

## WATER ORDERING PROCEDURES FOR THE BORDER RIVERS VALLEY

17 August 2009

State Water wishes to advise customers that new water ordering procedures, which will provide additional flexibility when scheduling irrigation requirements, have been approved by the Border Rivers Customer Service Committee.

Over the next four to six weeks customers will receive detailed information on State Water's new Internet Water Accounting System (iWAS), which will allow customers to view their account balance, place water orders and enter current meter readings online.

Water orders will be able to be placed through iWAS seven days a week, though orders must be placed by 8am on the required release date.

Water orders can also be faxed to 1300 871 447 or emailed to [Northorders@statewater.com.au](mailto:Northorders@statewater.com.au) **Monday to Friday**, and need to be received by 8am on the day of required release. Orders received after 8am will be released the following day.

Attached is a copy of the new water ordering form. For all account inquires please call State Water on 1300 662 077.

Based on current on farm storages west of Goondiwindi, it is anticipated that supply on demand water ordering will be undertaken this irrigation season though customers are requested to provide additional travel time when placing orders to allowing grouping of orders.

For further information regarding water delivery please contact Roger Hunt on (07) 4671 6130.

**Authorised by:**

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