

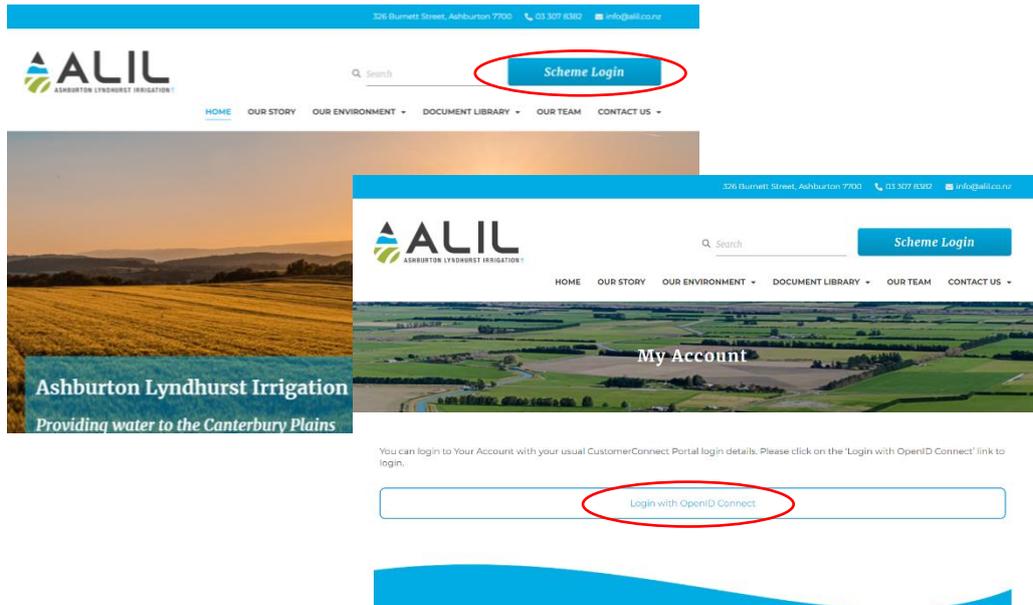
Using Customer Connect to Order Water and View Weather Data

Log In

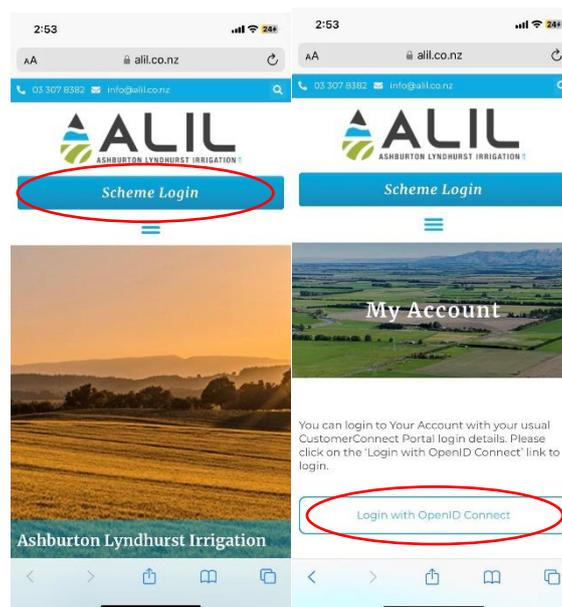
You can access the new water ordering website using a computer or laptop, or a mobile phone or tablet.

First, open a new tab in your internet browser. Then go to the Ashburton Lyndhurst website at <https://www.alil.co.nz>.

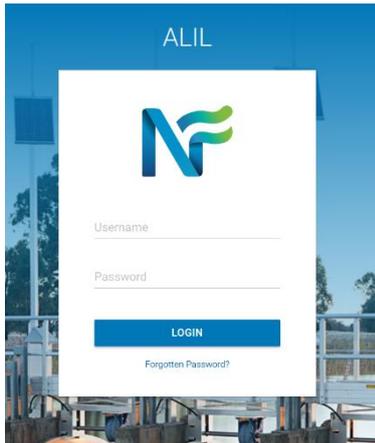
Choose Scheme Login. Then choose “Login with OpenID Connect.”



Logging in. From a computer (above), and from a mobile phone (below).



Enter your username, which is normally your first name and last name with no space in between. Then enter your password. Your username is not case sensitive; your password is.



Contact ALIL if you do not know your username or password.

Rachel – 027 643 9172

Duty Phone – 027 367 2454

Enter your username and password.

You are now logged into your Shareholder account on the ALIL webpage. Here you can access your Water Supply Agreement, FEP Report, Audit Report and Property Parameter Report, as applicable, as well as other documentation specific to your property.

Order Water

(Please refer to the water ordering rules at the end of this document to understand water ordering cut-off times, etc.)

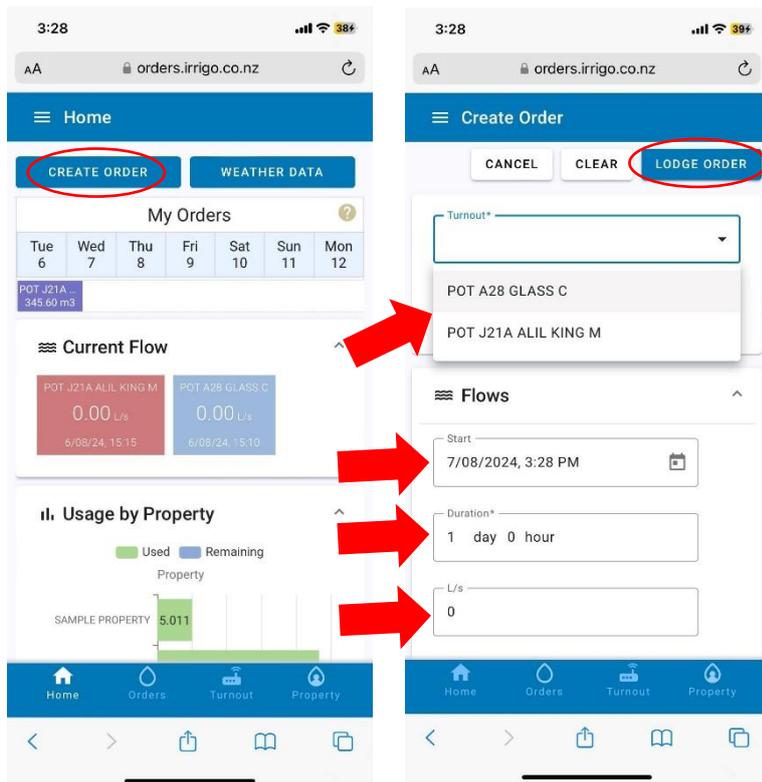
To order water, click on Order Water from your ALIL account page.

Once Customer Connect loads, choose Create Order from your ALIL account page.

Select the turnout you want from the drop-down menu. Then fill out the start date, duration and flow rate for the order and click on Lodge Order.

The screenshot displays the ALIL 'Create Order' interface. At the top, there is a navigation bar with 'Home' and 'CREATE ORDER' (highlighted with a red arrow). Below this is a 'My Orders' calendar showing dates from Tuesday to Monday. On the left, a 'Usage by Property' bar chart shows 'Used' (green) and 'Remaining' (blue) water usage for 'SAMPLE PROPERTY' (5.011 m3) and 'WESTWARD HO LTD.' (23.328 m3). The main 'Create Order' form contains a 'Turnout*' dropdown menu (with a red arrow pointing to it) and a 'Property*' dropdown menu. Below these are input fields for 'Start' (7/08/2024, 3:29 pm), 'Duration' (1 day 0 hour), and 'L/s' (0). At the bottom of the form, there are 'CANCEL', 'CLEAR', and 'LODGE ORDER' buttons, with the 'LODGE ORDER' button circled in red.

Creating an order on a computer (above) and mobile phone (below)



If you see an error message when you try to lodge the order, click the pencil at the right-hand side of the screen to edit the details and re-lodge the order.

Any orders that you have lodged will be visible in the calendar at the top of the home screen. These are shown either as current operating orders (in blue) or pending future orders (in purple). Orders for different offtakes on the same day will be shown on different lines within the calendar view.

If you have previously entered an order on the system, you can select the Repeat Last Order button at the top of the screen when you select your turnout. This will fill in the start date, duration and flow rate from the last order you entered. You will need to update the start date to the day you would like the new order to begin and choose lodge to finish the ordering process.

N.B. The repeating order function no longer works to allow you to place single day orders on consecutive days. Because we can now modify orders, placing one longer order still allows you the flexibility to make changes to this order.

Modify An Order

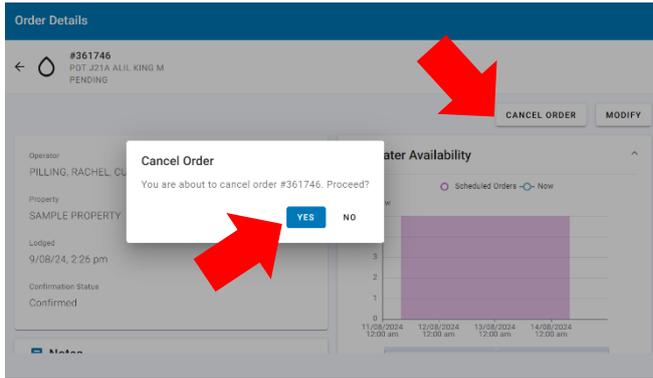
Orders must be placed by 1pm the day before you want the order to start.

A Pending order's start date and time, finish date and time and flow rate can be modified prior to 1pm on the day the order is due to start.

Pending orders can be cancelled by 1pm the day before they become operational.

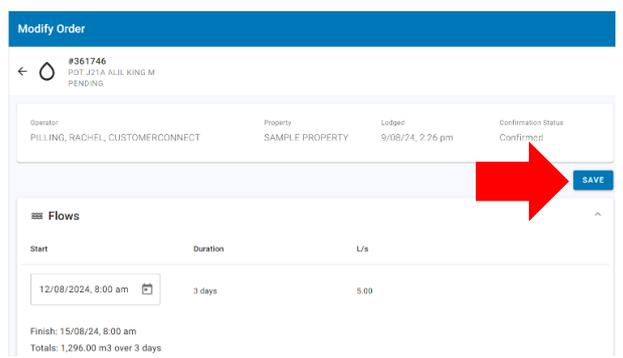
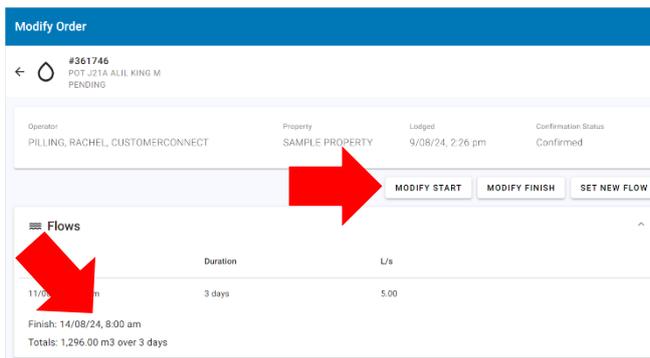
The flow rate and end date of an Operational order (a current order) can be modified after 8am and before 1pm for the following day on any day that the order is operating. If you need to cancel or change an Operational order after 1pm, you will need to contact the duty phone on 027 367 2545.

To modify an order, choose the order from the calendar view on your home page. Choose Cancel (if available) at the top right to cancel the order, then confirm you want to cancel. To Modify, choose Modify and then select which item you'd like to change: Modify Start, Modify Finish or Set New Flow Rate. Make the required

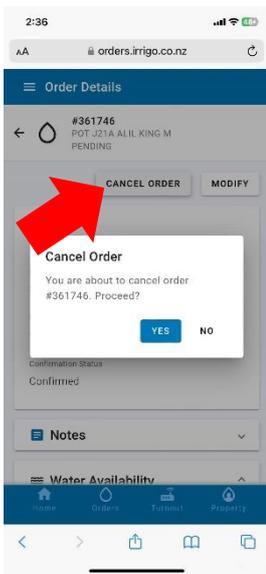


Canceling an order from a computer (above).

changes, then select Save. If you need to modify another item, repeat the steps above. Don't forget to save your changes when you are finished.

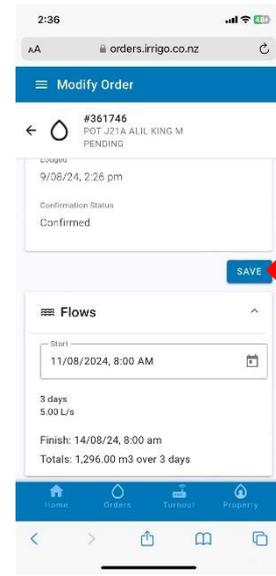
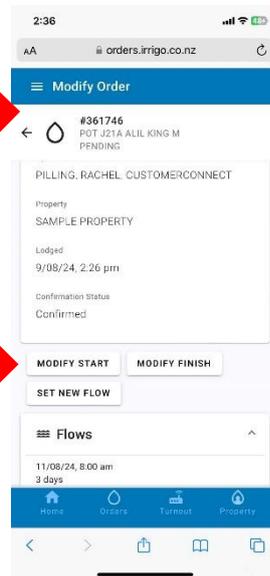
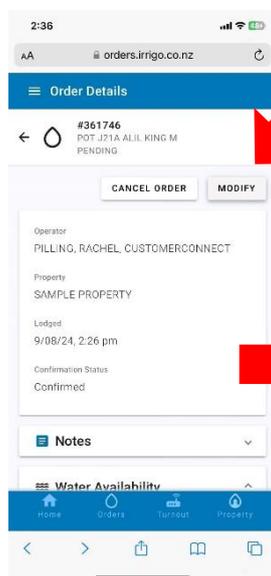


Modifying an order from a computer (above).



Canceling an order from a mobile device (left).

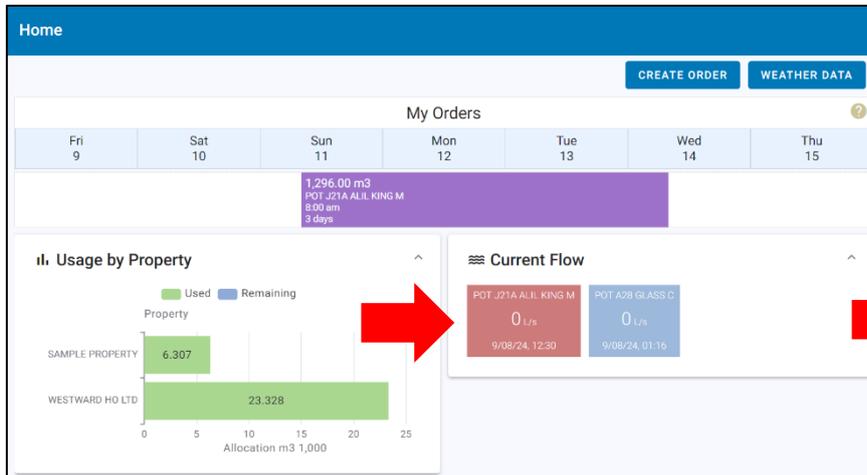
Modifying an order from a mobile device (right).



View Flow Rate

You can see the current flow from your off takes on your home screen. This is the screen that loads when you first log in.

Keep an eye on the date and time that the offtake last updated. It will only show a change in flow when the flow changes by more than 5% of the total flow of the offtake.

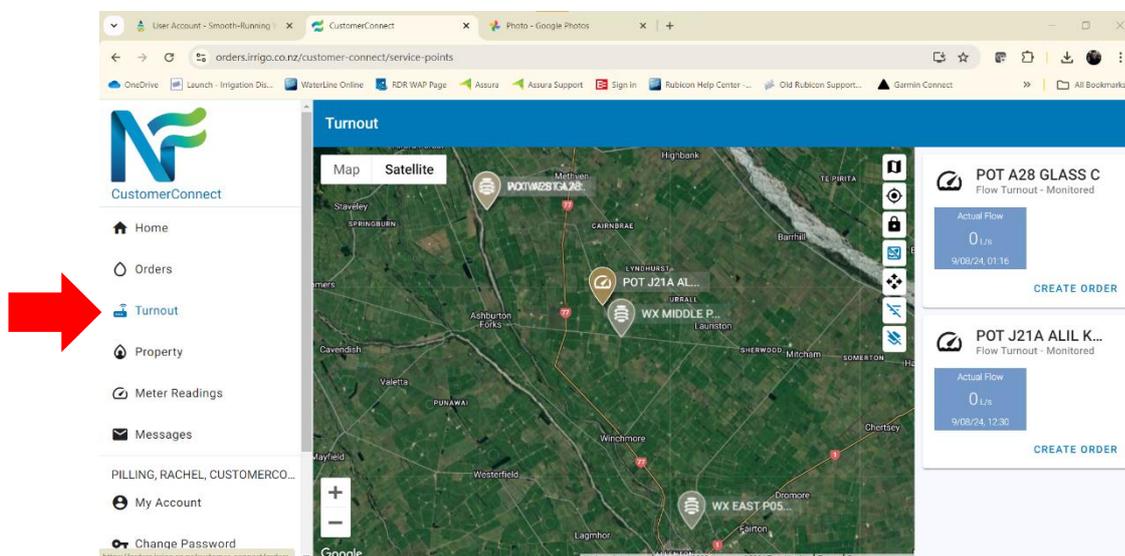


Flow rates viewed on a computer (left) and mobile phone (right).

View Turnouts and Weather Stations on a Map

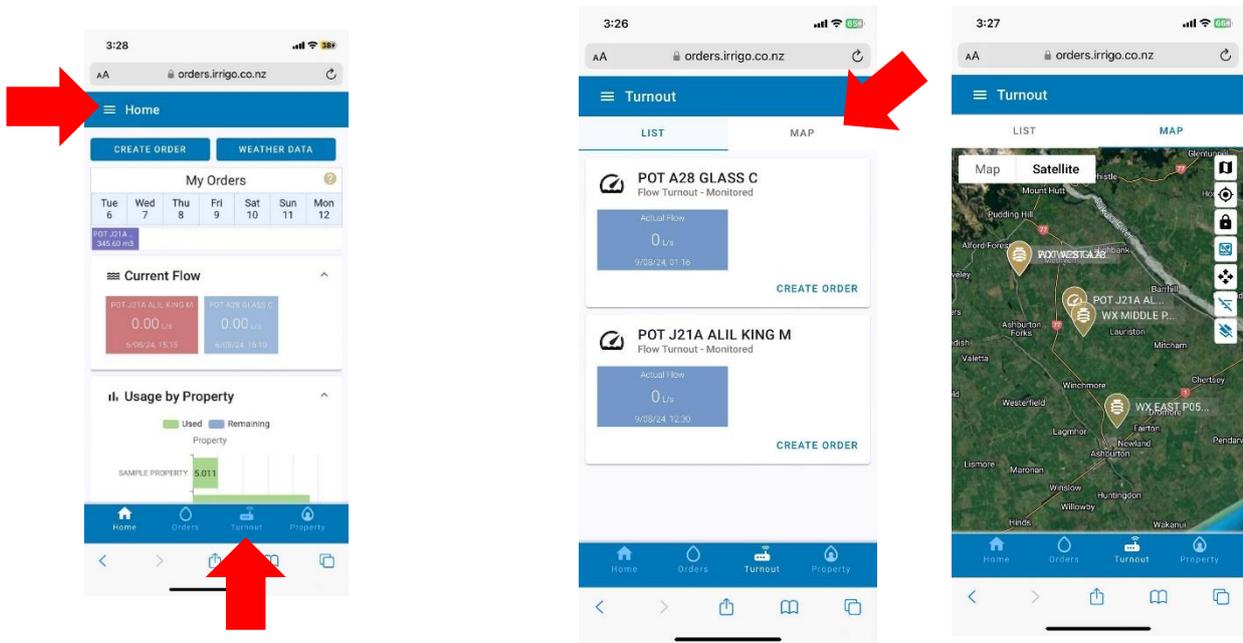
When using a computer, select Turnout from the left-hand menu and you will see a map showing the locations of all your turnouts as well as the weather stations. You will also see the current flow rates and Operating orders for each turnout summarized at the right-hand side of the page.

NB: If the map doesn't load, right click on the area where the map should be and choose Reload.



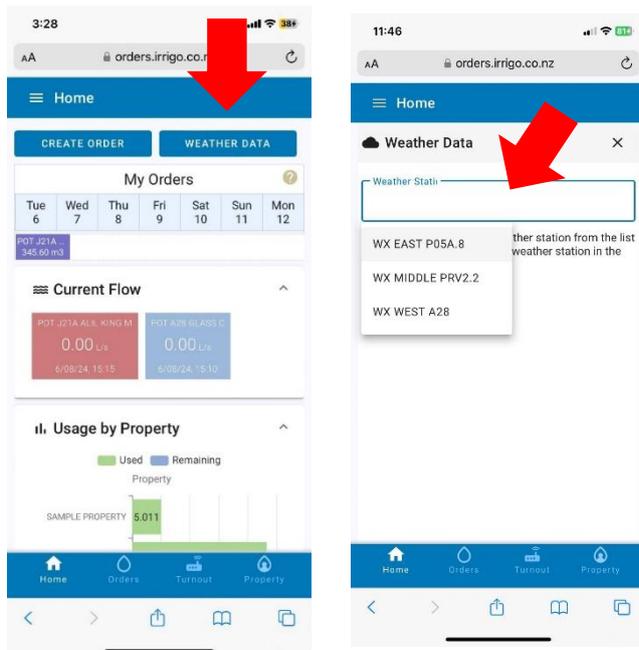
From a mobile device, choose Turnout from the menu accessed at the top left of the page (it looks like three horizontal lines), or from the ribbon at the bottom of the page. You will see a list of your offtakes with their flow rates and a summary of Operating orders. You can view your offtakes and all the Weather Station Locations on a map by choosing Map at the top right of the screen.

N.B. If the map doesn't load, refresh the page.



Choose Turnout from the menu at the top left or at the bottom of the screen (left); a list of your offtakes (centre); map view (right).

View Weather Data



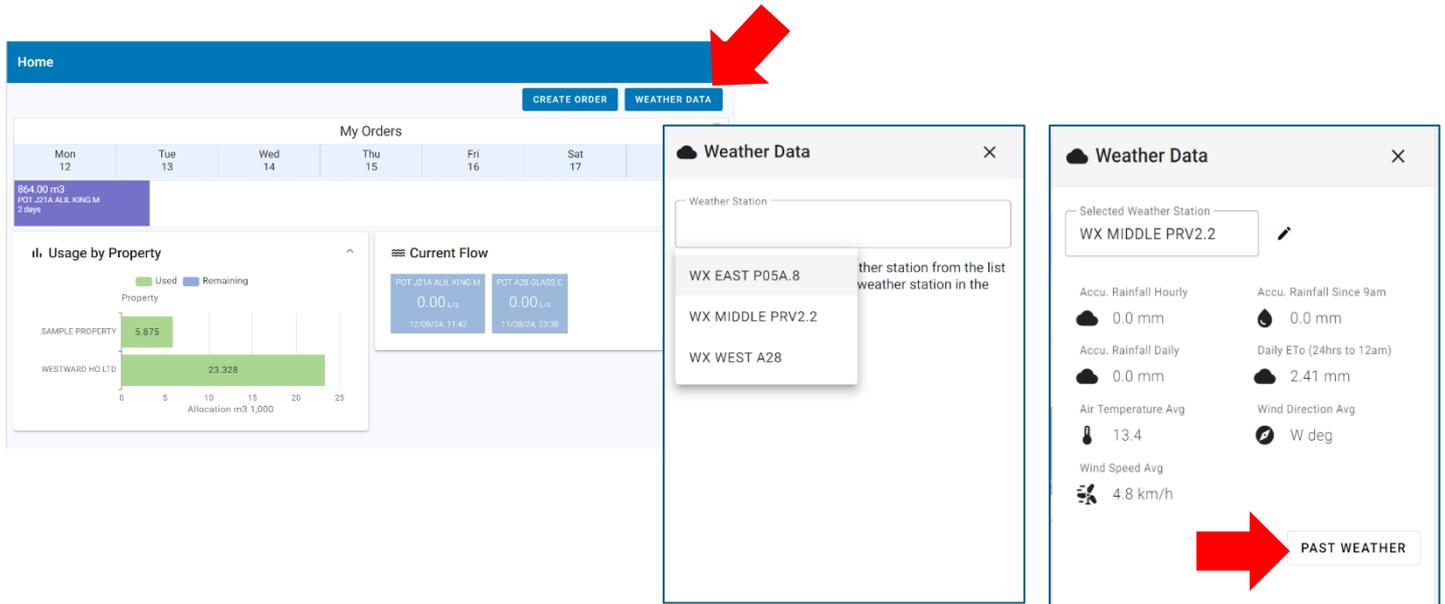
From the home screen, you can view the data from any of ALIL's Weather Stations.

From a mobile device, tap on the Weather Data button at the top right of the screen. Here you can select which Weather Station's data you want to see by tapping in the dropdown menu. If you're not sure which Weather Station is nearest to you, follow the instructions in the previous section to view the locations of the Weather Stations on a map.

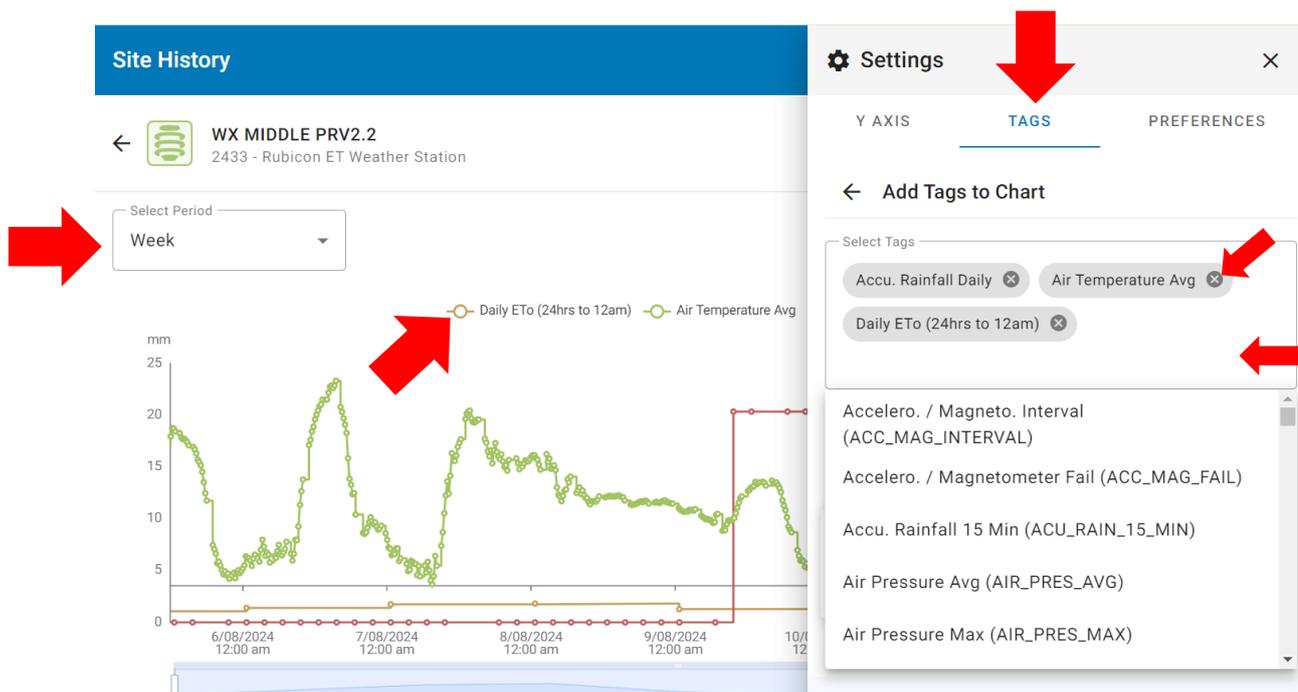
N.B. From a mobile phone you can only view current weather data, not trends.

N.B. Once you select a Weather Station the Weather Data button will show the current temperature at that Weather Station from your home screen.

Tap the pencil next to the Selected Weather Station dropdown box to change your selected Weather Station.

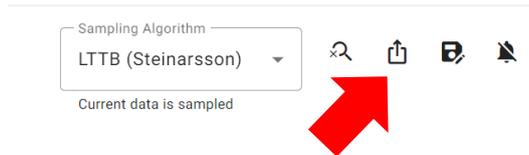


From a computer, choose Weather Data at the top right of the home screen, then select which Weather Station's data you would like to see by clicking in the drop-down menu. The page will refresh with the most recent weather data from that Weather Station. If you're not sure which Weather Station is nearest to you, follow the instructions in the previous section to view the Weather Stations on a map.



To view historic weather trends, click on Past Weather from the weather data window. Here you can select a period and view the weather for that period. You can remove data from the trend by clicking on the legend above the trend and choosing Tags at the top of the window that opens. Then click on the "X" to the right of the tags that you wish to remove from the trend. Clicking a blank space inside the Select Tags box will show you the list of available tags should you want to add tags back into the trend.

Click on the icon shown to download the weather data.

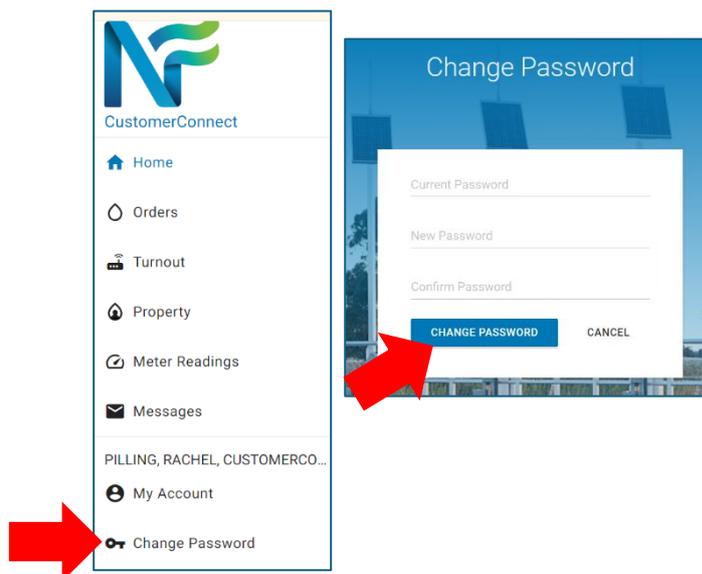


N.B. Once you select a Weather Station the Weather Data button will show the current temperature at that Weather Station from your home screen.

Tap the pencil next to the Selected Weather Station dropdown box to change your selected Weather Station.

Change your Password

On a mobile device, click the menu icon (looks like three lines) at the top left. On both a mobile device and laptop, choose Change Password from the left-hand menu. Enter your current Password and your new Password twice, then choose Change Password. Your password has now been updated and you will use this new password to log on from now on.



Water Ordering Rules

Water orders must be placed prior to 1pm to irrigate the following day.

You may place an order for a maximum of seven days at once.

Our water supply is based on the flow of the Rangitata River and sometimes our demand exceeds our supply. When this happens, we restrict some shareholders from operating for 24 hours. If water is not available to fulfil your order, you will receive a text message in the evening asking to you to stop irrigating at 8am the following day. You will be able to turn back on after 24 hours and we will restrict other shareholders until everyone has had a turn or we are able to meet our demand. No one will be asked to turn off again until everyone has been off for 24 hours. Because the restrictions are not based on area, you may see your neighbour irrigating when you have been asked to shut off.

If you have any questions or need to report leaks or problems with ALIL infrastructure, please contact our Duty Phone on 027 367 2545.