

# Talking Water

Tuesday 30 July 2013



Murray Irrigation

## Channel refilling operations

Murray Irrigation commenced channel refilling at the Mulwala Canal offtake last Thursday 25 July, while channel refilling at the Wakool Canal offtake commenced yesterday.

Commencing diversions will make use of the supplementary water event announced by the NSW Office of Water last 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 refilling.

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

## WaterNow launch

The rollout of Murray Irrigation's new water ordering system, *WaterNow*, is well underway. As part of the launch, *WaterNow* customer cards, which provide the new customer numbers, have been mailed to all customers.

There are also five remaining customer information sessions being held this week. These sessions include demonstrations on how to place, change and cancel water orders online, as well as highlight key changes to the enhanced telephone water ordering system.

The details of the remaining sessions are:

- **Today, 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;
- **Tomorrow, 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](http://www.murrayirrigation.com.au) under 'Current activities'. For more information please contact reception on T. 1300 138 265.

## WaterNow customer login issues

Last week Murray Irrigation experienced some technical difficulties with the customer login part of our website, with some functions unavailable for a period of time.

Murray Irrigation apologises for any inconvenience caused.

For customers seeking the *WaterNow* web ordering function, please use the large 'WaterNow' button on our home page to take you directly to web ordering. 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.

For more information, contact reception on T. 1300 138 265.

## 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.

## Quarterly accounts mail-out

Murray Irrigation final quarter invoices for 2012/13 will be sent to customers this week. Accounts are due for payment by 5.00pm Friday 30 August. To be eligible for the 10 percent discount, all accounts must be paid before this date.

Please note, those customers who have already paid will still receive a copy of their invoice. For more information, contact our Finance department, via reception on T. 1300 138 265.

## Environment Policy

Murray Irrigation has combined the Rice Growing, Total Farm Water Balance and Stormwater Disposal Policies into a single Environment Policy. The new policy is a refinement of these policies and provides increased flexibility to Murray Irrigation and its customers.

The new Environment Policy is available on Murray Irrigation's website in the 'Corporate' section under 'Company policies'. Please call reception on T. 1300 138 265 for further information.

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

(30/07/13)	
Vol. Remaining % of Entitlements .....	49%
On-Farm (incl. WEX Volume)	
On-Farm Balance .....	421 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 .....	2,173 ML
Price Range .....	\$53 - \$60
Buy Offer .....	\$25
Last 10 Sales .....	2,083 ML
Price Range .....	\$51 - \$55
<b>To buy water call 1300 781 431</b>	

## Channel flows

Today	
Mulwala Canal .....	800 ML/day
Capacity .....	10,000 ML/day
Wakool Canal .....	500 ML/day
Capacity .....	2,350 ML/day
Total Escape Flows .....	0 ML/day

## Rainfall & evaporation

16/07/13 – 30/07/13 .....	Rain .....	Evap .....
Finley .....	29.3mm .....	25.2mm
Tullakool .....	14.2mm .....	24.1mm

## Storages

8.30am today (mdba.gov.au)		
Dartmouth .....	3,724 GL .....	97 %
Hume .....	2,373 GL .....	79 %
Lake Victoria .....	601 GL .....	89 %
Menindee Lakes .....	1,255 GL .....	72 %
Active Storage .....	7,953 GL .....	86 %

## Rivers

8.30am today (mdba.gov.au)	
Murray @ Jingellic .....	11,558 ML/d
Mitta Mitta @ Tallandoon .....	7,375 ML/d
Murray @ Doctors Point .....	3,940 ML/d
Murray d/s Yarra. Weir .....	14,046 ML/d
Goulburn @ McCoy's Bridge .....	1,582 ML/d
M'Bidgee d/s Balranald .....	1,606 ML/d
Darling @ Wilcannia .....	1,321 ML/d
Darling @ Burtundy .....	417 ML/d
Flow to SA .....	7,925 ML/d
Murray @ Murray Bridge .....	0.73 m
Murray to the Sea .....	9 gates open

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