Exchange 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 Exchange 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.

