

Special Talking Water

Friday 26 July 2013



Murray Irrigation

Diversions commenced for 2013/14 season

Murray Irrigation commenced channel filling yesterday at the Mulwala Canal offtake with channel filling to commence at the Wakool Canal offtake on Monday 29 July.

Commencing diversions will take advantage of the supplementary water event announced by the NSW Office of Water earlier this week.

The Mulwala Canal will be filled slowly, allowing for the Private Irrigation Infrastructure Operators Program (PIIOP) Early Works to be completed.

Murray Irrigation anticipates water deliveries to all customers will commence by Monday 19 August (subject to demand). Customers will be informed via *Talking Water* of the progress with channel filling.

WaterNow and customer login access

The commencement of *WaterNow* on Monday 22 July required a new data management system for our customers' water allocation accounts and changes to our existing customer login to allow integration with *WaterNow*. The changeover from the "old" system to the "new" system occurred over the weekend.

We have encountered a number of system changeover issues which have affected some customers. The two key issues impacting on customers' access are.

1. The customer login on Murray Irrigation's website www.murrayirrigation.com.au was not operational until late Tuesday afternoon. Customers can now access this part of our website using their new seven-digit customer number and existing four-digit PIN.

The "sell on the Exchange" function in the customer login area is not operational and we are working to resolve this issue. If you wish to sell water please complete and lodge form WEX/2.

2. A small number of customers were unable to login to *WaterNow* using their new customer number and existing PIN.

For those customers experiencing problems with using their new customer number, please contact the Murray Irrigation Water Trade team via reception on T. 1300 138 265 for assistance.

Murray Irrigation apologises for any inconvenience these issues have caused our customers. We look forward to your on-going support as we continue to rollout an improved and more flexible irrigation service.

All staff function and office closures reminder

Customers are reminded Murray Irrigation's Deniliquin office will be closed from noon today 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.

For further information please contact reception on T. 1300 138 265.

Anthony Couroupis
General Manager