

PIONEER VALLEY WATER

QUARTER 1



Welcome to our new newsletter! This newsletter is designed to be distributed quarterly to our clients. It will display our projects, up and coming events and any news for the quarter that we feel might interest you! This issue will be devoted to Telemex!

TELEMEX

Telemex is a locally developed and supported infrastructure that allows allocation holders to have better control over the deployment and tracking of their water orders. It is usable on Mobile, Tablet and Computer devices, making it easier than ever to access. The deployment of the new mobile app also allows customers to have notifications sent straight to their chosen contact method.

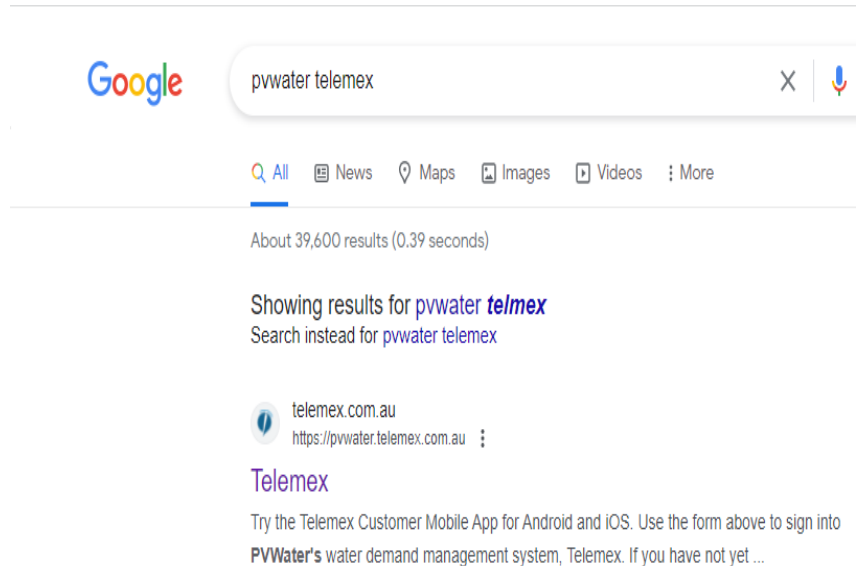
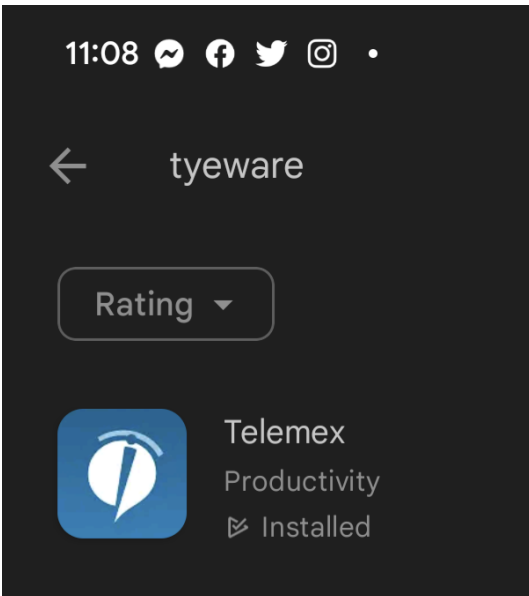
The average user time now sits between 5 and 10 minutes. Given that most of our users are setting water orders for multiple days, this is a massive time saver! We understand that life is busy, especially when you are irrigating, that is why Pioneer Valley Water is devoted to making the experience of using water easier and better than ever!

PVW understands that using new technology can be daunting, especially after a system like Streamline! That is why in this newsletter, we have put together a step by step for using the app.

SETTING UP AN ACCOUNT

It is incredibly easy for a user to have an account created on Telemex. You simply contact PVW staff, and we will set the account up for you. All you need to do is download the App or visit the site and log in!

Downloading the App is easy for apple and android devices. Simply open your app store and search for "Tyeware" and choose the app labelled "Telemex". Some screenshots are provided below as a visual aid.



PLACING A WATER ORDER

Using Telemex to place in order is incredibly easy and straight forward. With that in mind, there are a few basic pieces of information that you will need to place your order.

- your 'outlet number' (if you have more than one outlet).
- your proposed 'start time.'

- your proposed 'start date.'
- the proposed 'duration' of your order (in hours).
- the 'flow rate' at which you will be taking water (in litres per second).
- the number of times you wish to 'repeat' your order (if any).
- the 'interval' (in days) between repeats (if you are placing a repeating order).
- These terms are explained below to help you work out how Telemex works.

Your '**outlet number**' will have been provided to you by our staff. They should also be on your outlets.

When Telemex asks you to enter the '**start time**', it is asking what time of day you intend to commence taking water. Telemex uses a twenty-four-hour clock system. For example, if you intend to start taking water at 4:00 pm, then you will need to enter '1600'.

When Telemex asks you to enter the '**start date**', it asks for the date that you intend to commence taking water. Simply click the date box and a calendar will appear, allowing you to make a date selection. Please keep in mind that you will need to allow for the required period of notice (refer below).

When Telemex asks you for the '**duration**' of your order, it is asking how many continuous hours you plan to be taking water. For example, if you intend to take water for 12 hours each night for any number of nights, then you will need to enter '12'.

When Telemex asks you to enter your proposed '**flow rate**', it is NOT asking the volume of water you intend to use, but rather the rate (in litres per second) at which you intend to use it. There is also an option of '**order volume**' that is linked to the '**flow rate**' table. The '**order volume**' section is in **megalitres, not litres**. Entering the total amount needed over the period will convert to the flow rate and vice versa. For example, if your irrigator uses water at a rate of 25 litres per second, then you will need to enter '25' in the '**flow rate**' section or '0.36' in the '**order volume**' section.

Telemex makes placing a '**repeat**' order easy. If you do not wish to repeat your order, then you should select "Once Off Water Delivery" in the "Order Type" heading. If, however, you require your order to be repeated several times, then you should select "Repeating Water Delivery" in the "Order Type" heading. Doing so will bring up two additional tables inside the "Order Particulars" section. In the "Number of Repeats" table, select the number of repeats that you want to order for. For example, if you are placing an order for seven consecutive periods then Telemex is expecting you to request that your order be repeated '7' times.

If you have requested that your order be repeated, Telemex will also ask you to tell it the appropriate '**repeat offset**'. This is the number of days between periods. For example, if your order is to be repeated each day (or night) at the same time, then the interval between repeats should be entered as '1 Day – Repeat Every Day'. Another example might be an order which is to be repeated every Friday night. The interval in this case would be '7 Days – Repeat Every Week on the Same Day'.

NOTICE PERIODS

Telemex will not accept an order if you attempt to give less notice than shown in the "Delivery Lag" section of your Holding Information found on your Telemex Profile.

These lead times are current minimum estimates of the time required by the Board to supply water in an efficient manner and are inclusive of notice periods required by SunWater. If, for a legitimate reason, you have not placed a water order in time please telephone our Operations staff. We will accommodate any water order if it is possible to do so without potentially affecting existing orders.

CANCELLING OR AMENDING ORDERS

Once you have placed an order, it is simple to cancel or modify the order in Telemex. Simply log into Telemex, navigate to your existing orders, select the "Actions" dropdown box, and then select to either "Modify" or "Cancel" your water order. Alternatively, please contact the office between 7a.m. and 7p.m. on 07 4957 8481 (this number will divert to the duty officer outside of business hours).

There are no notice requirements for cancellation of an order, but obviously the more notice you can provide, the better our staff can manage the resource. If you fail to cancel an order, then the water, and the electricity used to pump it, may very well be wasted. Overall, everyone pays for this, both in terms of increased water charges, and in potential under-supply during extended dry periods, i.e., a dry Teemburra Dam.