CENTRAL PLAINS WATER LTD

Sustainable water growing our world.

Mā te tauwhiro wai ka tipu tō tātou ao.

Customer Connect.

Your Guide.

Contents

What is CustomerConnect?

CustomerConnect is a tool for irrigators to place and manage orders. This replaces the old, clunky MyWater water ordering portal.

What can I do with CustomerConnect?

The way you use CustomerConnect depends on your role:

- Operators and Owners can view water account, order, and site details.
- Operators can create and manage orders, view and create meter readings, view and send messages, and view site details.

Manage Orders and Ordering.

- Create orders quickly and easily with the guided Order Stepper.
- View orders on a Calendar or searchable list, and drill down to see Order Details, Order Activity, and status.

Manage your data.

View details of your property/s including entitlement, usages, and water reports.

Manage communications.

View announcements, notifications, and alerts from Operations staff.

Customise the application.

Use your own custom nicknames for your turnouts.

Manage your CustomerConnect user account, password, and contact details.

Logging In and Managing Passwords.

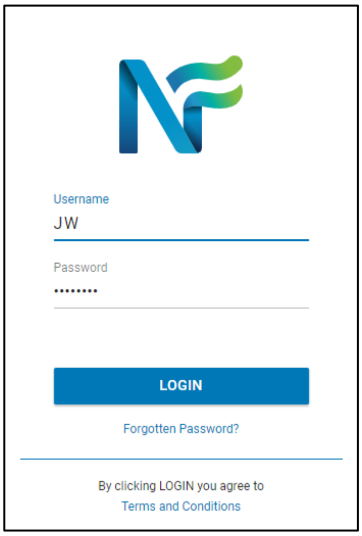
Logging In.

To log in, open CustomerConnect (https://mywater.cpwl.co.nz/openidconnect/login) and enter your log in details provided to you:

Username – your email address provided to CPWL

Password – for new operators, you will be provided with a temporary password via text and email. Upon using this to log in for the first time, you will be prompted to change this to a password of your choosing, provided it means the password requirements listed. For existing operators, your password is the same as the password used to log in to the old Water Ordering Portal.

Please Note
You may be logged out automatically after 30 minutes of inactivity.



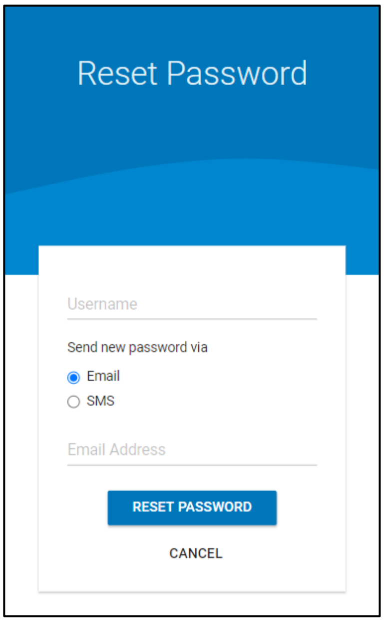
CustomerConnect Log In Screen

Changing or Resetting a Password.

If you change or reset your password you will receive an email or an SMS confirming the change.

Resetting a Forgotten Password.

To change your password, select the Change Password option from the application menu. You'll be prompted to enter your email address or username so we can send you instructions for changing your password.



Resetting a Forgotten Password

Logging Out.

To log out of CustomerConnect, select Sign Out from the application menu.

What's on the CustomerConnect Home Page?

The CustomerConnect Home page is a dashboard that shows you:

- Any orders that are currently operating or that are pending.
- Any current flows at your turnouts
- Your water usage and the balance of your water allocations

From here you can:

- Create a new order.
- See a calendar of current and pending orders.
- Current flows (if any).
- Usage and allocations.
- List of announcements (You can also find these in the Messages screen).

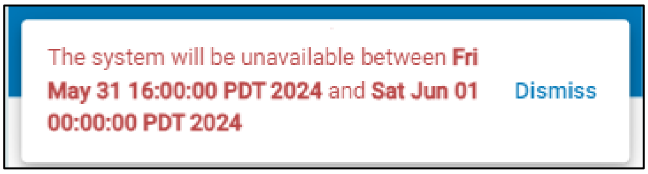
Messages on the Home Screen.

If there are any unread messages in your inbox they'll be displayed on a pop up on the home page.

- Click on a message to read it.
- Click **Mark All As Read** to dismiss the message box and mark all messages as read.
- If you have opened a message you can click **Mark as Unread** to mark the message as unread again.

New Messages Pop Up

If there are any important announcements (such as notices about system outages) they will be displayed on both the home screen and the login screen in red text.



Important Announcements

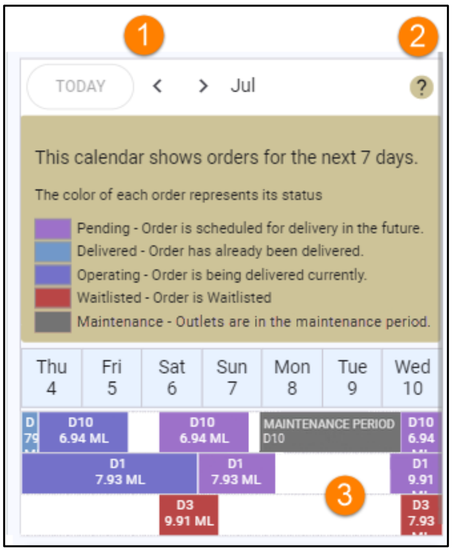
Using the Order Calendar.

The order Calendar shows the orders for the current week by default, but you can use the arrow keys to scroll forward and backward through the calendar.

Orders are colour-coded by status. Click the information button to view the key.

1. Calendar controls – use these to scroll through the Order Calendar.
2. Click to view the order status key.
3. Order Calendar.

Note:
Waitlisting and Maintenance Periods do not apply to CPWL irrigators.

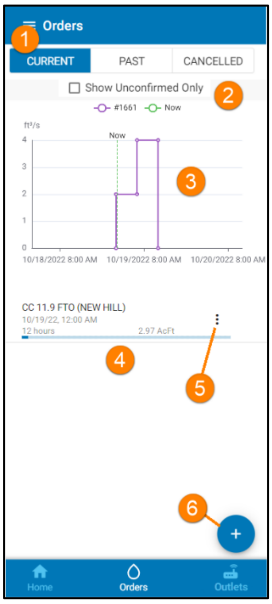


Order Calendar Screen

Orders.

Open the Orders screen from the main menu or from the Orders link in the footer.

Orders List.

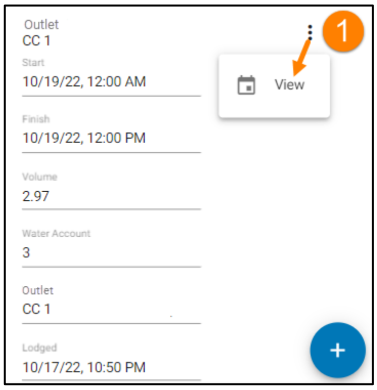


1. Current and pending orders tab.
2. Filter the list to show only unconfirmed orders.
3. Current and pending flow chart.
4. List of current and pending orders. The screenshot shows an operating order with a progress bar.
5. Order menu – choose **View** to go to the Order Details screen for this order.
6. Create a new order.

Orders Screen

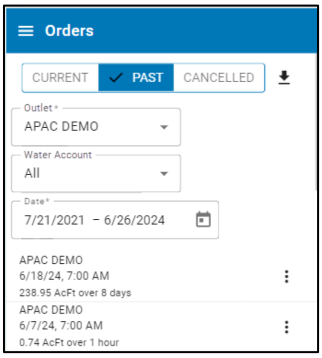
To see more details of any order, tap on the order in the list. You can also go to the Order Details screen by choosing View from the Order menu.

Tap on the order to expand the list or choose View from the order menu.



Order Menu

Filter the Order List.



Filter the Past Orders List

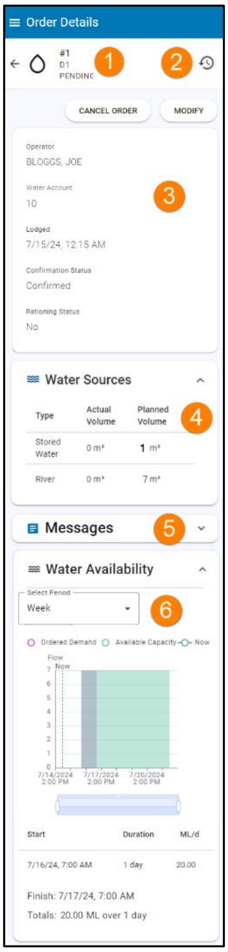
You can filter the **Past** Orders lists by outlet, water account, and date range.

Note

Only relevant filter fields are displayed. For example, if there is only one water account the Water Account filter field will not appear.

View Order Details.

Choose **View** from the Order menu on the Orders List to open the Order Details screen.



Order Details

This shows you:

- The Operator and Water Account details for the order.
- The order status and the rationing status (if you are using rationing).
- A chart of the order flows.
- The stored water component of the order (if appropriate).

If your water authority has enabled access you can also open the **Order Activity** screen from the Order Details screen where you can view the audit history of the order.

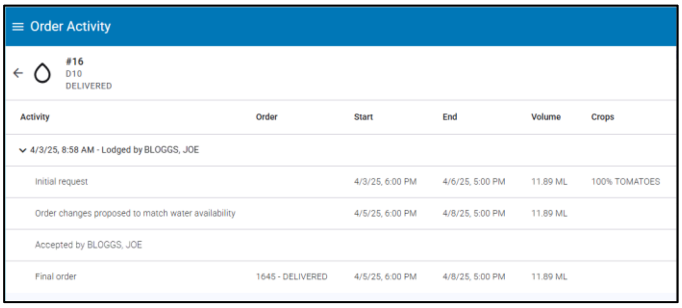
1. Order Status.
2. Click the **Order Activity** icon (if available) to view the audited activity history for this order.
3. Operator and account details.
4. Volume of water supplied from each water source (this panel is displayed if water can be supplied from more than one source).
5. Any messages attached to the order.
6. Water availability.

Order Activity.

The Order Activity page shows the audit history of events related to a specific order including:

- Order creation.
- Order modifications or cancellation.
- Order status changes.
- Any suggested changes to the order made by the scheduler and the customer's response.

To access the **Order Activity** page click the **Order Activity** icon at the top right of the **Order Details** page. Click the > **Expand** icon beside the order to view the details in chronological order.



Order Activity Page

Create a New Order.

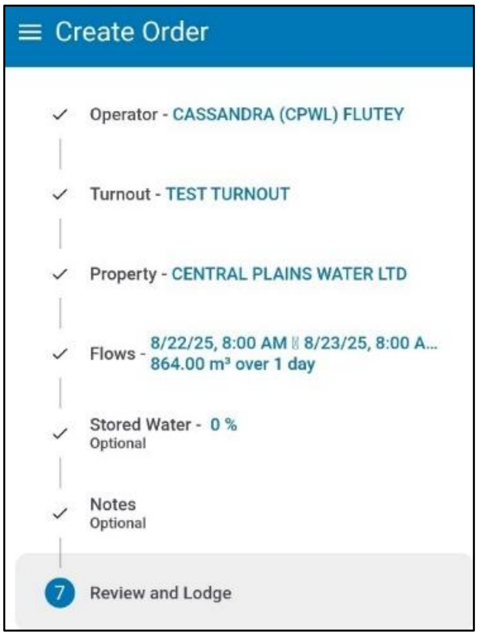
You can start creating a new order in one of these ways:

- Tap the **CREATE ORDER** button at the top left of the Home page.
- Tap the **Add** button at the bottom left of the Orders page.
- Choose **Repeat Order** from the Order menu (you can also repeat the last order in the Create Order screen in the Flows section).

Note

If you repeat the previous order the system will provide a new default start date and time but will copy the other details of the previous order.

This will open the **Create Order** screen.



Create Order Stepper

Entering Order Details.

Complete the following order details

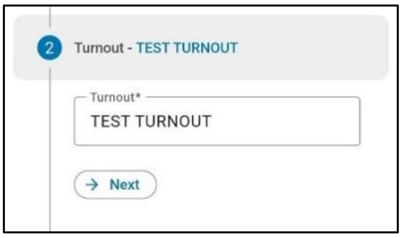
Note
You will complete the form one step at a time. Click the **Next** button after each step to proceed to the next step.

Operator.

This value will be defaulted in for you.

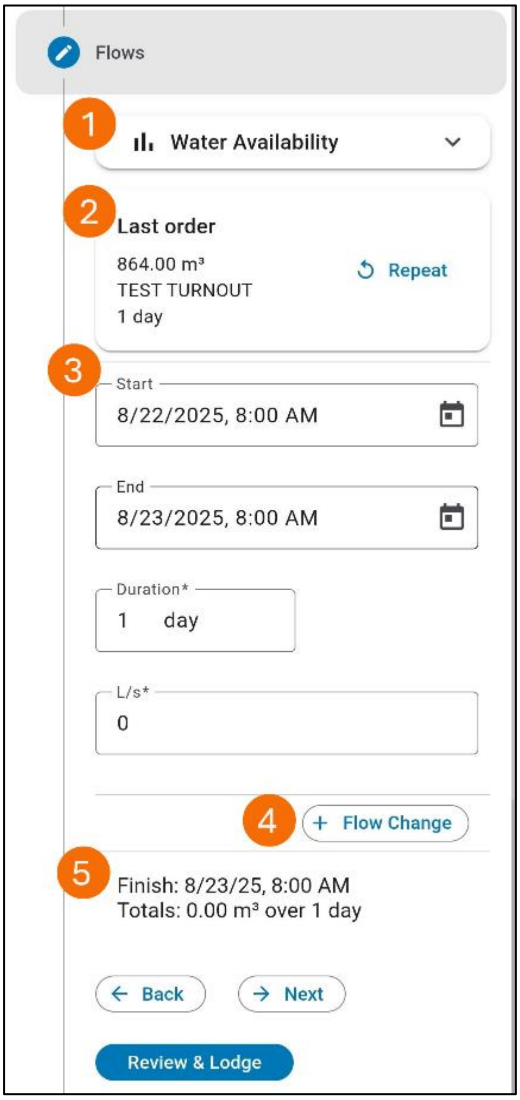
Turnout.

Choose the Turnout for which you want to place an order. This may be defaulted in for you if you only have access to one.



Turnout Step

Flows.



Flows Section

1. Check the water availability chart if available.
2. Repeat the last order (optional).
3. Enter the flow and timing details.
4. Click **Add** to create another flow.
5. Click **Go to Review and Lodge** to skip the following (optional) steps.

Enter the flows for the order.

Note

If you want to quickly enter the details of the last order you placed, tap the **Repeat** button in the **Last Order** section. You can then enter the new start time and modify any other order details.

For each flow, specify:

- The start time.

05:00pm is still the cut off time for next day orders.

- *Either* the order end time or the order duration.

You are only able to order in 24 hour blocks, and with a start time of 08:00am (start of the irrigation day). You'll be alerted if your order timing is restricted by an existing pending order.

- The flow rate. As a guide, the minimum and maximum flow rates for the turnout will be displayed below the flow field.

Stored Water.

Use this optional step to specify how to use your allocated stored water. You will be prompted to specify the percentage of the ordered volume that you will accept during rationing. If rationing would reduce your order below this percentage, the order will be topped up to this level using stored water – as long as you have enough available. If you do not enter a percentage, your order will default to 0%.

Messages.

Entering a message on an order is not recommended, as it is not guaranteed this will be received by CPWL staff. Email operations@cpwl.co.nz, or phone the Operations Line on (03) 928 2960 – Option 1.

Lodging the Order.

When you have entered enough information to define an order the **Lodge Order** button is enabled. Tap this button when you are ready to lodge your order.

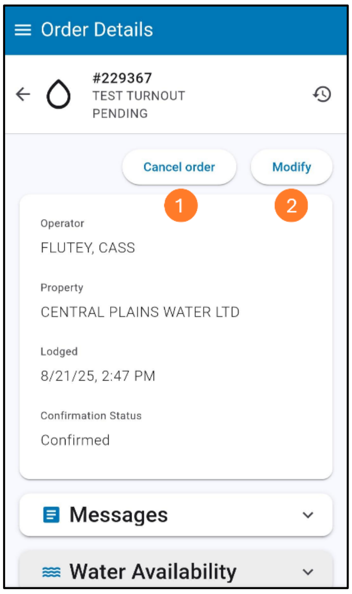
Making Changes to Pending Orders.

Modify or Cancel Pending Orders.

If an order can be modified or cancelled, you will see buttons for these actions in the Order Details screen.

- To cancel a pending order, open the Order Details screen and click **Cancel Order**. You'll be prompted to confirm that you want to cancel the order.

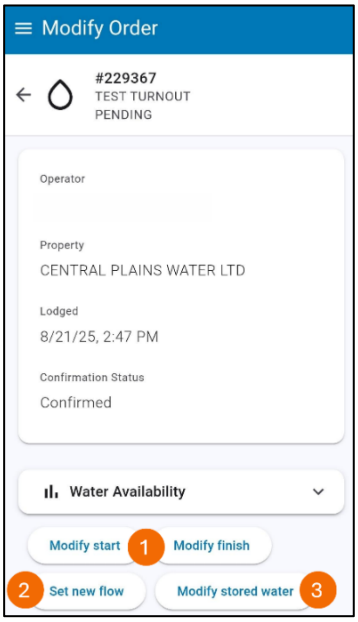
- To modify an order, open the Order Details screen and click **Modify**. The next screen will show you the options you have to change the order.



Order Details Screen

1. Cancel the order.
2. Open the Modify Order screen.

The Modify Order screen shows you the options you have for modifying the order:



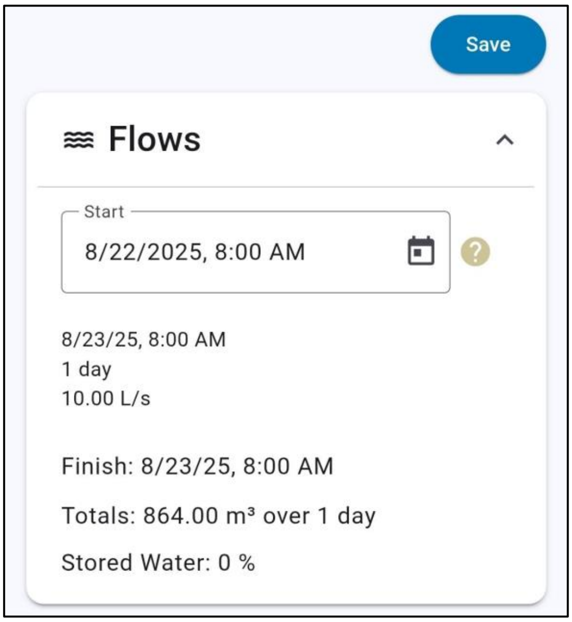
Modify Order Screen

- Changing the order stop or start time.
- Changing the flow rate.

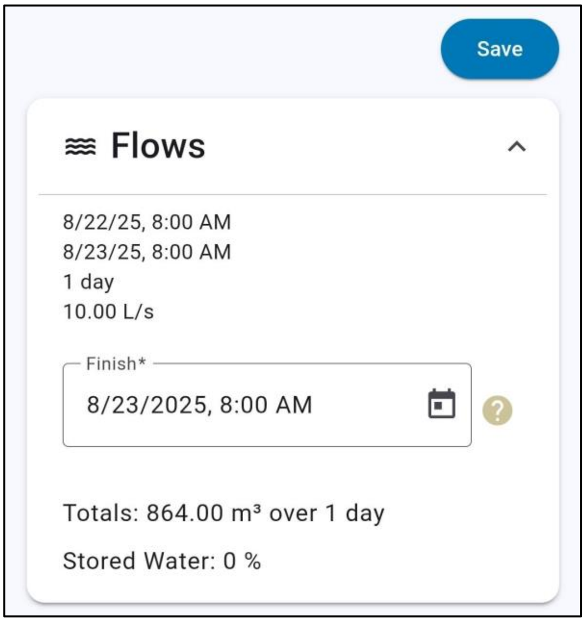
1. Modify the order start or end time.
2. Modify the order flow rate.
3. Modify the stored water percentage requested.

Changing the Start or Finish time of a Pending Order.

On the Order Details screen click **Modify Start** or **Modify Finish** to modify the order.



Modify Start



Modify Finish

1. Modify the start and/or the end date of the order by editing the **Start** or **Finish** fields.
2. Click **Save** to save your changes.

Changing the Order Flow Rate of a Pending Order.

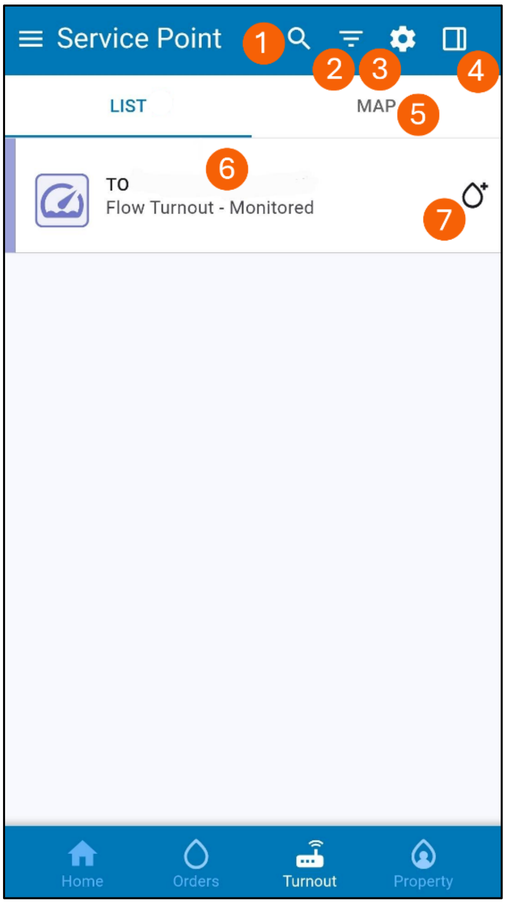
On the Order Details screen click **Modify** to modify the order. Then click **Modify Flow** to change the order flow.

Changing the Stored Water Allocation for a Pending Order.

You can modify the stored water rate or percentage for pending orders. Click the **Modify Stored Water** button to make any changes.

Turnout.

Clicking on **Turnout** icon at the bottom of the screen, or in the menu, will take you to the Service Point page. This will show you a list of all available turnouts that you have permission to view. On tablet or desktop, the site list is displayed beside the map.



Turnout Screen

1. Search the Turnout list/map.
2. Filter the Turnout list/map
3. Configure the map settings
4. Expand the Turnout list
5. Shows the Turnout/s on the map
6. Click on a list item to go to the Site Summary screen
7. Create a new order for this turnout

Search for a Turnout.

Applies for those with authority for multiple turnouts.

Configure the Map Settings.

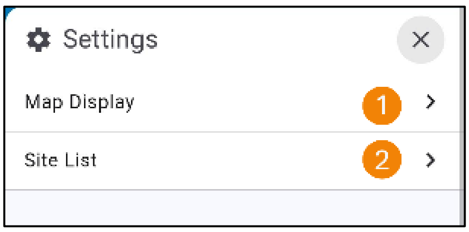
Tap the ⚙ Settings icon at the top right of the screen to configure map settings.

1. Map Display

   This shows a drop down list of map types (either Google or Leaflet) – Google is the default.

2. Site List

   This shows the tags displayed in the Site List – Flow, Upstream Pressure, and Downstream Pressure. Leave these as is as these are the most frequently searched for.



Map Settings

Expand the Turnout List.

In a desktop or tablet view you can use the **Expand** control to expand the site map and hide the turnout list.

In mobile view you can use this to show the current flow rate of all turnouts, with a date/time stamp.

Show the Turnout/s on the Map.

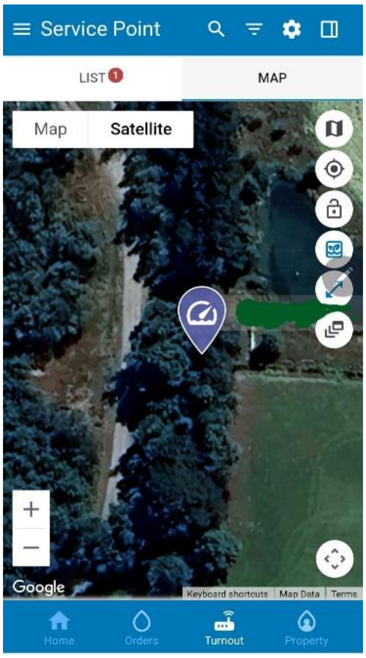
The map screen uses Google Maps by default and you can use any of the standard Google Maps tools to manipulate the map.

Note
If Google Maps is unavailable then Leaflet maps will be used by default. You can also choose to use Leaflet as your default map provider if you need offline map access.

You can also use the following custom tools:

Note

- The set of tools available can depend on the zoom level of the map and the availability of options. If a tool is missing, try zooming in further.
- Tools that are enabled are coloured blue. Tools that are disabled are coloured black.



Turnout on Map

Reset bounds – Reset the map centre and zoom settings to the default.

Watch location – Follow your location on the map. When you tap this icon the map will display your current location and track your location as you move (however, if you have turned on the **Stop bound changes** feature the map will not move as your location changes).

Allow/Stop bounds changes – Control whether the map view changes when you apply filters to the site list or when your location changes.
By default, if you filter the site list the map bounds will change to include all the sites that match the filter. This can mean that the view jumps away from your current settings. If you want to retain your current view settings, use this tool to disable map location changes when filters are applied.

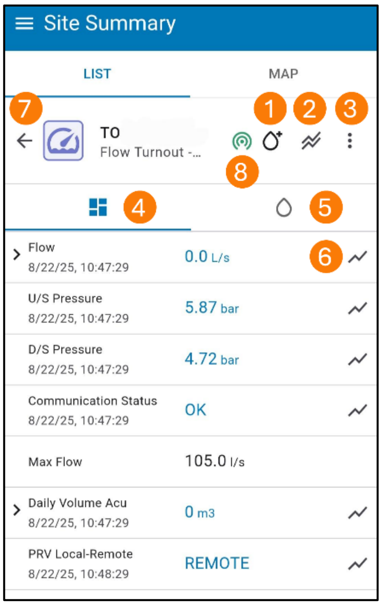
Show/Hide irrigation units – Show or hide the outline of irrigation units on the map.

Declutter – Reorganise overlapping site icons to show the site location more clearly.

Site Summary.

The Site Summary screen is where you can view and manage important site details such as alarms, attribute and tag values, historical trends and presets. To view site details, tap the site entry in the Site List screen.

1. Create a new order.
2. Trend important site tags.
3. More options (see below).
4. View tag details.
5. View order history.
6. Trend this tag.
7. Return to the Site List.
8. Communications status.



Site Summary

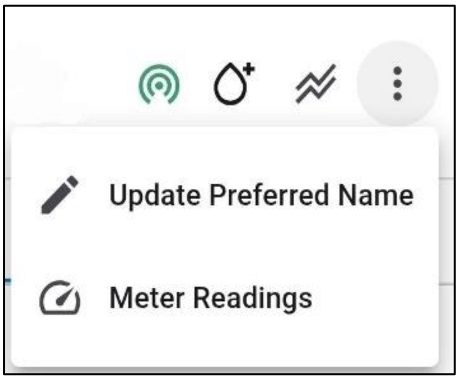
Site Tags.

The Site Tags displayed will depend on the site type and what data is available. Typically they will include:

- Current flow.
- Upstream and downstream water levels.
- Communications status.

Each tag will display the tag name, current value, and the time the tag value was last updated. You can also trend the tag values for periods of up to a month.

More Options.



Options Menu

Update Preferred Name – Click the **Update Preferred Name** menu item for a site to add or change a nickname. Enter your preferred name and click **Save**. The nickname will be displayed anywhere that the site is identified in CustomerConnect and will only be displayed to you (other users can set their own site nicknames).

The original site name will be displayed in brackets after the nickname.

Meter Readings – This will show you your daily flow meter reading, which determines your daily usage. This is automatically read around 08:00 AM daily.

Trend Site and Tag Data.

Trend site or tag data on the Site Summary screen:

- Tap the **History** icon in the Site Summary menu to trend all the site tags in the tag list together.
- Tap the **Tag History** icon in the tag list to trend a single tag.

Note
You may find that it is easier to view trend charts on a full size screen or in landscape view.

Layout of the Trend Screen.

Note
The tags you will see will depend on which ones are displayed for the site type.

Trend Screen

1. Select a time period for the chart. You can trend up to one month of data (if available)
2. Tag key.
3. Share the trend by downloading a link. For example, you may want to share a trend for troubleshooting purposes.
4. Reset the chart to the default settings.
5. Export the chart data to a csv file.
6. Hover over the chart to view the chart data at that point in time,
7. Use this bar to zoom the chart in and out.

Layout of the Trend Screen.

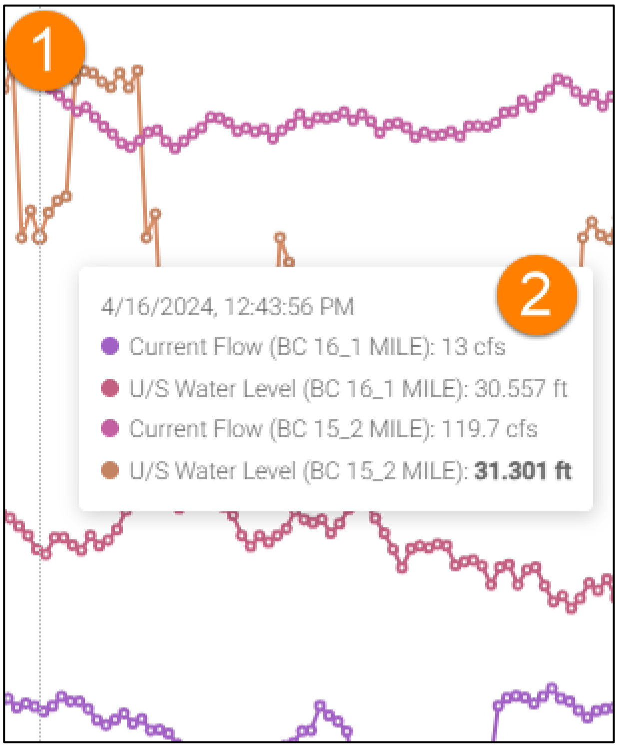
Use the drop-down field to choose a time period

Note

If there is no data available for the whole of the period you choose, only the period that has data available will be displayed.

Viewing Data Points.

Hover over the chart to view the time and value of the tags at that point.



Trend Data Points

1. Time on the chart where the data was read.
2. Chart legend for that point.

Resetting the Graph.

To reset the graph to the default settings, tap the **Reset** icon. This will set the included tags back to the defaults.

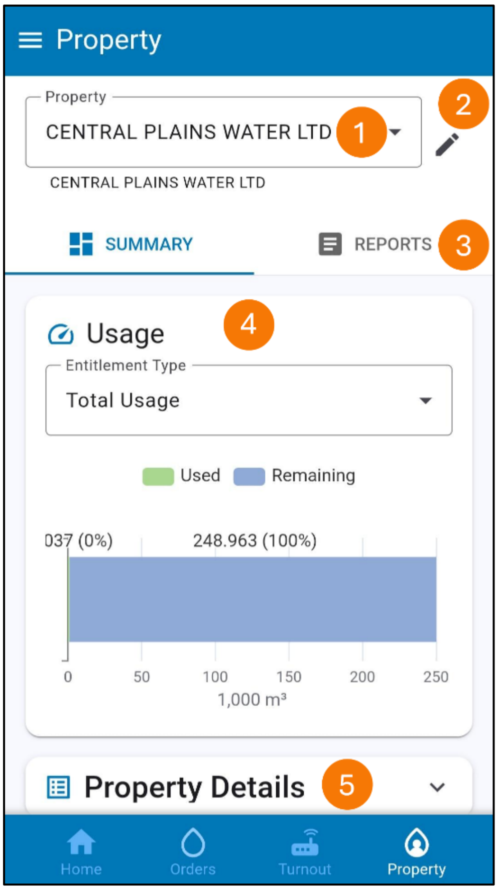
Exporting the Trend Data.

Export and download the chart data to a csv file by tapping the **Export csv** icon at the top right of the screen. This will download all the chart data.

Property.

The Property pages display any water accounts that you own or operate. The details may include:

- Allocations associated with the account including details of how much of each allocation you have use and have remaining.
- Downloadable statements for the account.



Property Details

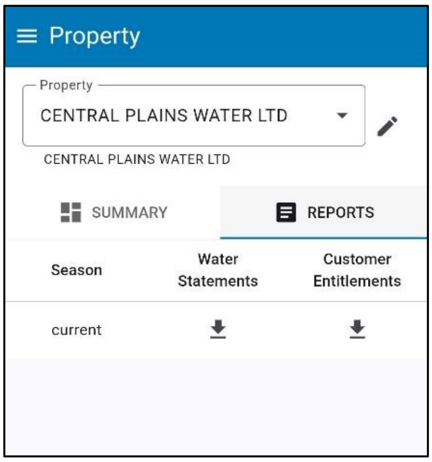
1. Select a property (your selection will be saved if you open a different tab).
2. Click the Edit tool if you want to change your preferred name of the property (similar to nickname – this is only changed for you, no one else).
3. Use the tabs to view the Water Statements or Customer Entitlements Report for this property.
4. Usage – select an allocation type to show usage and allocation remaining
5. Property details – this panel shows the current allocations, usages, and remaining entitlements for the property at the current date. It may also show other account details also.

Reports.

Use the Reports tab on the Property page to view and download current and past Water Statement reports and Customer Entitlements reports.

Note

You will only see past reports for the period when you owned or operated the water account.

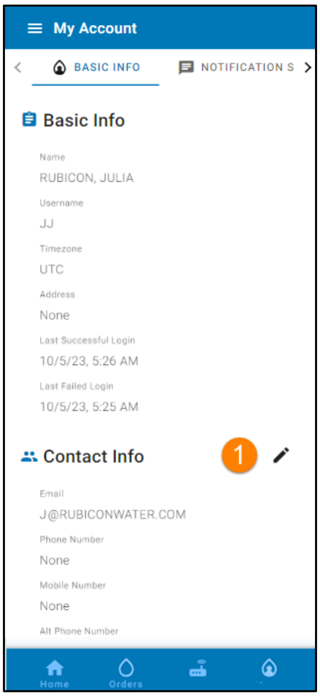


Property Report Screen

My Account.

The My Account page is where you can view your account details, manage your contact details and set your notification preferences.

View and Manage Your Details.



Account Details

Click the edit icon to edit your contact details.

Note

If you have subscribed to any notifications using these contact details (for example, your mobile number or email address) you won't be able to change them while the notifications are enabled. Turn off the conflicting notifications before you change your contact details then re-enable your notifications to use the new contact details.

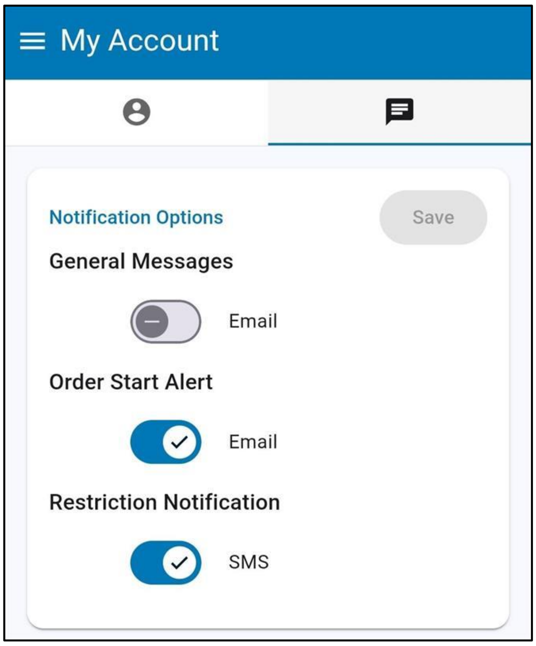
Configure Notifications.

Use the Notifications tab to enable or disable notifications from your Water Authority.

Note
If there are no notifications set up for your role (Owner or Operator) you will not see the Notifications tab.

- The type of notifications you can enable depends on your role- that is, whether you are an OWNER or an OPERATOR.
- The sending methods depend on what communication types are configured for you. For example, if you have an email address you will be able to select email notifications and if you have a mobile number, you will be able to select text notifications.

Use the toggles to enable or disable whatever notification types and sending methods you prefer.



Notification Options

Change your Password.

Use the **Change Password** option in the main menu to change your password.