

Special Talking Water

Wednesday 12 December 2012



Murray Irrigation

Christmas-New Year operations

All Murray Irrigation offices will be closed from 5.00pm Friday 21 December 2012 and will re-open at 8.30am on Wednesday 2 January 2013. This special *Talking Water* describes Murray Irrigation's operations during this period.

Water Distribution

Channel Attendants will be working on all days and remain irrigation customers' first point of contact for all water supply and maintenance questions. The phone number for your Channel Attendant is available from the water ordering line or via the 'Customer Login' in the top right hand corner of our website: www.murrayirrigation.com.au.

Regional Planners will also be available during this time and can be contacted via reception on T. 03 5898 3300. The service requires you to leave a voice message which is received as an email by the Planner on duty, who will contact you as soon as practical.

Works

A skeleton Works crew will be available if required for urgent maintenance, for example channel leaks. Please contact your Channel Attendant to report maintenance issues.

After hours

The emergency number (T. 1300 657 313) is for emergencies only. Customers should only ring this number after hours for an emergency that cannot wait until normal business hours (e.g. a channel breach, regulator failure, etc.).

Water exchange

The water exchange will continue to operate on a limited basis during this time. Purchases can be made using the water ordering line or website as normal. Payment deadline for purchases during this time will be extended to 5.00pm Friday 4 January. Payments to sellers whose water sells during this time period will be made by Friday 11 January.

What customers will be able to do during the Christmas closure:

- Purchase water via the water ordering line (T. 1300 781 431)
- Purchase water via the website (www.murrayirrigation.com.au)
- List water for sale via the website
- Alter the selling price of a parcel via the website
- Withdraw a parcel for sale via the website
- Annual transfers between accounts via the website
- Pay for water purchased via direct deposit

Pre-paid buyer bids lodged prior to Friday 21 December will continue to operate.

What customers will not be able to do:

- Lodge any request on a paper form – e.g. seller listings, annual transfers etc.
- Lodge new pre-paid buyer bids
- Withdraw pre-paid buyer bids
- Pay for water purchased by cheque or B-pay
- External annual transfers

Customers who do not have access to the website can seek assistance from Regional Planners during this period. You will be able to make an appointment in the Deniliquin, Finley or Wakool offices on a limited basis **on normal business days** (Monday 24, Thursday 27, Friday 28 and Monday 31 December). Simply phone reception and leave a message. You will be contacted to confirm a meeting time.

Anthony Couroupis, General Manager