WaterLINE Online Water Ordering System

User guide to ordering water from your Mobile

MHVwater

Ordering water via your mobile

To maximise the benefits of automation of the open race network we require all shareholders to order water.

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, so if at any time you need any help, please do not hesitate to contact your scheme operator, Operations Manager, or the office for assistance.

1 | **Go to www.mhvwater.nz**

2

Getting Started
Click on the **Water Ordering** icon.

3

19:57

🔒 orders.irrigo.co.nz

User Number:

Enter Login   JoeBloggs
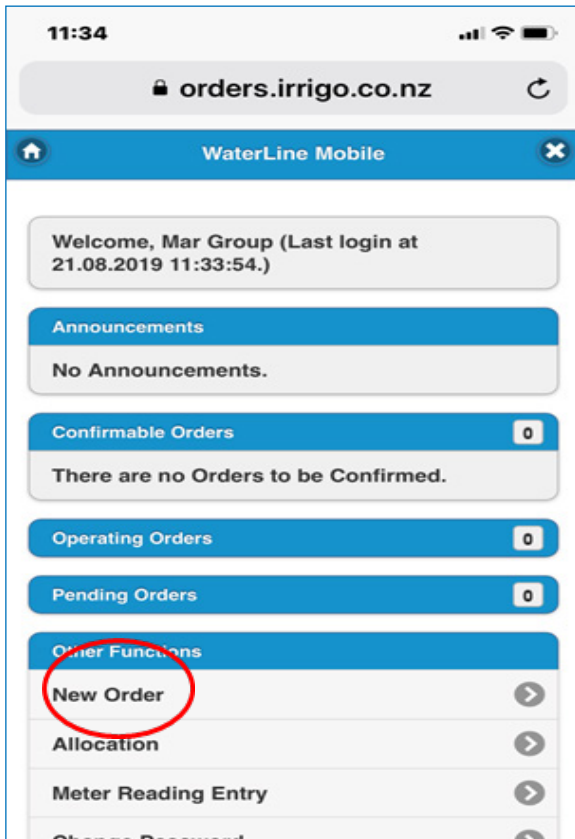
Password:

Enter Password   Example2021

Login

Log In
Your User Number is actually your **name** (with no spaces).

Your password needs to be 7-12 characters and contain at least one capital, one lower case and one number.

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

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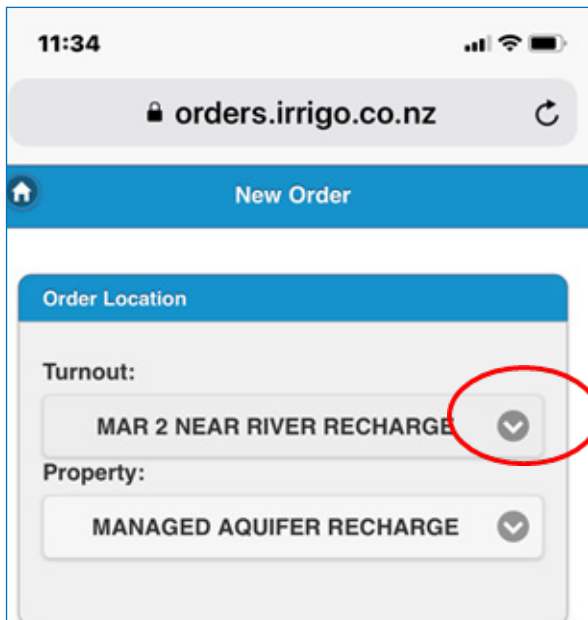
4

Home Screen

To create new order, select **New Order**.

5

New Order

Turnouts - if you have more than one turnout, use drop down arrows to select correct one.

Separate orders are required for each turnout.

6

Order Date

Start Time:

08:00 🕐

Start Date:

19/10/2021 🗓

Order Items

Max Flow: 90.000   Min Flow: 0.000

Duration:

1 Day 00 hours 🕐

Finish Time:

08:00 🕐

Finish Date:

20/10/2021 🗓

Flow Rate: (L/s)

32 ━━━●━━━

Stored Rate: (L/s)

0 ●━━━━━

➕ **Repeat details**

New Order

Complete

- start date

- start time (should default to 8am)

- duration (set at 1 day or 24 hours)

- flow rate in l/s (no decimals)

- you can order less than your maximum flow

If you wish to set your order to repeat, click on **Repeat details**.

Repeat allows to place an order for multiple days, but allows you to cancel individual day(s) without cancelling the entire order.

Note: Stored water is charged per m3

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

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✔ **Repeat Order?**

Repeat Count:

5

Repeat Interval: (Days)
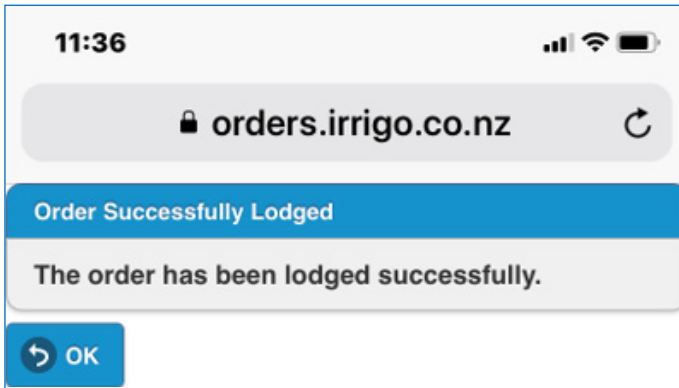
1

➕ Include Message:

Order Functions

Lodge ⊙

Enter the **Repeat Count** (number of days you want your order to repeat).

Enter **Repeat Interval** (1 for consecutive days, 2 for alternate days).

Lodge the order.

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11:36

🔒 orders.irrigo.co.nz

Order Successfully Lodged

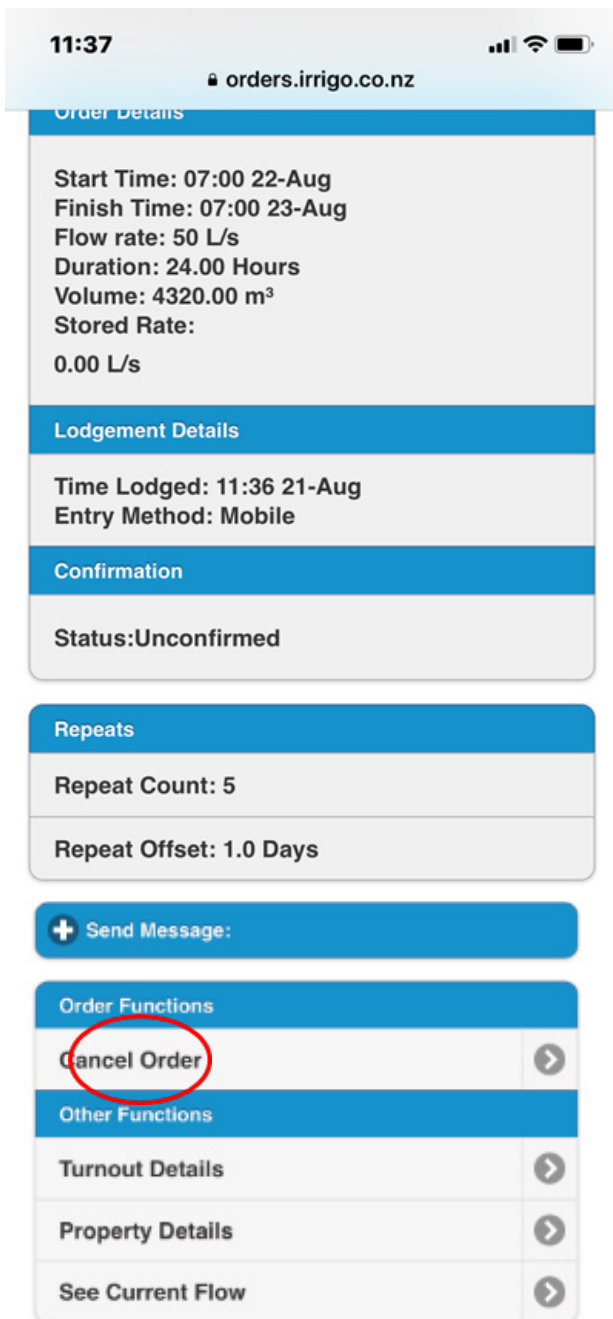The order has been lodged successfully.

↩ OK

Confirmation

You will receive a confirmation that the order has been lodged.

If you do not receive this, there is likely an error.

Go back into the order and correct it.

9

11:37

🔒 orders.irrigo.co.nz

Order Details

Start Time: 07:00 22-Aug
Finish Time: 07:00 23-Aug
Flow rate: 50 L/s
Duration: 24.00 Hours
Volume: 4320.00 m³
Stored Rate:
0.00 L/s

Lodgement Details

Time Lodged: 11:36 21-Aug
Entry Method: Mobile

Confirmation

Status:Unconfirmed

Repeats

Repeat Count: 5

Repeat Offset: 1.0 Days

➕ Send Message:

Order Functions

Cancel Order ❯

Other Functions

Turnout Details ❯

Property Details ❯

See Current Flow ❯

Order Summary

A summary of the order will be displayed.

If this is incorrect, you will be able to cancel it at this point.

Turnout Details displays latest flow.

Property Details displays allocation used and allocation remaining.

Current Flow graphs the current flow.

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Summary

Pending Orders - confirmed orders not yet being delivered.

You can cancel these by clicking on them and selecting **Cancel Order**.

Operating Orders - orders currently being delivered.

You cannot cancel these, contact your Scheme Operator.

You are unable to cancel orders already being delivered.

Contact your scheme operator to cancel orders already in progress.

Water Usage

You can access your water usage statement by selecting **Other Functions** and then **Allocations**.

Select the format in which you want to download your water usage report.

Please not that this is a water statement for the **current** year.

If you require a water statement from a previous year, please contact the Operations Manager or the office.

0

Stored Rate: (L/s)

0

+   **Add another flow item**

+ **Repeat details**

+ **Include Message:**

Order Functions

Lodge	❯
Abort and Return	❯
Other Functions	
Turnout Details	❯
Property Details	❯
See Current Flow	❯
See Pond Percent	❯

Flow and Pond Level data

You can access your flow and pond level data by selecting **Order Functions** and then **Other Functions**.

Turnout Details displays latest flow.

Property Details displays allocation used and allocation remaining.

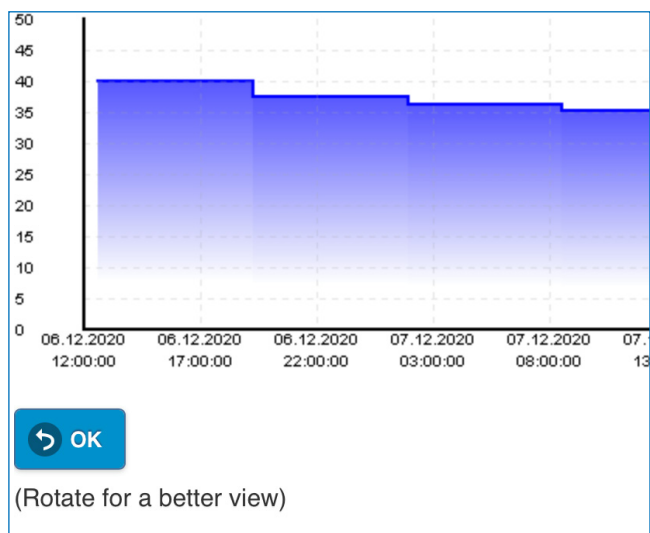**See Current Flow** graphs the current flow.

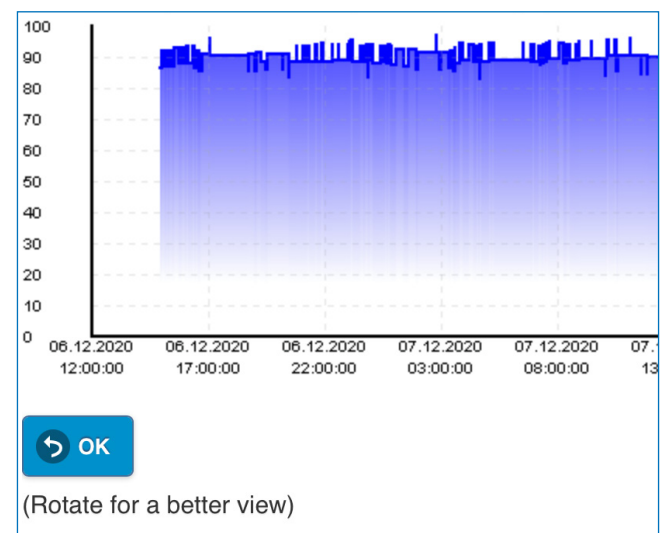**See Pond Percent** shows the pond level.

Turnout details

Pond Percent	35.46 %	15:14 07-Dec
Latest Flow	92.00 L/s	17:01 07-Dec

↺ OK

Pond level percentage graph

↺ OK

(Rotate for a better view)

Current flow graph

↺ OK

(Rotate for a better view)

Operations Team Contacts

This season we are also making our support function more efficient.

This means if you need to contact the scheme you know that you only have one number to call or text 24/7.

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

Lateral 1 & 2	Duty Phone	027 435 6256
Lateral 3, 4 & 5	Duty Phone	027 435 6252
Valetta & Ruapuna	Duty Phone	027 239 5199
Sam Anderson	Operations Manager	027 435 6251

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