

Talking Water

Tuesday 16 July 2013



Murray Irrigation

No increase in general security allocations

Murray Irrigation yesterday announced general security (Class C) water entitlements will remain at 38 percent of entitlement. This followed an announcement by the NSW Office of Water (NOW) of no change in the announced allocation for NSW Murray Valley general security licence holders.

NOW has advised the next full assessment will be undertaken in early August with an announcement on Thursday 15 August. A copy of the NOW announcement is available in the 'Water Resources Updates' section of the Murray Irrigation website:
www.murrayirrigation.com.au.

New 1300 number for Murray Irrigation

Murray Irrigation is introducing a new reception number to replace the existing Deniliquin and Finley reception numbers.

The new number, **1300 138 265**, is being implemented to streamline our administrative processes, enable effective call handling for customers, and allow Murray Irrigation to regularly review our telephone traffic and on-hold times to ensure continual improvement in customer service.

The new 1300 138 265 reception number will be operational from Monday 22 July and we ask customers to update their phone directories.

WaterNow launch next week

Murray Irrigation's new water ordering system, *WaterNow*, will also be launched on Monday 22 July. As part of the launch, *WaterNow* customer cards, which provide the new customer numbers, are being mailed out this week. A range of customer sessions are scheduled for the period from Monday 22 July through to Wednesday 31 July, which will include demonstrations on how to place, change and cancel water orders online, as well as highlight key changes to the enhanced water ordering system.

The details of the first eight meetings are as follows:

- Monday 22 July - Wakool & District Services Memorial Club, 9.30am to 11.00am; Noorong Hall, 1.00pm to 2.30pm;
- Tuesday 23 July - Barham Services Club (CluBarham), 9.30am to 11.00am; Wakool & District Services Memorial Club, 5.30pm to 7.00pm;
- Wednesday 24 July - Bunnaloo Community Hall, 9.30am to 11.00am; Caldwell Hall, 1.00pm to 2.30pm;

- Thursday 25 July - Deniliquin Golf Club, 5.30pm to 7.00pm;
- Friday 26 July - Deniliquin Golf Club, 9.30am to 11.00am

Full details of the customer sessions are available on the Murray Irrigation website: www.murrayirrigation.com.au under 'Current activities'. For more information please contact Catharine Heffernan via reception on T. 03 5898 3300.

Weekend closure of the Water Exchange

Murray Irrigation's Water Exchange will be closed from 5.00pm on Friday 19 July, re-opening 9.00am Monday 22 July, for essential system preparations associated with the launch of *WaterNow*. The water ordering line and customer login section of our website will also be unavailable during this time.

From Monday 22 July customers must use their new customer number and current PIN to log in to the *WaterNow* telephone or web services. The new customer number will also apply to the customer login section of our website. Customer number cards are being posted to all customers this week.

For further information, or if you experience difficulty with the system, please contact reception on T. 03 5898 3300.

Channel refilling operations

Murray Irrigation presently intends to start Mulwala Canal channel refilling operations in the week commencing Monday 22 July. This would see system-wide deliveries commence from the week commencing Monday 19 August. Customers' orders may be delivered during channel refilling operations, however this water will be diverted in addition to channel refilling requirements and will provide no detrimental impacts to other customers, or affect the length of the refilling period.

Regional allocation update

Seasonal determinations in the Victorian Goulburn system are now 54 percent high-reliability water shares, which is an increase of three percent. The seasonal determinations in the Victorian Murray, Victorian Campaspe and NSW Murrumbidgee systems are unchanged.

Anthony Couroupis
General Manager

Announced allocation

Class C General Security	38 %
Class B High Security	97 %
Class A Town Water	100 %
Water Efficiency Allocation	0 %

Water availability & usage

(16/07/13)

Vol. Remaining % of Entitlements	49%
On-Farm (incl. WEX Volume)	
On-Farm Balance	420 GL
On-Farm Usage	0 GL
Comprising:	
On-Allocation Usage	0 GL
Off-Allocation Usage	0 GL

Water exchange

8.30am today

Water for Sale	1,701 ML
Price Range	\$53 - \$60
Buy Offer	\$45
Last 10 Sales	2,122 ML
Price Range	\$45 - \$54

To buy water call 1300 781 431

Channel flows

Today

Mulwala Canal	0 ML/day
Capacity	10,000 ML/day
Wakool Canal	0 ML/day
Capacity	2,350 ML/day
Total Escape Flows	0 ML/day

Rainfall & evaporation

02/07/13 – 16/07/13	Rain	Evap
Finley	10.4mm	20.9mm
Tullakool	13.0mm	21.1mm

Storages

8.30am today (mdba.gov.au)

Dartmouth	3,656 GL	95 %
Hume	2,022 GL	67 %
Lake Victoria	592 GL	87 %
Menindee Lakes	1,256 GL	73 %
Active Storage	7,526 GL	81 %

Rivers

8.30am today (mdba.gov.au)

Murray @ Jingellic	7,056 ML/d
Mitta Mitta @ Tallandoon	1,566 ML/d
Murray @ Doctors Point	2,080 ML/d
Murray d/s Yarra. Weir	4,159 ML/d
Goulburn @ McCoy's Bridge	665 ML/d
M'Bidgee d/s Balranald	1,648 ML/d
Darling @ Wilcannia	1,052 ML/d
Darling @ Burtundy	452 ML/d
Flow to SA	3,617 ML/d
Murray @ Murray Bridge	0.64 m
Murray to the Sea	0 gates open

**Tune into 'On The Land' every
Tuesday from 6.45am on 1521
2QN.**