

Special Talking Water

Monday 19 August 2013



Murray Irrigation

System wide deliveries commence and off allocation now available

The Murray Irrigation channel system is now full, allowing system wide deliveries to commence for the vast majority of customers.

Off allocation water is also available for the vast majority of customers, as the NSW Office of Water announced last week that supplementary water access would continue until at least Wednesday 28 August. All water deliveries to date will also be accounted for as off allocation. Unfortunately water deliveries to customers in the Yallakool Pilot area will not be available for a further seven days.

Customers who wish to discuss water deliveries should contact either their Channel Attendant via mobile phone or their local Water Distribution Supervisor via reception on T. 1300 138 265.

WaterNow update

Murray Irrigation recently launched the *WaterNow* system that offers many service improvements. There have, however, been a number of issues which are currently being addressed. Murray Irrigation apologises for any inconvenience these may have caused.

Murray Irrigation is also keen for any other feedback customers may have on the rollout of the *WaterNow* system. To pass on this feedback, please contact Murray Irrigation reception on T. 1300 138 265.

Customers are reminded that they must login to *WaterNow* using their new seven digit customer number and existing four-digit PIN. If customers discover their PIN is not working they should call Murray Irrigation reception on T. 1300 138 265 to have it reset. Customers must also now place a start date and duration period for their orders, replacing the previous requirement for a separate finish order. Customers should also note that outlet flow rates are now entered in ML per day, not revs.

Customers are strongly encouraged to register to receive order start and end alerts via SMS or email. This can be achieved by logging in to the *WaterNow* website, waternow.murrayirrigation.com.au, or by contacting Murray Irrigation reception on T. 1300 138 265, who will arrange to register you. Customers outside of the Blighty Pilot will receive these notifications at approximately 7.30pm the day before an order takes effect. Customers can also check the *WaterNow* website after 6.30am to see if the order has been confirmed.

For assistance with using *WaterNow*, please contact Murray Irrigation reception on T. 1300 138 265 during business hours and request an appointment with your local Water Distribution Supervisor. Alternately, customers can call into any Murray Irrigation office between 10.00am and 12.00pm on Tuesdays or Thursdays through to Thursday 19 September for one-on-one assistance. No appointment is necessary.

For after-hours enquiries please call Murray Irrigation reception on T. 1300 138 265 and leave a message. The message will be received by Water Distribution staff prior to 6.30am, who will contact customers where necessary.

For after-hours emergencies, please call the Murray Irrigation emergency line on T. 1300 657 313.

Key contacts reminders:

To contact any of the following, please call reception on T. 1300 138 265:

- Water Distribution Supervisors – learning how to use *WaterNow*.
- Water Distribution staff – weekends and after-hours problems with orders and *WaterNow*.
- Water Trade staff – enquiries regarding account merging, consolidation, account balances, lost customer numbers, etc.

Channel Attendants remain the first point of contact for on-farm delivery issues.

Instructional information and an online water ordering video demonstration are available by visiting the Murray Irrigation website: www.murrayirrigation.com.au.

Anthony Couroupis, General Manager