

TalkingWater

Tuesday 23 July 2013



Murray Irrigation

New 1300 number for Murray Irrigation

Murray Irrigation has introduced a new reception number to replace the existing Deniliquin and Finley reception numbers.

The new number, **1300 138 265**, has been introduced 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.

Murray Irrigation encourages customers to update their phone directories.

WaterNow launch

The rollout of Murray Irrigation's new water ordering system, *WaterNow*, officially started yesterday. As part of the launch, *WaterNow* customer cards, which provide the new customer numbers, were mailed to all customers last week. A range of customer sessions are scheduled for the remainder of July. These 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.

Customers can still use their telephone to order water. The new system includes an enhanced telephone water ordering system.

The details of the remaining meetings are as follows:

- Tuesday 23 July - 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.
- Monday 29 July – Finley RS Club, 9.30am to 11.00am; Blighty Recreation Reserve, 1.00pm to 2.30pm;
- Tuesday 30 July – Pretty Pine Recreation Reserve, 9.30am to 11.00am; Jerilderie Hall, 1.00pm to 2.30pm; Finley RS Club, 5.30pm to 7.00pm;
- Wednesday 31 July – Berrigan Recreation Reserve, 9.30am to 11.00am; Barooga Sports Club, 1.00pm to 2.30pm.

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. 1300 138 265.

WaterNow customer login issues

If customers find they cannot login to *WaterNow* with their old PIN please contact our Water Trade team via reception on T. 1300 138 265. Murray Irrigation will need to reset your PIN to allow you access.

Customers are encouraged to test their access to *WaterNow* once they receive their customer card to ensure they can access *WaterNow* before the irrigation season commences.

Channel refilling operations

Murray Irrigation has delayed opening the Mulwala Canal offtake. A decision on the length of the delay is expected to be made later this week, however the delay is unlikely to extend beyond Monday 29 July.

Diversions to the Wakool Canal offtake will also commence on Monday 29 July. Deliveries to all customers are still expected to commence in the week commencing Monday 19 August.

Customers who require further information about channel refilling operations should contact their Water Distribution Supervisor via reception on T. 1300 138 265.

Snag realignment works

Snag realignment works have commenced on the Colligen Creek in preparation for the 2013/14 irrigation season.

The snag realignment is in response to water delivery restrictions experienced in the Colligen Creek last irrigation season that reduced the volume of water able to be delivered to the Wakool Canal offtake.

State Water is to be commended for the speed with which it has responded to this situation, and ensuring that this situation does not arise again this irrigation season.

All staff function and office closures

Murray Irrigation's Deniliquin office will be closed from noon this Friday 26 July and the Finley and Wakool offices will be closed from 11.00am for an all staff function. Offices will reopen from 8.30am Monday 29 July. Murray Irrigation apologises for any inconvenience this may cause.

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

| | |
|--|--------|
| (23/07/13) | |
| Vol. Remaining % of Entitlements | 49% |
| On-Farm (incl. WEX Volume) | |
| On-Farm Balance | 422 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 | 3,034 ML |
| Price Range | \$52 - \$60 |
| Buy Offer | \$51 |
| Last 10 Sales | 1,108 ML |
| Price Range | \$49 - \$55 |

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

| | | |
|---------------------------|--------------|------------|
| 09/07/13 – 23/07/13 | Rain | Evap |
| Finley | 38.9mm | 19.3mm |
| Tullakool | 24.8mm | 18.2mm |

Storages

| | | |
|----------------------------|----------------|------|
| 8.30am today (mdba.gov.au) | | |
| Dartmouth | 3,711 GL | 96 % |
| Hume | 2,202 GL | 73 % |
| Lake Victoria | 599 GL | 88 % |
| Menindee Lakes | 1,257 GL | 73 % |
| Active Storage | 7,769 GL | 84 % |

Rivers

| | |
|---------------------------------|--------------|
| 8.30am today (mdba.gov.au) | |
| Murray @ Jingellic | 23,778 ML/d |
| Mitta Mitta @ Tallandoon | 5,322 ML/d |
| Murray @ Doctors Point | 9,110 ML/d |
| Murray d/s Yarra. Weir | 17,024 ML/d |
| Goulburn @ McCoy's Bridge | 2,139 ML/d |
| M'Bidgee d/s Balranald | 2,175 ML/d |
| Darling @ Wilcannia | 1,181 ML/d |
| Darling @ Burtundy | 441 ML/d |
| Flow to SA | 4,482 ML/d |
| Murray @ Murray Bridge | 0.75 m |
| Murray to the Sea | 4 gates open |

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