

Have you recently purchased a new property or simply need a refresher on how to manage your water orders?

These instructions will take you through the steps to:

- log in to your account and how to change your PIN code
- place an order
- update your contact information to receive SMS/email notifications
- check your water usage
- check your flow rate
- modify or cancel an order

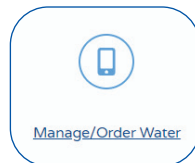
## Before you start, you will need the following information:

- A positive account balance (ABA)
- the outlet number you wish to irrigate through
- the assessment number (PIN code) of the property
- the date and time you wish to access your water
- the number of whole hours you wish to irrigate for
- how many litres per second (L/s) you wish to draw from the system

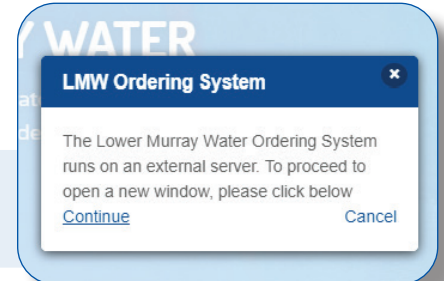
If you do not have these details or need more information regarding ABA's and assessments, please contact the Rural Customer Team on **1800 808 830** for assistance.

## Where to manage/order your water

- > Visit [lmw.vic.gov.au](http://lmw.vic.gov.au) and click on **Manage/Order Your Water**.

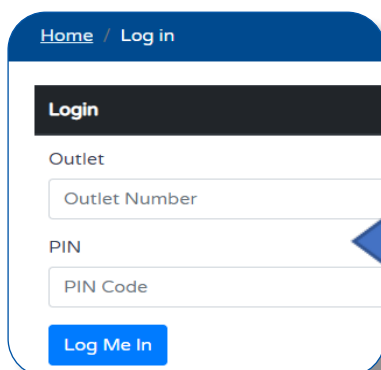


- > An information box will appear, click continue.



## How to login

- > To login you will need your **Outlet number** and **PIN code**.



Home / Log in

**Login**

Outlet

Outlet Number

PIN

PIN Code

[Log Me In](#)

- > You can find your **Outlet Number** and **PIN code** on the back of your bill.

Note: Your assessment number is your default PIN code

Assessment **000000** - 000 WOOMERA AV

Period of Usage: 11/12/2018 to 16/04/2019

**OUTLET DETAILS - Meter/s read on (or**

Outlet No.	Meter No.	Curre
<b>56xx</b>	MDO 88710	221.4
56xx	MDO 88767	382.4
56xx	MDO 60388	815.7
56xx	MDO 78935	327.9
56xx	MDO 78935	326.9
157xx	09HB18837	0.0

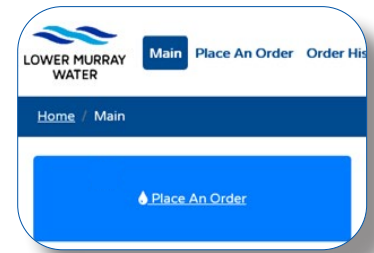
# How to place an order

## > Select Place an Order

You can only order between the **maximum** and **minimum** flow rates set for your outlet.

The district/sub station or system you are supplied by is listed in the black banner (in the example below - Red Cliffs - Termination valve).

The numbers in the grid represent the litres per second (L/s) available to be ordered.



**Maximum flow rate is 45 L/s** - **Minimum flow rate is 3 L/s**

**Red Cliffs - Termination valve - Availability as of 28/01/2022 2:29:42 PM (District Availability)**

Date	0000	0100	0200	0300	0400	0500	0600
Fri_28	69	69	69	69	69	69	69
Sat_29	69	69	69	69	69	69	69
Sun_30	69	69	69	69	69	69	69
Mon_31	69	69	69	69	69	69	69
Tue_01	69	69	69	69	69	69	39

John & Joan Citizen - Outlet: 8888

Maximum flow rate is 45 L/s - Minimum flow rate is 3 L/s

**Red Cliffs - Termination valve - Availability as of 28/01/2022 12:56:13 PM (District Availability)**

Date	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	
Fri_28	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Sat_29	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Sun_30	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Mon_31	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Tue_01	69	69	69	69	69	69	39	39	39	39	39	39	39	39	69	69	69	69	69	69	69	69
Wed_02	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Thu_03	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Fri_04	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Sat_05	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Sun_06	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69

You can place a new order on a day and time that starts in the **green** or white sections.

You will not be able to place an order that starts in the **purple** section but orders can finish within it.

The **green** area is the 48 hour standby water. If you have used all of your allocated 7-day delivery share, you will still be able to place orders starting and finishing within this timeframe if there is spare capacity left in the system.

The **blue** section shows that a valid order has been placed on your outlet.

## How to place an order:

1. enter the start date (the date of the month)
2. enter the start time (using 24-hour time format)
3. enter the number of hours
4. enter the desired flow rate (in litres per second: L/s)
5. enter the shift number if required (if your property has multiple shifts, this will help you keep track of how many times you've watered each section by checking the order history), If not required, enter 1

If you want to place a single order - only fill in the first column.

If you would like to place multiple orders across various days in the ordering period, see the below example.

**ORDER #1:** 31/2/22

8 hours of water required from 6am at 30L/s

**Order #2:** 1/3/22

Same start time, duration and flow rate as order 1, so simply add the date to the top of the second column.

**Order #3:** 2/3/22

Same start time but only 4 hours will be required at a reduced flow rate of 20L/s. This is due to watering a smaller section of a block.

ORDER 1                      ORDER 2                      ORDER 3

Place Your New Orders Here			
Start Date(s):	<input type="text" value="31"/>	<input type="text" value="1"/>	<input type="text" value="2"/>
Start Time(s):	<input type="text" value="6"/>	<input type="text"/>	<input type="text"/>
Hours:	<input type="text" value="8"/>	<input type="text"/>	<input type="text" value="4"/>
Flow(s): in (L/s)	<input type="text" value="30"/>	<input type="text"/>	<input type="text" value="20"/>
Shift Number (s):	<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>

Note: enter the date as a whole number (e.g. for 31/2/22, enter 31).

Once your order has been entered, the grid will be highlighted blue and a receipt number will appear at the top of the screen.

Note: the water availability for other users on your system has reduced by the amount you ordered during those times.

## Order Summary

Start Day	Time	Hours	Amount (L/s)	Finish Day	Time	Volume (ML)	Shift	Receipt No
31/01/2022	06:00	8	30	31/01/2022	14:00	0.864	1	404153
1/02/2022	06:00	8	30	1/02/2022	14:00	0.864	1	669525
2/02/2022	06:00	4	20	2/02/2022	10:00	0.288	1	323616

John & Joan Citizen - Outlet: 8888

Maximum flow rate is 45 L/s - Minimum flow rate is 3 L/s

Red Cliffs - Termination valve - Availability as of 28/01/2022 3:15:07 PM (District Availability)

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
Fri_28	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Sat_29	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Sun_30	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Mon_31	69	69	69	69	69	69	39	39	39	39	39	39	39	39	69	69	69	69	69	69	69	69	69	69
Tue_01	69	69	69	69	69	69	39	39	39	39	39	39	39	69	69	69	69	69	69	69	69	69	69	69
Wed_02	69	69	69	69	69	69	49	49	49	49	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Thu_03	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Fri_04	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Sat_05	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Sun_06	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69	69

## If a receipt is not issued, the order has failed. Reasons could be:

- **There is not enough capacity in L/s left in the system**  
Availability in L/s is listed as a number on the ordering grid
- **Your outlet has a minimum notice period**  
Will be listed on your order page above where you enter the order start date
- **You have exceeded your allocated delivery share and the order is outside of the 48hr standby period**  
Check capacity share information under ordering grid. Compare volume limit (ML) to used total
- **Order overlaps a previously canceled order**
- **Order starts in the purple zone on the ordering grid**

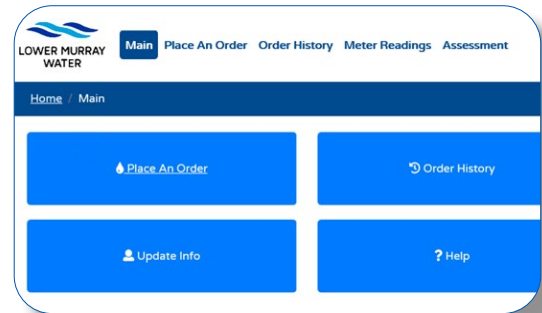
## How to update your contact details

Keeping your details up-to-date helps us keep in touch via SMS, email and phone calls. This could be to let you know if your order or service has or will be interrupted, as well as issues like blue green algae.

Complete as much information as possible.

- > Select **Update Info** on the main page.
- > Enter your details and click Submit

You can enter contact details for up to 3 people.  
Ensure you tick the checkboxes for the fields you are not providing information for.



- > To change your PIN, select **Change Login PIN**
- > Enter a new PIN and select, **Change PIN**

For increased security, it is recommended that you change your default PIN code.

A screenshot of the 'Change Your PIN Code' form. It has a blue 'Change Login PIN' button at the top. Below it, the form fields include: 'Current PIN' (with a sub-field 'Enter Current PIN Code'), 'New PIN Code' (with a sub-field 'Enter New PIN Code (6 to 20 characters - Uppercase/Lowercase)'), and 'Repeat New PIN Code' (with a sub-field 'Repeat New PIN Code To Confirm'). At the bottom, there are two radio buttons: 'Set PIN for all Outlets on Assessment' (selected) and 'Set PIN for Outlets on Assessment'. A blue 'Change PIN' button is at the bottom right.A screenshot of the 'Main Contact (Property Manager)' form. It has a blue 'Change Login PIN' button at the top. Below it, the form fields include: 'First Name' (with a sub-field 'John'), 'Last Name', 'Citizen', 'Mobile Number \*' (with a sub-field '04\*\*\*\*\*'), 'Phone Number', 'Email \*', and 'Email'. There are checkboxes for 'Mobile Nr Not Available' and 'Email Not Available'. A blue 'Change PIN' button is at the bottom right.

## How to check your water usage

Your **ABA** must always have a positive balance.

- > Log in and select **Assessment** at the top of the page to check your Allocation Account (ABA).

Your **ABA Summary** shows your current balance.

You also need to make allowance for any usage since your last meter reading.

Please note: Domestic and Stock meters are read 3 times a year.

Meter Readings **Assessment**

### ABA Summary

Inflows	Vol (ML)
Net Carryover at July 1	2.024
Seasonal allocation issued	2.820
Trade in	0.000
Total Inflows	4.844
ABA Balance	4.844

- > Calculate your current ABA balance

Go to the bottom of the page and enter your current meter reading.

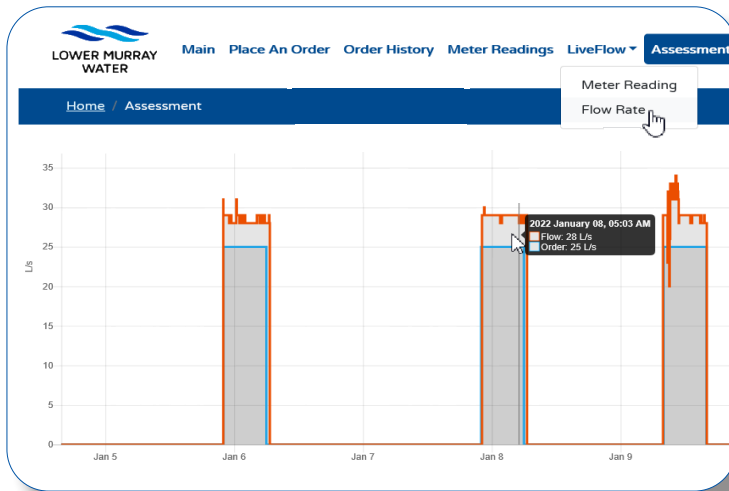
To calculate the usage you will need to subtract from your **ABA balance**.

A screenshot of the 'Optional Enter Current Reading(s)' form. It has a blue 'Assessment' button at the top. Below it, the form fields include: 'Optional Enter Current Reading(s)' (with a sub-field '13.985'), 'Estimated' (with a sub-field '0.745'), and 'Estimated Water Used To Date'. A blue 'Calculate' button is at the bottom left. The 'Estimated' field and the 'Total Estimated Usage' field are highlighted with a red circle.

## How to check if you are ordering the correct flow rate

If your meter is telemetered, you will have a live flow tab at the top of your screen.

- > Select LiveFlow
- > Select Flow Rate



If your meter is telemetered, you will have a live flow tab at the top of your screen.

This example shows good adherence to start/stop times, however ordered flow rate should be increased to 28 L/s to give other users a better indication of water availability.

## How to modify or cancel an order

- > At the bottom of the order page, all current orders are visible with cancel and modify tick box options. Tick cancel or modify for the appropriate order, then select Modify/Cancel Order.

Once an order has started, you will not be able to cancel it. Please call the Irrigation Order Number for assistance:

Irrigation districts order number (for help with internet ordering, 8am - 4pm weekdays)	(03) 5051 0795
Cancellation/alteration message service (to cancel or modify an order after hours)	(03) 5051 0796

Current orders for outlet 8888											
Start				Finish				Shift	Receipt No	Cancel	Modify
Day	Time	Hours	Amount (l/s)	Day	Time	Volume (Ml)					
Mon 31	06:00	8	30	Mon 31	14:00	0.864	1	404153	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Tue 01	06:00	8	30	Tue 01	14:00	0.864	1	669525	<input type="checkbox"/>	<input type="checkbox"/>	
Wed 02	06:00	4	20	Wed 02	10:00	0.288	1	323616	<input type="checkbox"/>	<input type="checkbox"/>	

At the bottom left of the table, there is a button labeled 'Modify / Cancel Order'.

If canceling, a notification will appear at the top of the screen stating the order was successfully canceled and the order will disappear from the grid.

If modifying, update the order details and select **Submit**.

**Edit Orders ONLY**

Receipt No: 404153

Start Date(s): 31

Start Time(s): 6

Hours: 8

Flow(s): **in (L/s)** 30

Shift Number(s): 1

**Submit**

## Further information

### Winter Maintenance Pumping Schedule

Upgrades and maintenance work is carried out throughout our irrigation districts to help us provide water where and when it is needed.

We schedule the majority of these works over the winter period as they do cause interruptions to the rural water supply.

The works schedule for each district is available on our website. [lmw.vic.gov.au/wmps](http://lmw.vic.gov.au/wmps)

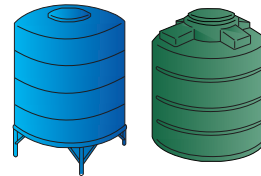
### Customer Service Advisory Committees

LMW's Customer Service Advisory Committees (CSACs) represent rural customers and provide advice to LMW and the LMW Board on a range of topics including service levels, maintenance priorities and projects.

If you'd like to be involved or would like more information go to [lmw.vic.gov.au/rural-committee](http://lmw.vic.gov.au/rural-committee) or call 1800 808 830.

### Tanks / Storage

We recommend Domestic & Stock customers have adequate storage for 6 weeks normal use (this could be in a tank or storage dam).



#### Important contact information

Telephone keypad water ordering	(03) 5051 0722
Irrigation districts order number (for help with internet ordering, 8am - 4pm weekdays)	(03) 5051 0795
Cancellation/alteration message service (to cancel or modify an order after hours)	(03) 5051 0796
After hours faults & emergencies	1800 808 830

**For more information, view the LMW Customer Charter (Rural)**

This can be found at LMW offices or on our website: [lmw.vic.gov.au/publications](http://lmw.vic.gov.au/publications)