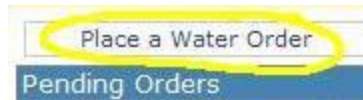


Placing a Water Order

Has never been easier

Now that you have clicked on the "Place a Water Order" link, you are ready to let us know what your water order needs are.



Step-1 This will be the first screen that you see. Select a turnout from the drop down menu bar.

Step-2 Once you have selected the turnout, you will be asked to select the effective date of your order from the calendar screen.

Step-3 Your page will automatically refresh once you have chosen a date. That will allow you to select a specific time from the drop down menu on this page.

Step-4 The next screen is the Order Details screen. From here you can specify a flow rate for a new water order, a change in flow rate for an existing order, or tell us that you are ready for a turnout to be shut off.

New Water Orders: Input the amount of water you want turned on, now click next.

Changing flows for a turnout already running: You can input the new flow rate being requested and then click next. The system automatically knows you have a current flow.

Confirming Your Water Order

Finalize your order by confirming your request in this screen. If everything is accurate click "finish".

This screen also contains a *Special Instructions* box where you can make any special requests related to your order. You can also tell us about any problem that you may have with your turnout (leaks, broken pipeline etc.).

When your order is approved you will receive a confirmation email. If there is a problem the District will contact you.



WEBSITE UPDATE!



Water Users Guide to Web-based Water Ordering and Accessing Account Data

www.deid.org

With an approved online account and internet access you can;

Place a water order:

- Turn water on;
- Make water flow changes;
- Order water off or cancel a previous order;
- Check the status of your orders, those that are pending, and which have been approved;
- Quickly see the status of all your turnouts.
- Know the date of your turnout's last meter reading.

View account information:

- Know your base water supply allocation;
- See any transfers in or out of your water account;
- Know the total amount of water available to you for the water year;
- Always be aware of the amount of water that you have used per turnout for the year-to-date;
- See your remaining available water supply for the water year;

Log on to our website at www.deid.org and then follow the instructions inside this guide.

Welcome to DEID on the Web

Activating Your Online Account

Step-1

Begin by visiting us at www.deid.org. Click on the "For Growers" link.



Step-2

Now click on either the "Your Account" link on the left hand side of the page, or the "apply for an account here" link in the middle of the page.



Step-3

You will now be prompted to APPLY FOR AN ACCOUNT or LOG IN. If you're applying for a new account fill in the required fields. Verify your information and click continue.

Account Verification and Approval

Once you submit your request for a new account, DEID staff will automatically receive your application.

The District will then verify the new application with the grower to insure privacy.

On approval you will be notified via e-mail by the District's automated system.

Once your account has been approved you may log in using the username and password you provided to the District's website.



When logged in to your account, you will now have access to all of our online features which include changing your password, editing your profile, viewing your billing history, account consumption records, account deliveries, water orders, and RRA Forms. See Example Below



If you need to change your password follow the on screen instructions. If you wish to update your profile or feel you can edit your profile under the link provided.

Billing History

DEID now allows you to view your past statements anytime you like. You can click on the actual bill under "description" and it will automatically download your bill in PDF format. Print, Save, and keep them for your records, it is all up to you!

You may also keep track of your current balance, any credits you may have or overpayments and also view the check numbers you used to pay your past bills.

Billing History Example is Shown Below

| Customer # 1 | | Your Current Balance | |
|--------------|-----------------------------------|----------------------|---------------|
| Name | DEID | Total | \$0.00 |
| Address | 14181 Ave. 24 Delano, CA 93215 | Credits | \$0.00 |
| Phone # | (661) 725-2526 | Overpayments | \$0.00 |
| | | Amount Due | \$0.00 |

| Billing Activity Summary | | | | | |
|--------------------------|----------------------------|------------|--------|---------|-----------------|
| Type | Description | Date | Total | Balance | Days Delinquent |
| Bill | January 2009 Water Billing | 01/31/2009 | \$0.00 | \$0.00 | |
| Bill | December Water Billing | 12/31/2008 | \$0.00 | \$0.00 | |
| Bill | November Water Bill | 11/30/2008 | \$0.00 | \$0.00 | |
| Bill | October Water Bills | 10/31/2008 | \$0.00 | \$0.00 | |
| Bill | September Water Bills | 09/30/2008 | \$0.00 | \$0.00 | |

| Payment History | | |
|-----------------|------------|--------|
| Date | Method | Amount |
| 02/04/2009 | Check #: 1 | \$0.00 |
| 01/07/2009 | Check #: 1 | \$0.00 |
| 12/01/2008 | Check #: 1 | \$0.00 |
| 10/22/2008 | Check #: 1 | \$0.00 |
| 09/29/2008 | Check #: 1 | \$0.00 |

| Account Consumption | | | | | | | | | | | | | | |
|---------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------------|-------------|-------------|-------------|-----------|
| Customer # 1 | | | | | | | | | | Total Acreage | | | | |
| Name | | | | | | | | | | eanaya | | | | |
| Address | | | | | | | | | | 14181 Ave 24 | | | | |
| | | | | | | | | | | Delano, CA 93215 | | | | |
| Phone # | | | | | | | | | | (661) 725-2526 | | | | |
| Monthly Consumption (Acre-feet) | | | | | | | | | | | | | | |
| Turnout | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Last Read |
| 3 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 12/10 |
| 3 | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 07/07 |
| 3 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 11/24 |
| 3 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 10/09 |
| 5 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 01/01 |
| 5 | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 11/25 |
| 5 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 01/01 |
| Total | 0.02 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.02 | |

Account Consumption

When you click on the "Account Consumption" link you can view your current water status up to the last field reading.

Your account information will be displayed on the top left portion of this page and to the right of that, you will be able to view your;

Base Allocation – Your acreage multiplied by the current water supply prorate.

Allocation Adjustments – Any water adjustments made on this account.

Total Water Available – Total water available after adjustments.

Delivered Quantity – Water you have used to-date.

Account Deliveries

Navigate to the Account Deliveries page and you will have access to view your turnout(s) [Irrigation Events](#) in great detail.

View the start and end dates we have on file for your turnout and any historical run times.

Check the actual field meter readings taken by our staff. The system calculates the difference in readings to show you the actual billable water usage for that irrigation session.

Account Deliveries Example Below

| Irrigation Events | | | | | | |
|--------------------|---------------------|----------------|-------------|----------------|------------------------------|------------------------------|
| Start Date | End Date | Run Time | Delivered | Billable | | |
| 12/05/2008 07:49am | 12/10/2008 03:22pm | 5days 7hours | 10.94Af | 10.94Af | Hide Details | |
| | Reading Date | Type | Flow | Reading | Meter Usage | |
| | 12/10/2008 03:22 | Turn Off | 0.00gpm | 509.18 | 10.94Af | View Details |
| | 12/05/2008 07:49 | Turn On | 600.00gpm | 498.24 | | |
| 10/30/2008 03:01pm | 11/24/2008 09:20am | 24days 18hours | 0.06Af | 0.06Af | View Details | |
| 10/03/2008 08:32am | 10/30/2008 03:00pm | 27days 6hours | 13.35Af | 13.35Af | View Details | |
| 09/22/2008 07:56am | 09/25/2008 08:03am | 3days | 0.01Af | 0.01Af | View Details | |

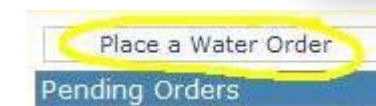
Water Orders

Accessing the Water Orders interface will let you view the following information:

Pending Orders: A list of orders that have been placed but not yet approved by District staff. From here you can cancel any pending water order listed by clicking on the *Cancel* link located on the left side of the turnout number.

Approved Orders: History and status of recent water orders submitted and approved by District Staff.

You can place a new water order, by clicking on the "Place a Water Order" link on the top left corner of this page, see example below.



| Pending Orders | | | | | | | |
|------------------------|------|----------------|---------------|---------------|-----------|--------------|------------|
| Turnout | Crop | Requested Date | Order Date | Type | Flow Rate | Requested By | |
| Cancel | 2 | Grapes | 08/09 04:41am | 08/11 09:00am | TurnOn | 187.00ac | Erik Anaya |

| Approved Orders | | | | | | | |
|-----------------|--------|----------------|---------------|---------|-----------|--------------|--|
| Turnout | Crop | Requested Date | Order Date | Type | Flow Rate | Requested By | |
| 6 | Grapes | 08/10 07:17am | 08/10 08:00am | TurnOn | 800.00gpm | | |
| 2 | Grapes | 08/07 01:10am | 08/07 01:00am | TurnOff | | | |
| 2 | Grapes | 08/06 09:15am | 08/07 08:00am | TurnOn | 400.00gpm | | |
| 7 | Grapes | 08/06 09:15am | 08/07 08:00am | TurnOn | 500.00gpm | | |
| 1 | Grapes | 08/02 09:02am | 08/03 08:00am | TurnOff | | | |
| 6 | Grapes | 07/31 03:20am | 08/01 08:00am | TurnOff | | | |
| 7 | Grapes | 07/27 03:05am | 07/28 08:00am | TurnOn | | | |
| 1 | Grapes | 07/25 07:10am | 07/25 08:00am | TurnOff | 700.00gpm | | |
| 6 | Grapes | 07/20 02:45am | 07/21 08:00am | TurnOn | 300.00gpm | | |
| 7 | Grapes | 07/20 02:45am | 07/21 08:00am | TurnOn | 500.00gpm | | |
| 7 | Grapes | 07/20 02:45am | 07/20 08:00am | TurnOff | | | |
| 1 | Grapes | 07/12 08:55am | 07/14 08:55am | TurnOn | | | |
| 6 | Grapes | 07/13 03:06am | 07/14 08:00am | TurnOff | | | |

Tip: Click on the help icon for assistance with the current page you are in.

Water Ordering:

Please have your water orders in by 9:00 am on the day prior to when you want to start, stop, or change flows.

Water orders placed after 9.00 am but before 12:00 noon will be accepted if possible.

Orders after 12.00 noon will not be accepted for the following day, but will be eligible for the day after.

Water orders for Saturday or Sunday must be placed not later than 12:00 noon on Friday.

Security and Convenience is our Goal

The District does not have access to your password. Please make sure to keep it in a safe place.

Forgot your password? You can have your password reset in the log-in screen.

Your temporary password will be sent to the email we have on file.

You may now print data on specified pages with the "printable page" icon.

Turnouts with a float system have access to 24 hour water scheduling. Turnouts without floats are limited to changes during district regular scheduling hours.

You can cancel your order during the Water ordering process at anytime by simply clicking on the "Cancel" button located on the bottom right corner of the screen.

You can now have multiple accounts assigned to one username. If you wish to manage more than one account notify the District staff or leave a comment in the comment box when creating a new user account.

