What is the Customer Portal?

Irrigation Customers can access the Customer Portal on the CIT website to view information about their account. In the Customer Portal, customers can order water, access previous meter readings and order history, link to telemetry information, and access information about their account.

There are two different access levels available for the Customer Portal – Account level or On-Farm level. Account level allows access to the full suite of information in the Customer Portal. On-Farm level is limited to water ordering and meter reading details.

How do I log-in?

Irrigation Customers can use the **Log-In** button located at the top right-hand corner of the CIT webpage.

To set up **Account level** access, you need to create your password before you can login. To do this, go to the "*reset my password*" option, enter your email address and create a password. The email address used must match the email address registered for your CIT account. A link will be sent to the email address that you need to access to activate your password. Once you have followed the link that is emailed to you, you will be able to log-in at the Account level to the Customer Portal.

You can use the "*reset my password*" option if you forget your password or if you wish to change your password.

If you have not previously registered an email address for your CIT account, you will need to contact the office to set this up.

If you use the same email address over multiple accounts, when you create a password for the first time, that password will be applied to all accounts. You can keep the same password for all accounts to create a single login for all accounts. Alternatively, you can use the same email address across multiple accounts and create different passwords to login separately to each account. For further information about these options, please contact the office on 8580 7100 for assistance.

Once you have created Account level access, you can create an **On-Farm level** access if required. To do this, go to the dropdown list under the heading with the account name and select "*Change Password*". Then change to "*On-Farm Access Only*". Enter the email address to be used (which could be the same as for Account access or different) and then create the password. Note that the password for On-Farm level must be different to the password used at the Account level.

The Outlet Number and PIN used in the old system will also allow you to login to order water for that outlet only.

Ordering water (All Districts except Sunlands and Golden Heights)

Step 1: Log-in to the Customer Portal.
Step 2: On the Main Menu page, select the *Water Orders* option.
Step 3: Select the *Outlet* (use the drop-down arrow next to Outlet to switch between outlets if necessary).
Step 4: *Click/touch* the date and time for the order (this will highlight the time in blue). If you choose the wrong time, just click again to unselect.
Step 5: Check the *flow rate* and amend if required.
Step 6: Select *Place Order(s).*

Note: If logged in at Outlet level, you will need to log-out and then log-in for a different outlet.

Sunlands and Golden Heights Water Orders

Customers in the Sunlands and Golden Heights districts have two options for ordering their water:

1. Continue to use the existing website https://ghsorders.cit.org.au; or
2. Use the water order function in the Customer Portal

In the Customer Portal, these are the steps to order water:

Step 1: Log-in to the Customer Portal.

Step 2: On the Main Menu page, select the Water Orders option.

Step 3: To manually enter an order:

- Select the outlet using the dropdown button.
- Select the start day using the dropdown button.
- Type in start time in 24 hour time.
- Enter run time in minutes.
- Enter flow rate.
- Select Submit Order.

OR

Step 4: Use the screen to select orders:

- Click/touch the date and time for the order (this will highlight the time in blue). If you choose the wrong time, just click again to unselect.
- Use the dropdown option next to the Date to order water on different days.
- Check the flow rate.
- Select Place Order(s).

Current Orders

This function provides a summary of all current orders. Orders can be cancelled or modified from this screen.

Order History

This function provides a summary of all orders placed for the outlet during the water use year and access to previous years orders.

Meter Readings

This function provides information on the meter readings for an outlet. To switch between outlets, use the drop-down option next to Outlet at the top of the screen.

Live Data

This function will take you to the log-in screen for Outpost. Outpost (or Wildeye) is the platform for real-time water usage information.

Account Information

Log-in to the Customer Portal and on the Main Menu page, select the Account option.

The following information can be accessed via the Account page:

- Summary of irrigation rights
- Summary of water allocations
- Outlet data including meter number, use per meter, meter readings
- Temporary trade information
- Land information
- Water Use Graph

Summary of Irrigation Rights and Water Allocations

CIT **MENU**

Current Season (2021/22)

Summary of Irrigation Rights	(ML)
Irrigation Rights 1 July	142.880
Irrigation Rights Trade	0.000
Total Irrigation Rights	142.880

Summary of Water Allocations	(ML)
Base Usable Allocation	**142.880**
Temporary Trade	-62.000
* Usable Water - Total	**80.880**
Billed year to date use	76.453
Unbilled Usage (telemetry)	0.601
Remaining Unused	3.826

* Usable Water - Total includes: restriction, trade, carry over and critical water.

Irrigation Rights held at 1 July

Volume of Irrigation Rights traded during the water use year

Irrigation Rights currently on account

Volume of allocation available 1 July

Allocation traded during the water use year (positive number = traded onto account, negative number = traded off account)

Consumption from previous invoice

Indicative volume used since last invoiced consumption, based on the latest information from telemetry data (Wildeye)

The indicative volume of allocation remaining.

Outlet data including meter number, use per meter, meter readings

Outlet	Meter No.	Metered Use (ML)	Last Official Meter Reading	Ordered Since Last Read	Option Enter Current Reading(s)	Last Telemetry UnBilled Usage	Section
0001	ABC123	10.0	PK 1234 OP 12345	0.500		PK 0.100 OP 0.350 **Tot 0.450**	HD Berri Sec ABC
0002	DEF456	30.0	PK 7890 OP 6789	1.000		PK 0.400 OP 0.750 **Tot 1.15**	HD Berri Sec DEF

The official meter reads from the previous quarter's bill

You can enter your own meter read to help calculate future usage. This will update the account balance in the Summary of Water Allocations

Customers can manually enter meter reads into the Optional Enter Current Reading(s) fields. By entering actual or estimated reads, and selecting the Calculate button, customers can see what an estimated usage will do to the Remaining Unused balance in the Summary of Water Allocations table.

Further Information

If you require further information, please visit our office at 4 Fowles Street Barmera or contact us on
(08) 8580 7100 or office@cit.org.au