

Customer Connect

User Guide to ordering water



To maximise the benefits of automation, we require all shareholders to order water during irrigation season.

Water ordering allows you to have more control over the timing of your water delivery, maximises the volume and utilisation of your onfarm storage and minimises your costs in us managing the water.

It also removes guessing by the operations team for water demand each day especially at the shoulders of the season and after rainfall events, helps us to best understand the demand for future modelling, and ensures everyone is receiving their fair share when demand is high.

The purpose of this booklet is to help you navigate through the water ordering process. We know this is new for many shareholders and farm staff, so if at any time you need any help, please do not hesitate to contact your scheme operator, Operations Manager, Operations Team Leader, or the office for assistance.

Operations Team Contacts

To make our support function more efficient, we have duty phones for each part of the scheme.

This means if you need to contact the scheme, there is only one number you need to call or text 24/7.

This makes it far easier for you and allows us to manage our team and their hours.

Laterals 1 & 2	Duty Phone	027 435 6256
Main Race and Laterals 3, 4 & 5	Duty Phone	027 435 6252
Valetta & Ruapuna Pipe	Duty Phone	027 239 5199
Charlotte Samson	Operations Team Lead	027 264 3080
Sam Anderson	Operations Manager	027 435 6251

Ordering water

1 Delete current shortcuts to water ordering.

Go to <https://orders.irrigo.co.nz/customer-connect>

Save as favourite or bookmark the link.

- You can also access via the water ordering icon on the MHV website.



2 Log In

Your “**Username**” is your **first** and **last** name, with no gaps between the two. It can be entered in “UPPER CASE” or “lower case”, or “miX of BotH”.

Your “**Password**” should be between 7 and 12 characters and contain at least one upper case and one lower case letter, and at least one number. It needs to be entered in the correct case.

If you need help with your username or password, please phone the office on 03 307 8389.

3 You will now be on the Home Screen.

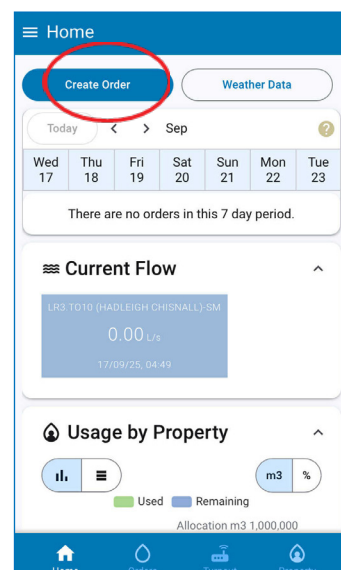
Here you can see your orders, flow and usage information.

You can also access weather data from one of our three weather stations.

Click **Create Order**. Your property details and turnout should auto-populate.

If details have not populated, contact duty phone to request set up.

Orders are to be placed by **2pm** for delivery from 8am the next day.



4 Under Flows

- Select **Start Date**
(may show in NZ or US date format- ie 25/09/2025 or 09/25/2025)

- Scroll down and click **Apply**

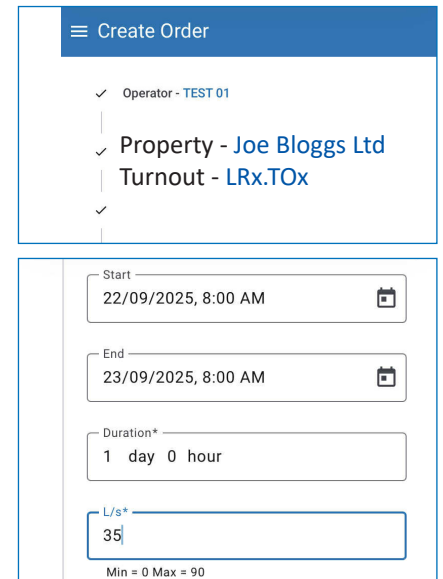


- Select **End Date** to the next day and click **Apply** Make order for **one day** only

- Set Duration - one day

- Set Flow in L/s

*Note: please **reduce your flow** if you do not need the full default flow. This will reduce chance of pond overflowing etc.*

A screenshot of a 'Create Order' form. It has a blue header with a menu icon and the text 'Create Order'. Below the header, there are three checked items: 'Operator - TEST 01', 'Property - Joe Bloggs Ltd', and 'Turnout - LRx.TOx'. Below these, there are four input fields: 'Start' with the value '22/09/2025, 8:00 AM', 'End' with the value '23/09/2025, 8:00 AM', 'Duration*' with the value '1 day 0 hour', and 'L/s*' with the value '35'. At the bottom of the 'L/s*' field, it says 'Min = 0 Max = 90'.

5 Stored Water is not applicable to MHV so please do not enter anything here.

6 If you wish to order for more than one day, click on **Repeat details**.

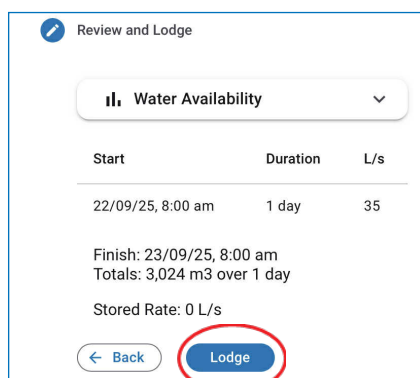
Repeat allows you to place an order for multiple days, but also allows you to cancel day(s) if required, without cancelling the entire order. For example if you have an irrigator breakdown on day 3 of 5 days.

- Enter **Repeat** (the number of times you want your order to repeat)
- Enter **Every** (how often you want your order to repeat ie. **1** for consecutive days)

Example: You want to irrigate for 5 days in a row. Instead of making one order for 5 days, set up a daily order and **repeat** 4 times **every** 1 day. This means if you have a breakdown, you can go in easily and cancel pending orders that you no longer need. This might be day 3 of 5 only.

7 **Notes:** The Operations team does not actively monitor this notes section. If you need to advise the team of anything, please call or text your duty phone.

8 Review the order and **Lodge** it, or go back to make changes.

A screenshot of a 'Review and Lodge' form. It has a blue header with a checkmark icon and the text 'Review and Lodge'. Below the header, there is a dropdown menu with the text 'Water Availability'. Below the dropdown, there is a table with three columns: 'Start', 'Duration', and 'L/s'. The table has one row with the values '22/09/25, 8:00 am', '1 day', and '35'. Below the table, there is text: 'Finish: 23/09/25, 8:00 am', 'Totals: 3,024 m3 over 1 day', and 'Stored Rate: 0 L/s'. At the bottom, there are two buttons: 'Back' and 'Lodge'. The 'Lodge' button is circled in red.

9 Modify or Cancel an Order Click on the order on the calendar.

Here you can cancel or modify a **Pending Order**.

Pending Orders are orders not yet being delivered.

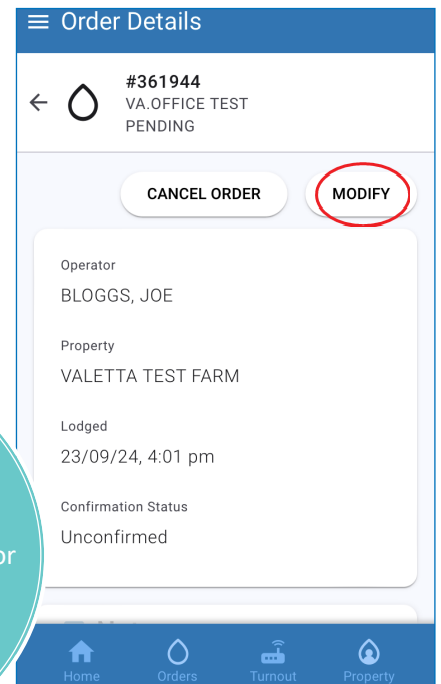
You can cancel pending orders by clicking on them and selecting

Cancel Order or **Modify**.

Operating Orders are orders that are currently being delivered.

You are unable to cancel or modify these.

You are unable to cancel or modify **operating** orders already being delivered.
Contact your scheme operator to cancel or modify orders already in progress.
This includes after 2pm for an order for next day delivery.



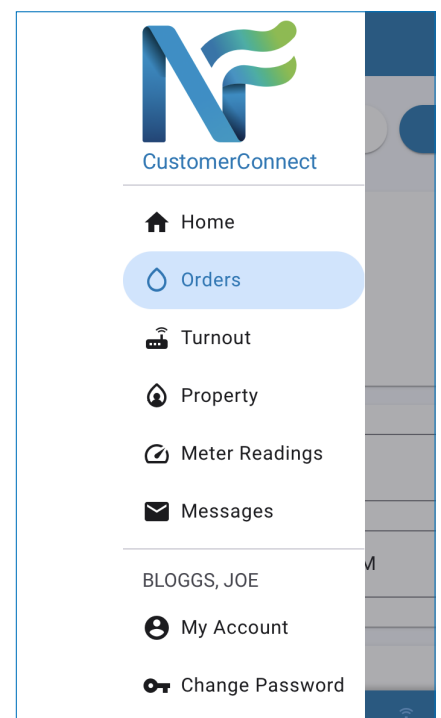
10 Menu

From any screen, you can click on the three lines to bring up the menu.



From here you can

- Enter, modify or cancel orders
- View the turnouts, including
 - current flows
 - communications status
 - seasonal volume
 - map of location within scheme
 - pond percent
- View Property Details, usage, get water statements, edit your turnout name
- View Meter Readings
- Change Password

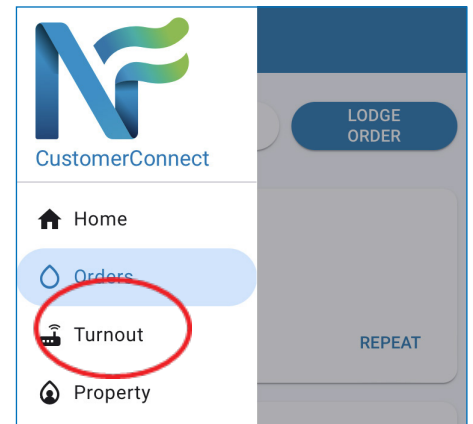


Flow	10/10/24, 11:48:52	0 L/s	~
U/S Pressure	10/10/24, 11:48:52	999.9 bar	~
D/S Pressure	10/10/24, 11:48:52	999.9 bar	~
Communication Status	10/10/24, 13:20:42	OK	~
Gate 1 Local-Remote	10/10/24, 11:50:36	LOCAL	~

~ Indicates graphed information available.

Valetta Turnout Control

- 1 From the Main Menu, select **Turnout**.



- 2 Select the required turnout (if multiple).
Touch on the little arrow beside **Irrigation Mode Status**

Gate 1 Local-Remote 23/09/24, 13:55:38	LOCAL	~
> Irrigation Mode Status 23/09/24, 13:53:54	LOCAL MANUAL	~
Volume for Current Season	48798 m3	~

- 3 Click on the pen icon beside **MODE SET**

✓ Irrigation Mode Status 23/09/24, 13:53:54	LOCAL MANUAL	~
Irrigation Mode Setpoint 23/09/24, 15:52:05	MODE SET	✎ ~

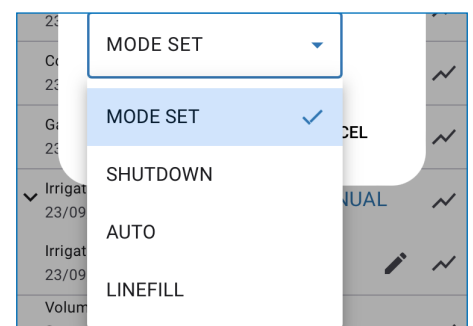
- 4 Select relevant option:

SHUTDOWN: Turn off the outlet box

AUTO: Control to pressure or flow set points which are pre-set in the system.

LINEFILL: **Recommended to start with this.**

This will slowly and safely fill the mainline.
Once set point is achieved, the system will automatically change to AUTO mode.



- 5 Click on **SEND**

