

NEWS FOR THINK WATER MEMBERS & PARTNERS

THINK TANK

APRIL 2021

DIGITAL TRANSFORMATION



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2020 was a year we will all remember and talk about with the coming generations, for all sorts of reasons.

While the rapid changes technology has forced change upon us for most of our lives, we have never experienced the acceleration of the digital world like 2020, the year Covid19 hit. In a year where, shops shut, entire businesses worked from home, and the ability to travel freely disappeared, even the most technologically challenged were forced into the digital world.

The Think Water family, already well entrenched in the digital world, accelerated our use in 2020. With travel restricted, the national support office switched our Preferred Supplier and Member operational meetings to video meetings using Microsoft Teams and Zoom becoming the new way to communicate.

Online meetings have increased our efficiencies and given us the format for our most successful Annual General Meeting with 24 attendees and a list of resolutions passed that strengthen our unique Member-Shareholder ownership structure.

We continued our digital development releasing new Think Water New Zealand and Australia websites and personalised microsites for each Think Water Member.

The new microsites work in conjunction with individual Google my Business and social media profiles to ensure the Think Water digital footprint, continues to grow.

In 2021 we are continuing our digital investment with increased search engine optimisation and improvements to the educational content on our national websites and microsites.

With goals for our digital footprint set, we now have the digital analytics to work with each Think Water Member and ensure their presence in the digital world is growing and is utilised as effectively as possible.

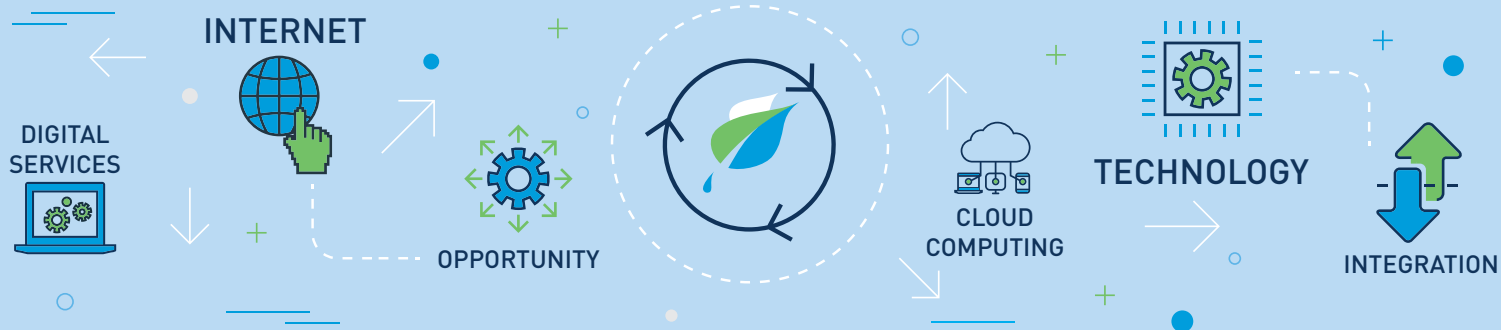
So while 2020 was the year that forced plenty of change into our business world, it was also the year that proved Think Water is prepared for the changes that lie ahead. This issue of Think Tank focus's on working in a digital world. We hope you enjoy the read.

Tony France
General Manager



THINK TANK is a Publication of
Think Water National Support Office

Contributors Tony France, Liesle Corns, Aimee Hewson, Natalie Kingcott, Robyn Anderson, Andrew Walker, Chris Rehm, and Phil Best.



Let's get digital!

In today's modern world, change is a daily occurrence and requires a lot of energy and attention to keep up with. However this is a struggle that we all have in common. So how do we approach this daily task and how do we gauge the impact of not keeping up with the Joneses?

Digital transformation is about the integration of technology in all aspects of your business by introducing new processes that ease your workload, automate systems, provide better customer satisfaction, increase productivity and efficiency, and the overall result of higher value for your customers.

Don't be alarmed about change in this area, do your research, work with your team, and Think Water to achieve success together. At Think Water you are part of a network who share experiences and ideas which means NSO or a fellow Member will have a solution to your problem.

Following are six ideas to assist with preparation for your digital transformation journey.

1. Check your current processes

Audit your processes to work out what areas can be improved or automated. There really isn't any point in fixing something that isn't broken but you may discover that a simple tweak can make the process more efficient.

2. Shop around

When it comes to software there are usually many programs that are similar and do the same task. You may find one does one thing and another does something that suits your business better. A good example of this is project management software, there are many different programs such as Monday.com, Trello, Teamwork, and Microsoft Project.

3. Talk to your peers and staff

They may have come across a similar issue and implemented a solution to solve it already. This will save you a lot of ground work and you might have an inside support person.

4. Do your research

Cutting edge is bleeding edge so it is essential that you do the research and understand the impact of the digital upgrade before implementing it. Also, utilise software packages that integrate with other systems easily, that way your work flow won't be interrupted.

5. Match the process to your hardware

Understand that upgrading software and implementing digital solutions can put additional strain on current hardware. You may find that you need to upgrade computers and devices to make the most out of new software and this can be a costly task.

6. Plan your changes

Choose your time wisely, it really isn't a good idea to implement a complete new software package or process during their busiest time of the year. Also, when you plan the change, you can notify all staff and get everyone on board before you start, which will help to keep things running smoothly.

App and software solutions to increase productivity in your business:



deputy

Device: Tablet, Mobile

Cost: Starts at \$3 per user per month. Free seven day trial.

What it does: Deputy is a mobile app that gives you the ability to manage employee rosters, record/track time, and swap shifts. Integrates with many accounting software platforms.



nearmap

Device: PC, Tablet, Mobile

Cost: Starts at \$60 per month.

What it does: NearMap is cloud based software that provides high-resolution, up-to-date, scalable, aerial photos. Integrates with many GIS and CAD software platforms. AU and NZ maps available.



Device: PC, Tablet, Mobile

Cost: From \$6.90 per user per month with an Office 365 subscription. Free limited version available.

What it does: Microsoft Teams is a cross device communication platform that facilitates instant messaging and phone/video calls. Integrates with all Microsoft programs and has many productivity plugins.



Device: PC, Tablet, Mobile

Cost: From \$164.99 per user per year. Free limited version available.

What it does: Canva is an online graphic design and video editing platform for creating social media and marketing collateral. Facilitates social media posting.

Now that you have a few ideas to get started let's look at some areas that can be improved by digital transformation.

Sales

Wouldn't it be great to have software that kept track of your stock levels, talked to your accountant, and was controllable from one place? Well take the time to check out H2GO the sales software custom designed for Think Water businesses, it's a great place to start when digitising your business.

H2GO is continually developed and evolved for Think Water Members, you can read more about it on page 19.

Human Resources

How do you keep track of your staff and their details? How do you handle policies? Why not talk to NSO about an online HR platform that integrates with your accounting software and keeps you updated on the latest legislation while keeping track of your staff details?

Communication

Communication is the key to all relationships, whether it's your team or your customers, getting it right is essential. How are your internal phone systems looking? Is there a contact point for every staff member? How do your customers reach you? Do you have message bank or an answering service? How do customers contact you after hours?

There are a number of software platforms that offer a solution for communication such as WhatsApp, Teams, Slack, and Skype. Improving communication within your team will have a positive impact on your customers. At NSO we use Microsoft Teams as a communication tool, why not have a chat with us to see how it improves our work flow.

Transport Tracking

How do you keep track of the vehicles within your business? Do you still use the good old log book in the glove box? Paper records are a simple way to manage things but they can get lost very easily. Take a look at vehicle tracking software that uses GPS to provide accurate details on when and where your vehicles are. These can be as simple as a GPS device in the vehicle or an app on a mobile phone.

Marketing

Previously marketing was limited to press adverts, billboards, radio, television, direct mail, or signage. These days digital marketing enables us to get our brand in front of more customers, more often, and sometimes at a cheaper price.

There are many cloud based apps to assist with digital artwork including Canva and Adobe Spark. You can also use tools like MailChimp to send electronic mail and Google Analytics to track customer actions.

Talk to the Marketing Coordinator at NSO for assistance with digitising your marketing.

Customer Relations

With so many customer requests on the go at any given time it can be a real challenge to keep up with what is happening. By using a Customer Relationship Manager (CRM) you and your team can easily be across all customers comings and goings.

There are hundreds of CRM packages on the market including HubSpot, Zoho, Pipedrive, Salesforce, and more. We recommend choosing one that integrates with existing software.

Stationery Expenses

Pens, paper, receipt books, and printer ink/toner, all cost money. Imagine the savings from running a paper free office! Not to mention the benefits for the environment. By using devices and software such as iPads and digital forms you can reduce the environmental footprint of your business and the cost of consumables.

So now you have some great ideas and tips on how you can start the digital transformation of your business. Take your time, plan your journey, and remember, there isn't any need to reinvent the wheel, talk to the team at NSO to discover the best tool for your challenge.



IrriSAT

Device: PC, Tablet, Mobile

Cost: Free

What it does: IrriSAT is an online weather based irrigation scheduling service which is used to inform farmers how much water their crop has used and how much irrigation they need to apply.



Device: PC, Tablet, Mobile

Cost: Starts at \$20 per month.

What it does: Loopy Loyalty is an online platform that allows you to create a loyalty program for your customers. The system is easy to use and can be custom branded to your business.



Device: PC, Tablet, Mobile

Cost: From \$15 per user per month. Free limited version available.

What it does: Grammarly is a software plugin that highlights spelling and grammar mistakes when installed on your device. Integrates with word processing and email software on all devices.



Device: PC, Tablet, Mobile

Cost: From \$12.50 per user per month. Free limited version available.

What it does: Trello is a cloud based project management tool that allows you to assign jobs, track progress, automate and more. It can be accessed on any device and integrates with many other software including Microsoft Teams.

2021 Think Water Conference

SAVE THE DATE

With travel restrictions still somewhat uncertain between Australia and New Zealand, we are working on a plan to ensure this years' conference will be going ahead. Please save the following dates in your calendar to avoid missing out!

Queenstown, New Zealand

**29 July 2021 to
1 August 2021**

Cairns, Australia

**5 to 8
August 2021**

Further information and agenda will be released
to all Members and Preferred Suppliers after 1 June 2021.



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Success for the Think Water Academy



The Think Water Academy is back! After eighteen months of planning and locking in dates, then cancelling or changing them due to travel restrictions and snap lock downs, we eventually got the Academy up and running with it kicking off in early March 2021.

This years Think Water Academy had a total of 13 students enrolled, from various stores throughout Australia and New Zealand and two students from New Zealand Preferred Supplier Hydroflow.

We are also excited to announce that eight of these students have signed up to complete the newly released full Certificate III in Irrigation Technology (AHC32419) Trade.

There are many good reasons for providing training to our Members and their teams, they including:

- Improved employee performance;
- addressing weaknesses and turning them into strengths;
- increased productivity; and
- reduced employee turnover.

The new Think Water Academy has been specifically tailored to our Members business needs and has relevance back to the Certificate III competencies. The Academy training includes a specific focus on key areas such as water treatment, soil analysis and types, irrigation design, pumps, and hydraulics.

Enrolling in the full Certificate III will give students training in areas such as electrofusion and butt welding, travelling irrigators, mains water connection for irrigation and electrical connect/disconnect.

Why the change?

There has been a major "shift" away from the "supplier" training format to the new competency based format. This was driven by the introduction of the new Certificate III trade, the registered training organisation, the Irrigation Association of Australia and the needs of our Members.

The old format, although it was full of great content and trainers, it did not really provide our Members or the trainees with anything concrete to hang their hats on. Yes, they

learnt, but what formal qualifications did they gain? The new format contains certified modules that go towards gaining federally recognised competencies in key areas of our industry and markets. Ultimately, the NSO and our Members agreed that there is no point or value investing a large amount of funds into non-competency-based training.

We all know that the industry is aging throughout Australia and New Zealand, and how hard it is attracting and retaining good people. Now is the time to encourage our people to stay in the industry and develop into the next generation of Think Water business owners.

In support of this evolution we recognise the need to have a solid foundation in place for our training solutions, that covers the NSO and our Members.

For more information about the Academy contact Chris directly or check out the training section of the Members Portal.



Chris Rehm
Operations Manager AU

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The future in remote monitoring

Yabby Sensors are an Australian-owned company specialising in technology supported, complete water management solutions. Their remote monitoring solutions provide data for asset tracking, environmental monitoring, irrigation control, and level sensors for the agricultural and resource market sectors.



Scan to contact
Steve Dudgeon
Managing Director, AU



Australian Made for the Australian Climate

MATElec has more than 45 years of experience manufacturing pump/motor control products and electrical accessories. Their product range is vast and includes pump controllers, motor controllers, circulation controllers, soft starters, power distribution boards, level alarms, electrical accessories and more.



Scan to Contact
Bruce Pederick,
State Manager, AU

Welcome to the family

Think Water Members benefit from partnerships with several industry-leading manufacturers and distributors. These companies are our Preferred Suppliers and we consider them as part of our family. We promote innovation and sustainability within the industry and value suppliers with extensive technical expertise, good logistical and local support and top-quality products.

We are advocates for our Preferred Suppliers and love what they do. We are excited to welcome these companies to the Think Water Family and look forward to promoting excellence with them.



The designer water storage solution

As the name suggests Designer Tanks offer a broad range of stylish above ground rainwater tanks that will present as a stylish feature in your garden. These tanks are made from 100% recycled polyethylene and range in sizes from 300L to 1600L. Accessories and connection kits also available.



Scan to Contact
Chloe Barrott,
Marketing Manager, NZ



High quality portable powered products

Crommelins Machinery offers consistent, strong, and high-quality service and product support. Their product range includes generators, compacting and concreting tools, cutting and drilling tools, pressure cleaners, pumps, flooring tools, ground care tools, air equipment, engines, and general trade tools.



Scan to Contact
Steve Swingler,
Account Manager, AU

BIL WPD Water Meter

**Pattern Approval
NMI 14/3/54**



A highly accurate Woltman Parallel Turbine Water Meter pattern approved and tested in Australia for use in non-urban applications.

Key Characteristics

- Wide measuring range, small pressure loss
- Low starting flow and high overload security
- Pulse output with integrated reed switch
- Long - term accuracy and stability
- Swirl - reducing inlet design
- Replaceable measuring internals
- Water - proof (IP68), hermetically sealed, glass/copper register
- Solid cast iron construction with durable epoxy coating for exposure to field applications



Dial for DN150 - DN300 size meters

Applications

- For measuring of high flow rates
- For horizontal or vertical installation
- For cold water up to 50° C
- For applications where NMI-M10 Pattern Approved water meters are required

Available Sizes

- 50mm - 300mm (2" - 12")
- Table E flanged inlet/outlet



To access the NMI Certificate of Approval go to:

https://www.industry.gov.au/sites/default/files/nmi/certificates-approval/14-3-54_r1_0.pdf

For more information please contact your local HR Products sales office

www.hrproducts.com.au



Gold in data

How analysing your sales data from previous years can tell you about your customers and business.

Buried in your business system is a large amount of information about your customers. Not only is this information useful to better understand when and how much your customers buy from you, but also their potential share of wallet and collectively your market share within your main service area.

Once you extract this information and do some basic analysis it can give you some great insights into your customers.

- Identify new customers and then workout how effective your marketing spend is.
- Compare how existing customers are purchasing year on year.
- Identify key markets you operate in- intuitively you know this-

however there may also be other markets you're missing out on that may not be obvious.

- Compare your data with external data (ABS and other data sources) to work out market share.

This information is also valuable to guide you on strategic decisions such as marketing spend, target markets and opening up new opportunities such as new product lines.

How do I extract this information?

The simplest way to do this is to export top line sales history by customer for each year into an Excel spreadsheet. Most systems export as a CSV file – which is easily handled in Excel.

Once this data is downloaded it can then be cleaned up and sorted – if this is a step too far then we can assist.

Once the data is cleaned you can then allocate a market segment to each customer such as horticulture, broadacre, cash/pos, local government, schools, residential, cattle, sheep, dairy, lifestyle, basically what ever fits your business and location.

To then do further work on the data councils, ABS, Stats NZ or other sources will have localised information on farm /enterprise numbers this can give you a good picture of your local area.



Phil Best
Operations Manager AU

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A holistic training solution



Here at Think Water, we aim to ensure all employees are given access to gaining essential skills that are required in the workplace. Employers will find that allowing employees to access training, results in increased performance and engagement from the team. It will also lead to improved employee retention in the business. This is why the National Support Office always aims to provide excellent training solutions for our Members and their teams.

Think Water's Digital Hub provides all this and more. It is a digital online learning platform that is fully subsidised by the NSO. The Hub gets updated monthly with hundreds of new training videos which ensures new and exciting content each year.

Our aim for 2021 is to provide courses that are relevant, effective, and inspiring to ensure users stay engaged. We carefully select our training options by finding engaging, interactive and useful resources for our Members.

This year users will see great topics around personal growth and workplace skills, along with our yearly compliance courses around workplace behaviour, business interaction and health and safety.

The platform host is also introducing a lot of great new tools focused on self-help and mindfulness. This provides options for users to access books and mindfulness tools that may be useful in work and outside of work. This is forming a holistic training solution for Think Water Members and their teams.

Some great new training courses that have recently been added to the Hub, include the following.

- Managing Stress and Building Resilience
- Emerging Leader Award
- Effective Communication and Sales Skills
- Successful Project Management



Scan the QR code to access the Digital Hub. If you need an account created please email Aimee directly.



Aimee Hewson
Business Support (AU & NZ)
& HR Trainee

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Upgrading to increase efficiency within our business

Think Water Northern Rivers

In recent months, Think Water Northern Rivers have undertaken the implementation of numerous software programs and hardware upgrades to increase efficiency within the business.

Software introduced includes *H2Go*, *Microsoft Teams*, *Microsoft Project*, *Windows 10*, *PipeDrive*, *AutoCAD*, *Erica*, *IrriCAD*, *Monday.com* and *Microsoft Visio*.

By implementing the collaborative, online sharing communication platform, *Microsoft Teams*, for both staff and contractors, the Team has since noticed tremendous improvements in effective communication. Email has become less clogged with “conversations” and more informative. Each department, has easy access to relevant information, allowing them to communicate with each other, external suppliers, and customers with ease.

A new file structure procedure has been introduced, allowing all files to be stored and saved in a sensible fashion. This new structure prompts data collection for jobs that may have been missed previously, version control documents, and synchronises how information is saved.

As part of the project all computer hardware has been upgraded, which was quite a staggering cost for the business but has been balanced out with less need for external IT

assistance. Due to all staff using *Windows 10* our workflow is more efficient, troubleshooting is easier and can be performed inhouse therefore saving money. This business manoeuvre has allowed the company to make the first step in migrating towards a cloud-based network, the programs are running smoother, processes faster, and the maintenance is now less.

Microsoft Project has been introduced to assist in developing schedules, assigning resources to tasks, tracking progress, managing the budget and analysing workloads. It is currently being used by the Team, for the design process and workflow and will eventually include installation timelines as well.

‘*Monday.com*’ has been implemented to assist with outlining the progress of each stage of the project (design, quote, and installation). Although, the Team comments that *Microsoft Project* is the most successful project planning platform they have used so far.

H2Go (Ostendo) was one of the first software packages to be introduced and is the core of our business. *H2Go* is designed to assist staff in focusing on the range of operational activities that generate revenue and profits within the business while giving your accounting software system something to account for. The Team has mentioned, ‘it has been a challenge to adapt to the system but is proving to be far more capable than

expected”. *H2Go* links well with *Xero* our accounting software and *Tyro* our EFTPOS terminal.

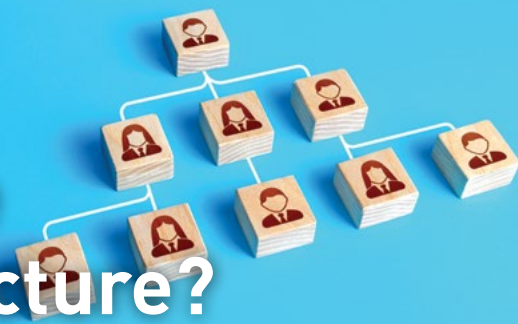
PipeDrive, a cloud-based Customer Relationship Management (CRM) platform, has been implemented to track the progress of quotes to sales, customer communication, and gauge the amount of work coming up to plan installations. *PipeDrive* is also useful for measuring sales performance and assisting with cashflow predictions. You can access this software remotely, and it’s known to be reasonably user-friendly, while costing about \$124/month in subscription fees.

AutoCAD, *Erica*, and *IrriCAD* have been introduced to assist with drawing irrigation system designs and installation plans. These programs both link with *Microsoft Teams* for data sharing.

Implementing *Microsoft Visio* has given us the ability to draw and document flow charts for customers and installation technicians. It is important to note that the program needs to be set up properly to be successful within the work flow. *Microsoft Visio* is a cloud-based program, costing \$950, which makes it easier to work collaboratively between office and offsite staff.

Although the digital upgrade project has been costly at times and a steep learning curve, Lee Rothwell is happy with the result and reports a successful implementation and many improvements within the business from all aspects.

Why is it important to have a good organisational structure?



Businesses require structure to grow and be profitable. Planning the structure of your business ensures there are enough resources to meet the company's goals and each employee understands the reporting hierarchy.

This article outlines some key points to consider when conducting your organisational structure review:

Job Descriptions and Optimising Employees

Regardless of the kind of structure an organisation uses, it's critical to clearly identify job descriptions so that employees are aware of what is expected of them. In addition, the structure may identify weak spots or deficiencies in the company's current management team.

Communication

Good structure allows for better communication. Since the flow of information is essential to an organisation's success, the structure should be designed with clear lines of communication in mind.

Clear Reporting Relationships

Employees need a clear understanding of who they are accountable to. Otherwise, responsibility for a task may fall through the cracks, we've all seen that before. Each employee benefits by knowing whom they can turn to for direction or help.

Establishing and Attaining Objectives

The design of an organisation structure should be in line with achieving company goals. The business should be structured to enable the employees to help the company reach its targets most effectively.

Growth and Expansion

Companies that grow rapidly are those that typically make the best use of their resources. A sound organisation structure ensures that the company has the right people in the right positions. A well-designed organisation structure facilitates the completion of all projects. Completing projects successfully leads to business growth.

Remaining Stable Yet Flexible to Promote Growth

An organisation's structure needs to provide a stable work environment for employees. If a company undertakes several organisational changes in a short period of time, employees may feel nervous about their position in the company and may be distracted from their day-to-day tasks, leading to a loss of productivity.

However, it's essential that an organisation is flexible to adapt to changes that are out of its control. For example, key individuals within the company can leave, and economic or environmental factors can affect the profitability of the business. A well structured business will be nimble and shift organisationally to accommodate these challenges.

If you would like assistance with the structure of your business please contact Chris or your Operations Manager directly to discuss.



Chris Rehm
Operations Manager AU



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5

Steps to setting up an online mentoring program in your business

94%
of team
members



said they would stay at a company longer if they were offered opportunities to learn and grow.

Mentoring programs have a positive track record for enhancing the effectiveness of a team's success.



67%
of businesses
reported
an increase in
productivity due
to mentoring.

Team members who serve as mentors also report greater job satisfaction and greater career success.

55%
of businesses
believe

mentoring had a positive impact on their profits



Mentorship is a relationship between two people where the individual with more experience, knowledge, and connections can pass along what they have learned to a more junior team member within your business. **Keep in mind though the mentor and the mentee do not necessarily need to be in the same business for the mentorship to be successful.**

1. Define the program's goal

To get started, you need to define the parameters of your program and what you want to achieve from it. These should typically be designed to nurture talent and improve performance, provide benefit to the company and enhance personal growth. This should also be focused on where the business will benefit most.

2. Outline the process in the workplace

Well-organised programs offer structure and support to maximise the value to both the team and the business. Each program will be different, so it's important to provide quick simple points to outline:

- How the program can be accessed?
- Who can be a mentor (what level of experience or qualifications are required)?
- The duration of the mentorship.
- The format? One-to-one or group setting?
- How will the program's success be tracked and measured?

In the case of a franchise business such as Think Water, the use of modern technology such as 'Microsoft Teams' (and the like) is a very cost-effective group communication platform.

3. Select program participants

Mentoring thrives on diversity. If you want your program to be successful, it needs a diverse set of mentors and mentees to share thoughts, ideas and experiences. By doing so, both parties can identify strengths and weaknesses, and how they can work together to improve.

4. Match mentors and mentees

The strengths and weaknesses of a mentee should be complimented and balanced by those of a mentor. To enable an inspiring experience, it's important to be mindful of who you're pairing and why. Mentees should be matched based on several criteria, for instance:

- Diverse yet complementary interests
- Compatible personality
- Age group similarities
- Experience, skills and ideas that meet the mentee's future career goals.

5. Provide training

Before, during and after the program, you should provide mentors with ongoing training and development to help them support their mentees. Mentors must also learn how to balance their own expectations and the company objectives.

The main goal of a mentorship initiative is to prepare your team members with the necessary tools for success. Having a structured and organised program will allow goal-oriented team members to further develop their skills. The best part is, you're able to utilise the resources and connections your company already has.



Andrew Walker
Operations Manager NZ

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- ✓ Made to AS1477
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Vinidex PVC-U systems 15-150mm
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"To achieve our goals, we will be engaging with the team to explain 'why' something needs to change, not just that it is 'changing'."

Welcome to the team, Mark Allan!

Think Water Hawkes Bay

We are pleased to announce the new General Manager of Think Water Hawkes Bay, Mark Allan.

Walking into this position in October of 2020, Mark claims to have no formal qualifications or irrigation experience and due to the exceptional depth of knowledge and experience already within the team he won't need it.

Throughout his career, Mark has had an assortment of management roles including an 18 year span at Toll, where he managed a business unit that was awarded 'Branch of the Year' for nine years straight, and achieved the best EBIT as a percentage of revenue for 14+ years.

From his first day on the job, Mark said that team have been outstanding. Everyone is so honest and open, enabling him to develop a high-level view of where the business is currently positioned. He highlights

the undoubting commitment and trust shown by owners Mark Tremain and Anthony Waites, in handing their business over to him. He says he doesn't underestimate the difficulty the change would be after years of making decisions themselves but appreciates it, nonetheless.

Mark Tremain mentioned, *"I am expecting Mark will bring in processes and organisation to our business; to assist with looking after the areas that are often forgotten about but in fact, are the most important."*

"I have attempted to not change the world overnight as I am a realist around understanding the business first" said Mark.

While in his newly appointed position of General Manager, he intends to be solely focused on "working on the business". Mark mentions the team has made great progress with a newly established OH&S committee and

weekly operational meetings, such as a Monday morning tool-box meeting.

With future plans in place to implement procedures such as a CRM and other IT systems, that will enable more streamlined processes and efficient workflows. The current focus is on clearly defining roles and responsibilities, which will hopefully result in the elimination of the 'Jack of all trades, master of none' syndrome.

Mark also states his intention to review HR with a key focus on staff performance management and setting target objectives to better develop his team and ultimately benefit the business.

Another goal of his is to begin aligning both of the Hawkes Bay retail stores to give a consistency of outcome for customers. Mark plans to utilise current trade data, historical activity, and customer feedback from both stores to provide a gold mine of information to review and learn from.

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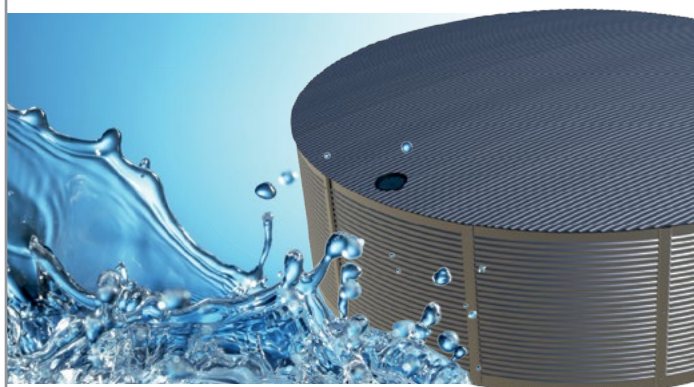
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Could this be the update your business needs?



Scan the QR Code or click here to watch previous H2GO webinars

By the time the end of the financial year rolls around we expect to have fourteen Think Water Members using the groups ERP software system, H2GO.

H2GO was first rolled out two and half years ago, with Northern Rivers and Whitsundays putting their hands up to be the groups "pilot" stores. In the early days, it's probably fair to say that the software was quite rough and ready, however over the past 12 months it has evolved to be very robust. It now offers a very broad use functionality and is a state of the art tool across all areas of your business.

The evolution of H2GO is driven by fortnightly Member webinars with developing partner Cutcher & Neale. These webinars and group training

sessions provide Think Water Members with the opportunity to raise any issues; queries or suggested enhancements directly to the developers and it is free of charge.

Like any piece of software, there are generally changes and enhancements that are undertaken regularly, just think about Microsoft or Apple etc. The beauty of H2GO is that it is entirely flexible and updates can be done quickly. Some of the key updates implemented over the past twelve months include:

- a brand new discount matrix and pricing structure template that is capable of self managing your margins;
- complete new range of reporting with the stroke of a key;

- email and SMS client interaction for service work, and;
- a suite of quote templates that self populate once the job details are complete.

These are but a few changes, with many more completed and in the works. In fact, in the past twelve months more than 50 enhancements have been made based on Member feedback.

So if you are feeling that you don't really have a handle on your business and aren't quite sure which pathway to head down, then maybe it all starts with the numbers, and the software. Drop Chris a line or email for further details.



Chris Rehm
Operations Manager AU

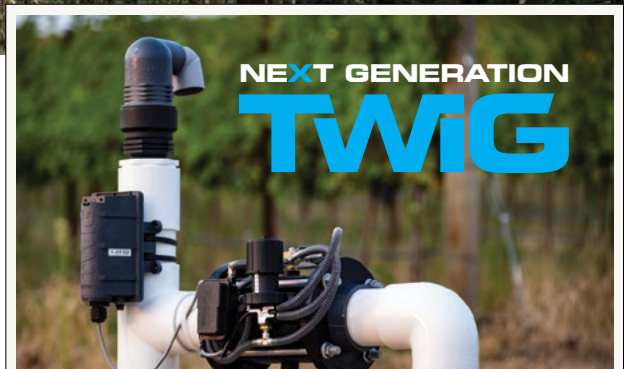


S7

New bracket for hanging the S7 solves problems for organic growers.



Introducing the S7 Spinner, a new Nelson innovation designed to combat rising energy and labor costs. The S7's modular design allows quick and easy nozzle exchange — and the Quick Clean (QC) technology reduces irrigator hours — simply turn, flush and reconnect. Special insect protection helps prevent plugging or stalling.



Use 1000 Series Valves for zone control and remotely control and monitor your irrigation system from anywhere with our new TWIG® Wireless Controls mobile app and next generation TWIG® components.

NETAFIM UNIRAM™

The World's Most Advanced
Dripper Technology



UNIRAM™ AS XR



UNIRAM™ AS

UNIRAM™ AS (Vineclip)

UNIRAM™ CNL



THE MARKET LEADING DRIPPER

More than 11 billion UniRam™ drippers are used worldwide by tens of thousands of satisfied farmers. With the largest effective filtration area in the industry and offering 100% uniformity of water and nutrients for years to come, there is no substitute for UniRam™.

ANTI SIPHON (AS): Anti-vacuum mechanism prevents suction of dirt into the dripperline, providing the critical protection needed against dripper clogging.

LARGEST FILTRATION AREA: Entire base of the UniRam™ dripper is made of filter inlets, flushing large particles from the dripper, eliminating clogging and maintaining an essential supply of water for uninterrupted operation.

WIDEST FLOW PATH – ULTIMATE CLOG RESISTANCE: Performs, even in conditions with extremely poor water quality. TurboNet™ labyrinth assures wide water passages, large deep and wide cross section improves clogging resistance.

ROOT INTRUSION BARRIER (XR): Prevents roots from penetrating the dripper mechanism. Ideal for Sub-surface irrigation.

Finding the golden ticket for your marketing

While the latest boom on digital marketing has us all excited about new technologies and cheaper marketing avenues, it is important to remember that our target audience will govern where we spend our marketing dollars.

It is very easy to fall into the trap of taking the easy way out when it comes to marketing. Digital marketing is easy and sometimes the cheaper option, however it's important to remember that it doesn't replace all other marketing channels.

Taking a close look at a semi-fictional representation of your ideal customer can give you an insight into how lifestyle and personality can effect what marketing channels they are more likely to notice and trust. This in turn allows you to tailor your marketing and target the ideal customer more effectively.

Following are seven ideas to help you recognise the characteristics of your ideal customer.

1. Personal demographics

Is your ideal customer male or female? Where do they live? Are they married and how many kids do they have? The answers to these question help you to get a better imaginary vision of this person.

2. Lifestyle

Are they a homebody or do they like to get out and about? Where do they go to get their latest news? What are their interests? The answers to these questions will tell you where your ideal customer is exposed to media.

3. Personal preferences

What inspires your ideal customer? What is their passion? What do they value? What are their interests or hobbies? What are their likes or dislikes? This information will help you to understand how to trigger an emotional connection.

4. Occupation

What do they do for a living? How much do they earn? What industry are they in and where is their workplace located? The answers to these questions will assist with understanding if your ideal customer can afford your products and services.

5. Online activity

How often does your ideal buyer go online? What websites do they visit the most? What device do they use? This information will help you decide how technological they are and where the person hangs out online.

6. Media exposure

Where do they go to get their news? Do they watch TV or listen to the radio? Do they read the newspaper? These questions will help you to decide what traditional marketing channels capture the attention of your ideal buyer.

7. Social media

How often do they use social media? What are their favorite and least favorite platforms? What content appeals to them? The answers to these questions will help you decide what content to create and where to publish it.

Understanding your customers is the key to targeting them with marketing messages that deliver results. You don't need to write long answers to these questions just simple short notes that allow you to build a visual of your ideal customer. You may even find that interviewing a selection of real customers give you the answers you need.

If you would like help creating your ideal buyer persona please contact Natalie directly and make a time to work through these questions and more.



Natalie Kingcott
Marketing Coordinator

Who we are, is how we work.

Covid has forced Employers to rethink ways of working to keep the doors open for business. The rise of working from home has become the norm for so many companies, along with a different set of rules and new classifications on how employees work best.

Professionals are urging employers to familiarise themselves with the different kinds of personalities and the way in which they work and how it affects various individuals. One of the theories we are referring to is the division of workers as Integrators, Segmentors, or Cyclers.

Integrators

Enjoy or don't mind combining work and private lives (eg. Taking a call over a weekend while out for dinner or at a party). They are borrowers from one area of life to another.

Segmentors

Never overlap work and private live (eg. Will not attend social functions of colleagues or use workplace childcare facilities). They could be referred to as tunnel vision people, those that work on one task at a time.

Cyclers

Fit between the two segents (e.g. integrators in the week, working after hours but become segmentors over weekends, once they leave on a Friday afternoon you will not hear from them until Monday morning).

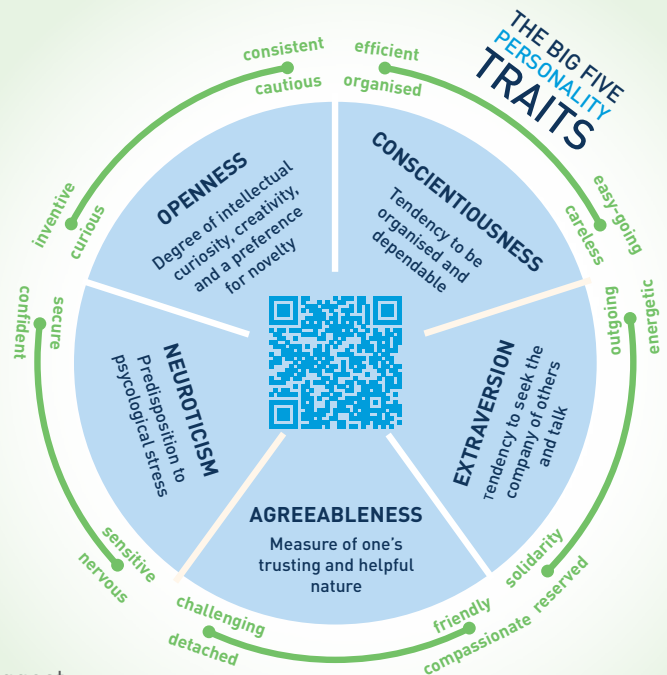
Recruiting and retaining employees is one of the biggest challenges for employers and finding the right fit for your company is vital.

Professor Karin Sanders of UNSW Business School states – *"Personality is who you are and who you are is how you work"*.

Another common way of quantifying personality is with The Big Five Personality Traits scale. It is however well documented that personalities can and do change due to circumstances and age.

Extraversion – Social and outwardly engaging.

Openness – Likes new experiences or environments.



Conscientiousness – Thoughtful and more organised (guideline users).

Agreeableness – Compassionate, puts other before themselves.

Neuroticism – Feels sadness or anxiety more frequently.

If you are interested in learning more about the personalities of your employees click or scan the QR code above to do an online test or contact Liesle directly to discuss.



Liesle Corns
Business Manager & HR
Company Secretary

Image source: J. M. Digman – Personality Structure: Emergence of the Five-Factor Model

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Introducing the new owners of Think Water Hastings

Think Water Hastings

Welcome to the Think Water Family Michael and Grant! We are excited to see what you have in store for your new business venture.

Business Owners: Michael Dillon and Grant (Charlie) Barran
Phone: (03) 5979 7144
Email:
 Michael.Dillon@thinkwater.com.au
 Grant.Barran@thinkwater.com.au

Why did you join Think Water?

The opportunity to have a business with brand integrity and support to help us grow.

How long have you been in the irrigation industry?

I, Michael, have just recently joined the industry, 3.5 months ago. Charlie has been in the irrigation industry for 30 years now.

What is your primary market?

It varies; Irrigation trades and rural farms on the Mornington Peninsula, also the retail tank and pump market, propagation, and mature tree nurseries.

What has been your biggest challenge so far?

Understanding the irrigation/water business and remembering the difference between a faucet socket and a faucet adaptor (Michael).

In all seriousness, laying over 2km of 2" rural. And Charlie working with retail customers to understand what they want and or need.

What is your biggest win so far?

Our biggest win so far has to be, opening our pool shop three months into owning the business and also picking up two contracts to supply and fit out vineyards.

What is your favourite product?

My favourite product right now (Michael) is the Grundfos 5-47, it is the easiest pump to sell to the retail market, and Charlie's is the Hunter PGJ's.

Most interesting project?

Our most interesting project so far was when we developed a water system to irrigate over 100 acres of a new style of close planted vines at Stanley's Road winery, located in Merricks North, South Victoria.

What plans do you have for the future?

Well in mid-February we opened our pool and spa counter (photo above) and a dedicated vineyard section of our shop. We are expanding and taking on two new staff members, which will allow for time to concentrate on business development across all sectors.

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Making the most of life's essential resource with Pentair



At Pentair, we believe that the health of our world depends on reliable access to clean, safe water. It's in this spirit that work to create smart, sustainable solutions that empower you to make the most of life's essential resource — today and every day.

Water for every part of your day

Just as water touches every part of your life, our innovative products and passion for clean, safe, and sustainable water are with you throughout your day.

Next-level rise and shine

A Pentair water treatment system can deliver clear water throughout your home, so your morning shower can

provide a more refreshing wake-me-up and your hair and skin will thank you for removing impurities.

As you pick out your clothes for the day, you'll notice cleaner, softer clothing, as a result of washing them in cleaner, softer water.

And when you're ready for your cup of morning brew, you can get the most from your gourmet coffee beans by using great tasting water.

Water from farm to table

Another way Pentair makes a difference is by increasing the efficiency of water usage in agriculture. With Pentair's help, farmers are using less water to achieve greater crop yields. That means more sustainable food in more favorite recipes on your table.

Relaxation done right

Water is essential even to everyday leisure, so you'll find Pentair hard at work there too.

Going to swim a few laps, or maybe relax in a hot tub? Pentair's filtration systems help ensure a cleaner experience. Plus, our expertise in energy efficiency allows us to make energy consumption as optimal and responsible as possible.

Or maybe you're just going to kick back with a beer on the patio? Brewmasters appreciate our sustainable brewing systems for the control it provides them. Removing contaminants from the brewing water means more delicious and consistent batches.

A close-up photograph of a young girl with brown hair and bangs, drinking water from a clear glass. She is looking down at the glass. The background is a soft-focus green, suggesting foliage. The image is partially covered by a semi-transparent white overlay on the left and a blue triangle on the bottom right.

Imagine a day without water...

Just as water touches every part of your life, our innovative products and passion for clean, safe, and sustainable water are with you throughout your day.

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The All-in-One Rainwater Filtration Solution

When most people think of rainwater they think of how pure the source is. Of course the original source is but the contaminants it comes into contact with afterwards in the collection and storage process is where real health issues can arise.

This need for rainwater filtration is nothing new but the feedback from customers reliant on this type of water source was the need for a system that was not only flexible to their filtration needs, looked great, was neat and tidy but also incorporated everything they needed into one package.

With all this in mind, Puretec have spent the last few years designing the patented HybridPlus in house, to deliver everything the market asked for and was released into the market in late 2020.

The carefully considered design includes a three stage filtration process, UV sterilisation using Radfire technology plus model options to include a premium pump and/or mains to rain changeover switch.

The HybridPlus embodies Puretec's core purpose of ensuring everyone has safe and clean water, sustainably.

The design process didn't stop there, giving the luxury of gull wing access doors to provide easier maintenance, a 3-point locking system and concealed ventilation. Moreover, there was even more to consider in the design, a UV system that had a

unique connection system so that it could be connected from either the left or the right of the unit making connections quicker and easier for plumbers and tradespeople on site.

Impression is everything when it comes to in-store displays and being such a large unit the next consideration for the project was to ensure it was display friendly for all Puretec dealers.

A custom pallet that the unit could be shipped on as well as being used for being displayed in-store was the answer. During its initial release the first lot of systems were also shipped out with a custom cube stacking display to draw attention to the unit and create general conversation around the truly unique piece.

NEW!

Designed specifically for rainwater, the Puretec **HybridPlus** is a complete plug & play package with pump*, filters & UV in one unit that is weatherproof, rodent proof, tamper proof and reduces pump noise.

Premium Puretec four stage water treatment including UV protection with filter monitor gauges, lamp fail alarm, lamp count-down timer and surge protection.

A 3-point locking system - unit is secure from tampering or vandalism.

The P1 model is compatible with a range of pumps - select a particular model or use your existing pump.

Provisional bolt-holes so the system can be fixed to a platform or slab.

Adjustable feet to eliminate instability and vibration.

STAGE 1: SEDIMENT FILTRATION

A washable sediment filter that removes coarse dirt, sand and particles down to 5 micron.

STAGE 2: TASTE AND ODOUR REMOVAL

Reduces bad taste, odour, herbicides, pesticides and chemicals.

STAGE 3: FINE SEDIMENT FILTRATION

Removes fine sediment and particulate down to 1 micron.

STAGE 4: BACTERIA PROTECTION

Kills 99.99% of E. Coli, Giardia and Cryptosporidium Cysts with Radfire™ ultraviolet technology.

Patent Pending

Patented cabinet with gull wing style access doors, providing easy access for maintenance, is corrosion resistant and lockable.

Unique connection system so that water flow can be connected to the left or right hand sides.

Premium pump*, pressure controller and optional mains/ rain changeover switch to ensure adequate pressure and seamless back up from the mains/municipal water supply.

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*Warranty covers parts for 3 years and include cover for parts and labour for the first year where applicable, subject to approval excluding the pump which is covered by Grundfos's own back-to-base 2 year warranty. *HybridPlus P3, P6, P9 and P12 models. *Fittings on installed picture not included. HybridPlus P12 model pictured.

Crusader Hose commits to the Irrigation Industry

Crusader Hose have come from humble origins to become the world-leading manufacturer of hose for travelling irrigators. Over 35 years the company has not only grown in size, but with a dynamic research and development team have developed the world's best-quality goods. The range of products now includes layflat hose and reel systems for irrigation, fire, and mine dewatering.

Noel Gardner from Think Water Whitsunday attests to this, "We are a major supplier of hose and equipment to the sugar industry. The quality and demands on the long lengths

of irrigation hose have caused many challenges for these suppliers. The latest developments by Crusader Hose have brought the Flexidrag® to worlds best standard."

With a culture of continuous improvement, the key developments with Flexidrag® have been both low-pressure flexibility and ease of handling. Technical improvements in concentricity and adding annealing were both achieved after major plant investment and upgrade.

Francois Steverlynck, Managing Director of Crusader Hose, maintains, "We can confidently say that we have a hose as good, if not better, than Angus, Travelflex and Snaptite. Furthermore, we stand by our products with a 10-year warranty; something that some importers have had issues with."

"As a preferred supplier to the Think Water Group, we look forward to building on our relationships with more Members. We are here for the long haul and are fully committed to the irrigation industry of Australia and New Zealand," Francois concluded.



FLEXIDRAG

Premium Irrigation Layflat Hose



Phone: 03 9720 1100
Email: sales@crusaderhose.com.au

www.crusaderhose.com.au



Enjoy consistent water pressure with DynaDrive now supplied as Daisy Chain

DynaDrive is Davey Water Product's latest all in one home pressure system, with a variable speed drive that maintains water pressure at a fixed point regardless of an increase or decrease in water demand in the household. It is now also available as pre-assembled daisy chain constant pressure pumps.

According to Davey's Product Manager Nandhakumar Govindaraj, customers can expect DynaDrive to keep the pressure steady no matter how many taps they have running, and best of all it is energy and cost efficient.

"The number of taps being used in your home doesn't impact your water pressure or flow because DynaDrive keeps pressure constant and steady. As taps are turned off, the drive adjusts automatically, keeping pressure constant but reducing the energy consumed," Nandha says.

"You can also set the water pressure where you want with an easy to set up and use controller that comes with an intelligent interface and compact design. The controller also gives you warnings for any system faults and lets you daisy chain two pumps in parallel if needed."

The stainless-steel impellers in the DynaDrive also offer reduced power consumption and low noise output, which makes for quiet pump operation, and increased wear resistance.

The system comes with a Davey built, totally enclosed fan cooled (TEFC) electric motor, that ensures longer life for the pressure system and easy service, while also being economical.

"We conducted field trials with a small group of customers, and the feedback was that DynaDrive is noticeably more quiet than other models, and they could feel the constant water pressure, especially in showers. The customers also found that DynaDrive was more responsive compared to other traditional pressure controllers," Nandha says.

"This is a solution we know our customers and dealers have been waiting for so they are as excited as we are to launch DynaDrive into the market."

For more information on DynaDrive, head to www.davey.com.au/dynadriv or contact your local Davey dealer.



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**CONTINENTAL
WATER**

Brand Evolution



I think you would all agree with me when I say that the Think Water brand has a strong, well designed, and highly recognisable style within our industry. However, it's not without it's weaknesses and limitations, which is why the decision has been made to take it to the next level.

All brands go through some kind of evolution at some stage if not many stages of their lifespan. There are many examples of brand evolution, some subtle, some extensive for example Telstra, Coke-Cola, and Google. Regardless of the size of the company or degree of evolution the process is essential to maintaining the strength and consistency of the brand in its market.

The last brand update for Think Water was in 2012, nine years ago and since then technology, your businesses, and the market have changed dramatically. The aim of this evolution is to give you guidelines to confidently market your business in today's world.

Before I go into what changes you can expect to see I will explain the key points of the task.

- The key style of the Think Water brand will not change, it will be enhanced.
- A group wide perspective will be taken with all additional guidelines.
- All creative solutions will be scalable to suit big and small businesses.
- Brand compliance will be introduced to assist with the aim of achieving consistency across the group.

The main drive to evolve our brand comes from the following demands:

- The emergence of new technologies and understanding how our brand works with them; and,
- The request to be more diverse in business markets while maintaining a consistent style with the group.

You can expect to see the introduction of guidelines for the following new sections in the CIP: Social Media, Advertising Media, Brochures and Marketing Material, Events, and Promotional Products. Plus enhancements to the existing sections Uniforms, Signage, Stationery, Websites, and Photography.

The "Beyond Irrigation" line will be removed from the Master Brand to assist with enabling diversity. Members will be encouraged to use their sub-brand more.

Colours, fonts, and other existing Master Brand guidelines, like clear space and minimum size, will remain the same. While complimentary and informative supporting graphics will be added to the suite of approved assets.

The project is expected to take place over a 12 month period beginning in April 2021. Regular updates will be released to the group on the Members Portal and in the Weekly Update,

A focus group of eight Members, two staff of Members, and the Board have been engaged to assist with the process of reviewing change outcomes.

I am excited to be working on this project that will give you better tools to market your business. If you would like further information on this project please contact me directly for a chat.



Natalie Kingcott
Marketing Coordinator

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World's First Insect Resistant Drip Tape

One of the biggest global challenges facing today's farmers is insect damage to their thin wall drip line/tape. Just a few bites from insects can wreak havoc on a field, leading to the flooding of hundreds of hectares, destruction of crops and days of manual labor to repair.

Insects cause damage to the drip line/tape by biting or scratching through the drip line/tape in the search for food. Rivulis X-Pell is a unique solution where an active insect repelling ingredient is embedded directly into the drip line/tape.

One taste and insects will be gone before they can do any significant damage to the drip line/tape.

After successfully launching in many countries, including Italy, Mexico, Russia and Spain, Rivulis X-Pell will be soon available in Rivulis T-Tape and D1000 in Australia.

"The Rivulis X-Pell patent-pending technology goes to the core of the drip tape, blending the minimum amount of active ingredient needed directly into the plastic structure to protect the drip tape from insect damage," says Richard Klapholz, Rivulis CEO. *"We dedicated years of research and development to*

identify an effective solution that finally solves the widespread challenge of insect damage to drip lines and tapes."

Rivulis X-Pell has been proven effective with nearly one million meters of tests in Italy, Australia, Russia, Mexico, Spain and Portugal in addition to commercial launches in selected countries. It can enable growers to save money by using lower wall thickness drip/tape. Rivulis X-Pell

is safe, reliable and recyclable.

Contact a Rivulis representative or visit our website to learn more. www.rivulispell.com

How it works



1. There are lots of insects in the soil and they have their sights set on your drip line/tape.



2. It takes just a few insects biting through your drip line/tape to cause damage. But never fear, you have Rivulis X-Pell drip line/tape.



3. One taste of the Rivulis X-Pell drip line and the insects will move on leaving your drip line/tape safe from insect damage.



The world's first insect repellent drip line and drip tape.

If you dream of winning the fight against insects wreaking havoc on your drip irrigation, your dreams have come true. X-Pell from Rivulis uses patent pending technology to protect it from insect damage, making X-Pell so repellent they simply leave it alone. X-Pell's proven performance worldwide has given growers the peace of mind that their drip irrigation system's no longer easy prey.

In fact, it bites back!

 **Rivulis**

X-Pell is proven to provide 99% protection against insect damage to drip line / tapes based on trials conducted in Australia, Mexico, Italy, Spain, Turkey and Russia.



Tempus™ DC Kits

All The Right Parts In One Great Value Bundle

Powered by Bluetooth and battery operation, the Toro Tempus™ DC Battery Controller provides full watering control from your smartphone.

By using the Tempus™ DC app on a smartphone or tablet, the battery controller is ideal for managing irrigation in areas without mains power, meaning you have full watering control from your device. With customers and contractors in mind, Toro has made irrigation easy and convenient without compromising on quality.

The Tempus™ DC is simple to use with flexibility for watering preferences

including four independent programs and three start times per program. It is available in 1, 2, 4 or 6 stations and comes with LCD and no LCD given the option to program the controller using the app or manually.

Your irrigation equipment will always be safe as the Tempus™ DC is vandal-resistant in a valve box, while tap timers are vulnerable as they are screwed into the tap. And there's no more need to access your valve box and risk the yucky dip and deal with the crawling insects inside. With Tempus™ DC, the power is literally in your hands with just a touch of a button or swipe of the screen.

Recently released is the Toro Tempus DC Battery Controller Kit. This kit contains the controller, solenoid valve and manifold, so customers don't need to buy separate components to kickstart their irrigation system. The complete kit includes all components needed and is offered at a great value pack price. Available in 1, 2 and 4 station packs.

Visit torotempuscontrollers.com.au for tutorial videos on how to download the app and program the controller. Call your Toro Representative for a DEAL on NEW Tempus™ DC Battery Controller and Kits.

VALUE PACK – TEMPUS™ DC KITS

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1 × Tempus® DC 1-Station Battery Controller
1 × 25mm BSPF Plastic Solenoid Valve with Flow Control and 12V DC Latching Coil

2-STATION KIT

1 × Tempus® DC 2-Station Battery Controller
2 × 25mm BSPF Plastic Solenoid Valve with Flow Control and 12V DC Latching Coil
1 × 2-Port Manifold 1 × Manifold cap
2 × O-Ring Nipple

4-STATION KIT

1 × Tempus® DC 4-Station Battery Controller
4 × 25mm BSPF Plastic Solenoid Valve with Flow Control and 12V DC Latching Coil
1 × 4-Port Manifold 1 × Manifold cap
4 × O-Ring Nipple



* The in situ image above does not reflect the components of the value packs and is for illustrative purposes only.

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TORO

PLASSON TALKS: Time and Money Saving Valve Solutions

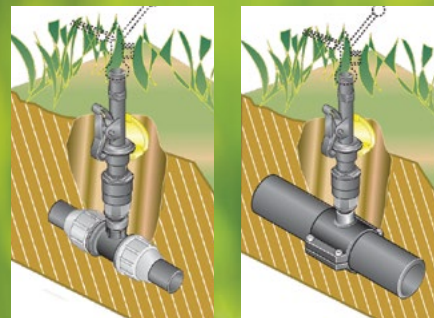
We get excited when we hear the words "TIME SAVER" or "MONEY SAVER" and this coupling valve is all that and more.

The Plasson Quick Coupling Valve is a quick and easy to install irrigation solution. By permanently attaching this device to the irrigation pipe, the easy release key on the valve allows you to automatically shut off the valve resulting in the ability to regulate the number of sprinklers in use.

You're guaranteed a long lasting highly reliable and durable coupling valve made out of polypropylene and acetal, a stainless steel spring, and NBR seals.

This great little device is suitable for fixed or portable sprinkler irrigation, livestock watering systems and landscape irrigation systems.

The unit is installed beneath the surface, to allow close mowing and other similar yard work. Making it a great solution for mown fields, grazing pastures and the like.



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Quick Coupling Valve Saves you time and money

For sprinkler, livestock & landscape applications



Permanently attached to the irrigation pipe, the valve allows you to regulate the number of sprinklers in use.

Features

- ✓ Highly-reliable & durable
- ✓ Easy release of key, automatically shuts valve
- ✓ Body: polypropylene and acetal
- ✓ Spring: stainless steel
- ✓ Seals: NBR

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Pattern Approved Water Meters

Dale Harris, General Manager at HR Products has taken the time to summarise Australia's new regulations around pattern approved water meters.

Over the past few years there have been a number of changes relating to the metering of water from licensed water entitlements. These regulations stipulate approved or compliant water meters are now required for all instances where non-urban water metering is required.

The *National Framework for Non-Urban Water Metering* came into effect nearly 10 years ago in July 2010. The Framework, agreed to by Australian, state and territory governments, aims to deliver nationally consistent

non-urban water meter standards to increase measurement accuracy.

The National Framework stipulates that all non-urban water meters shall be:

- Pattern approved by the National Measurement Institute (NMI)
- Installed in compliance with the Pattern Approval certificate
- Validated by a certified validator (accredited by Irrigation Australia Ltd) after installation

In terms of the rollout dates and local requirements, the relevant state and territory government departments have produced their own codes, policies and guidelines that operate within the National Framework.

It is recommended that you consult your own state legislation to be fully aware of any new regulations and deadlines for installing approved water meters. Irrigation Australia Ltd have published links to the state and territory resources relating to the current requirements on their website.



Scan the QR code or click here to read Dale's full summary of the current situation.

Disclaimer: the information provided in this article is general in nature and should not be relied upon in terms of compliance to local, state and national regulations. Please consult the necessary authorities to obtain the most up to date documentation and compliance requirements.



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Reusable, Lightweight, Safe and Reliable, the "NIBC50" connector is a must!

Did we also mention it can be used with chemicals due to the design and its incorporation of dual Viton seals?

Find out more on **Think Water News**: <https://www.thinkwater.com.au/ibc-adaptor/>



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6 REASONS TO INSTALL A SOLAR PUMPING SYSTEM FOR OFF-GRID WATER SUPPLY

If your customer needs water in an off-grid area for stock watering or irrigation, you will need to find a reliable, cost effective water pumping solution.

There are many factors which may impact the pumping system you choose, including the water source (eg. bore, dam or river), where you need the water, storage and ultimately power supply. The two most popular off-grid pumping solutions are solar or generator powered.

A diesel or petrol generator pumping system may seem like the easiest and most convenient option, but a renewable solar pumping solution offers many advantages over a generator powered system.

Let's explore six reasons why you should consider a solar pumping solution:

1) Save money on energy costs

When compared to a diesel generator powered system, a solar pumping system is up to 4 times more cost effective over the first 10 years of operation. To find out more about these savings visit: www.grundfos.com/au/solarpumpingsolutions

2) Long term, cost efficient pumping

Depending on the quality of the water, solar pumping systems often have a longer life span than other off-grid alternatives. This typically means the payback of the initial investment in a solar powered system over a diesel generator powered system, is less than 3 years. To find out more about the payback period visit: www.grundfos.com/au/solarpumpingsolutions

3) Easy installation

You can easily install a new solar pumping system, regardless of whether you need to pump from a bore, dam or river. To ensure the installation of a solar pumping system runs smoothly, it's important to bring together pumps, controllers and solar arrays that have been designed to work together.

4) Virtually no maintenance

Forget having to drive around a property replenishing fuel or maintaining diesel

generators. Once installed, solar pumping systems have a comprehensive range of protection features, minimising downtime and reducing ongoing maintenance to near zero.

5) Environmentally friendly

Diesel generators, like with other fossil fuelled motors, will produce carbon emissions when in operation. A solar pumping system, in comparison, produces no emissions (when in operation), reducing the carbon footprint of your installation.

6) Government Incentives

The Federal Government as well as Governments in WA, QLD, NT and NSW offer a range of different rebates, loans and grants to support investment in solar pumping systems. See an overview of the available assistance below:

National Water Emergency Infrastructure Rebate Scheme

On 2 October 2020, the Australian Government announced an additional \$50 million of funding for the expansion of the On-farm Emergency Water Infrastructure Rebate Scheme in 2020-21. The roll-out of the expanded Scheme is currently being negotiated with all states and territories, including co-funding arrangements.

To find out more visit: www.agriculture.gov.au/water/national/on-farm-infrastructure-rebate

Small Scale Technology Certificates (STC'S)

STC's are tradable certificates which are created when you generate renewable energy, such as Solar. The number of credits you receive will vary depending on your location and size of the project.

To find out more about STC's visit www.cleanenergyregulator.gov.au/RET/Scheme-participants-and-industry/Agents-and-installers/Small-scale-technology-certificates

Drought Assistance Loans

The Federal and Queensland State governments are offering low/no interest loans to support future sustainability for primary producers.

To find out more about the Federal Governments Drought Loans visit www.business.gov.au/grants-and-programs/Drought-Loans

Forget Diesel, think Grundfos Solar

Grundfos solar pumping solutions have been tried and tested in harsh Australian conditions for over 20 years. So next time your customer needs an off-grid water solution, think Grundfos Solar.



CHECK OUT THIS GREAT SOLAR INSTALLATION BY THE THINK WATER COLAC TEAM

NETAFIM TALKS:

Dripper Comparison

A farmer and his crop care not about the specifics and technical details of a dripper. It is what comes out of the dripper that they care about. They need a dripped supply of water into the wetted bulb-shaped root zone on demand during the life of the crop. This dripped supply may not vary or decrease over time. It must be accurate and constant over the crop's life.

We know in reality, that there is a vast difference in drippers and specifically dripper quality. A good quality dripper may be defined as one that emits a predetermined flow rate that is accurate and constant.

Features that contribute to keeping a dripper clean and working are essentially those that contribute to the dripper's quality. The main structural features, such as the filtration area, the labyrinth depth, width, and length, are common to all drippers and are all measurable. Other features, such as anti-root intrusion and anti-siphon

devices are unique specific drippers and are not measurable.

A method has now been devised to quantify the common features, formulate a score to evaluate quality, and make an educated choice that best suits the application in question. The concept involves two aspects: the dripper's net filtration area and its Turbulence Coefficient.

The Turbulence Coefficient

A dripper's structural features can be defined as an inlet filter, an inlet orifice, a flow path whose shape is a labyrinth with teeth, an exit 'bath' and finally an orifice that is made through the wall of the drip line from which the droplet leaves the irrigation system and goes into the root zone.

With the exception of the inlet filter, the Turbulence Coefficient embraces all of the structural features of the dripper and contributes to its quality. In essence, the higher the Turbulence

Coefficient, the lower the dripper's sensitivity to clogging and the better its ability to maintain a constant flow rate. This is achieved by the vortexes that develop in the labyrinth and create a self cleaning stream which purges contaminants out of the dripper.

The higher the Turbulence Coefficient, the better the quality. To work out the Turbulence Coefficient, simply follow the formula below:

$$K = \frac{254 \times P \times (W \times D)}{N \times Q^2}$$

K – Turbulence Coefficient

P – Pressure differential through the labyrinth in metres

W – Width of labyrinth water passage in mm

D – Depth of labyrinth water passage in mm

N – Number of teeth in the labyrinth

Q – Labyrinth flow rate in litres per hour



Figure 1. The filter at the inlet to a modern boat-shaped non-PC dripper

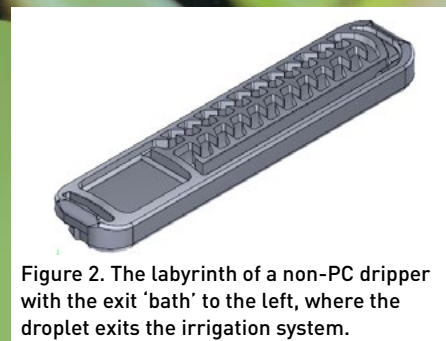


Figure 2. The labyrinth of a non-PC dripper with the exit 'bath' to the left, where the droplet exits the irrigation system.

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Satisfied Pump Shed Installer for water supply: *"Europress stainless work in the shed took less than two days by one guy."* – Steve

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many national and international authorities.

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KARCHER TALKS:

Dust control in agriculture

Agriculture is often a very dusty affair, which places high demands on both people and technology. At the same time, a decreasing number of workers are having to cope with increasingly shorter harvest periods and significantly larger harvest quantities.

In order to meet the increased requirements for biosecurity, product safety and workplace safety, very good hygiene management and the right cleaning solutions are required.

A dust-free workplace ensures higher motivation and fewer sick days for employees while preventing damage to machines. Furthermore, plant and animal pest life finds it more difficult, if not impossible, to take root.

The golden rule is: Do not allow dust to develop and remove unavoidable dirt from the process chain as early and comprehensively as possible.

Dust in the post-harvest process for field vegetables

Anyone who harvests potatoes and onions knows how many tonnes of soil reach the farm, where it is ground to dust during sorting, redistributing, bagging and packing.

Vehicle traffic on the farm also plays its part in spreading the fine particles. A broom can partially remove the dust, but above all it kicks it up and

the dust then drifts onto machines, worktables and shelves, higher beams and into the roof truss.

The more dust that moves upwards, the more likely it is to become a hazard source. Mould and mycotoxins may develop in places that cannot be seen under the influence of humidity. Pests may even nest. This problem can only be counteracted by keeping an eye on hygiene requirements and using the appropriate cleaning technology.

If vacuum cleaners and/or vacuum sweepers are used on a daily basis, the particles can be easily collected and brought back to where they belong – on the farmland.

If wet and dry vacuum cleaners are equipped with an automatic filter cleaning system, even large quantities of dust can be effectively and seamlessly removed. The multifunctional machines can also be used to suck in liquids and easily remove dust from tractor cabs, storage silos, shelves, beams and many other objects.

Minimising particles in all process steps

Dust in grain cultivation is unavoidable – and eliminating it from harvest through transport, storage and delivery to the mill is a challenge. However, only consistently removing

fine particles throughout all production steps can help to protect employee health, especially regarding lung diseases, to maintain the harvested crop quality throughout the entire storage period and to protect buildings and machinery.

Repairing a combine harvester is often far more costly than investing in cleaning technology which can prevent damage caused by dust.

But which solutions are recommended? The frequently used compressor solutions remove dust from surfaces but, at the same time, release it into the environment and cause a very high load for the user.

With a wet and dry vacuum cleaner, the particles are effectively removed and not spread further so that the essential components of a combine harvester, for example, can be cleaned well. A high-pressure cleaner can be used for parts that do not need to be kept dry, such as the cutterbar.

Thorough cleaning of storage areas and silos prior to storage prevents pests spreading from the old harvest to the new harvest. Furthermore, nests with secondary growth or mould can be removed. This creates the necessary conditions for storing grain for a year or longer.



A suitable vacuum cleaner with an extension hose ensures that the dust is not kicked up, but is absorbed by walls and other surfaces. The floors can be efficiently cleaned with sweepers or a large vacuum cleaner with a wide nozzle.

Powerful machines also help to remove dust that is kicked up when storing grain via a grain pit.

Depending on the site, stationary extraction systems have to be installed with parameters that can be derived from the respective country-specific specifications. If no extraction system is in use, the complete conveyor system, all the transport routes and the machines used in the warehouse should be extracted regularly in order to significantly reduce the dust load for employees.

Furthermore, regular cleaning has the advantage that any remaining grain residue in the conveyor system are removed before it starts to sprout or mould spreads.

Every detail is important

With the reduction in medications given to animals, especially antibiotics, hygienically flawless feed is more than ever an essential basis for successful animal husbandry.

If grain and other ingredients such as protein or mineral feed come out of storage, all sources of contamination must be eliminated during processing. Only thorough work can prevent rodents, other pests, mould and mycotoxins from endangering animal health.

Therefore, dust and impurities have to be regularly removed not only in the silos, but also at the gristmill and at the feed mixer. Wet and dry vacuum cleaners as well as sweepers or vacuum sweepers are very well suited for this work.

Particular attention is paid to outdoor silos, whose contents are exposed to daily temperature fluctuations and thus to the formation of condensation water. A check before each filling and at least one annual deep cleaning with a high-pressure cleaner and hot water should be performed as standard.

It's a proven fact: If hygiene is consistently taken seriously, the farm manager only stands to profit. Healthy employees are motivated, healthy animals achieve high animal performances, the veterinary costs are reduced and the company reputation is impeccable.



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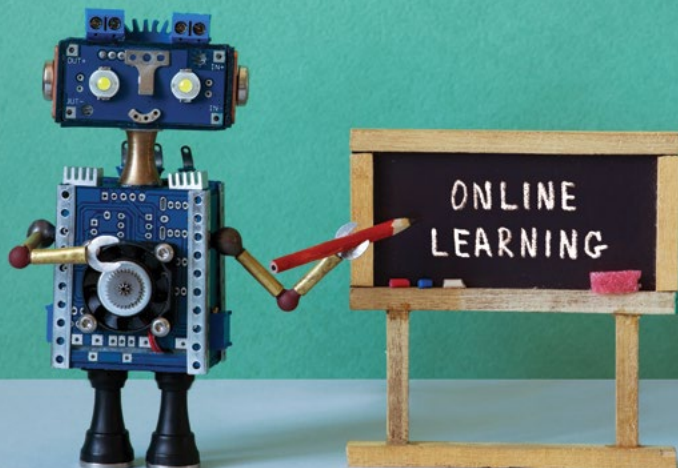


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| 5. MAREEBA | 10. DARWIN |



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Adam Stockwell
Managing Director, Think Water Darwin

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Congratulations Cheryl & Phillip

Congratulations on opening your third Think Water location Cheryl and Phillip!

The new store will open on 15 April 2021 and will be located on the main street of Whangamata (75km south of Whitianga). Cheryl describes the town as Whitianga 10 years ago.

This is an exciting business venture for the couple and we wish them the very best of success.



FOR MORE INFORMATION SEARCH FOR THINK WATER ON
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