

WATER ORDERING PROCEDURES AND BLOCK RELEASES FOR THE NAMOI 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 Namoi Peel 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.

Customers are reminded that water orders must be placed by Tuesday, 25 August for any required deliveries during August and September.

Water orders can also be faxed to 1300 871 447 or emailed to 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 the completed survey results, a small block release will commence on Monday 10 October and continue for up to 7 days to supply demand during October and early November. It is anticipated that a second block release will be undertaken in mid November, but this will be confirmed during the October release.

Customer requiring water deliveries outside these times are advised to contact State Water. For further information regarding water delivery please contact Ken Gee on (07) 4671 6131.

Authorised by:

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