

# Special Talking Water

Wednesday 18 December 2013



Murray Irrigation

## Christmas-New Year operations

All Murray Irrigation offices will be closed from noon Tuesday 24 December and will re-open at 8.30am on Thursday 2 January. To assist our customers and minimise any inconvenience caused, this special *Talking Water* describes Murray Irrigation's operations during this period.

### Water Distribution

Channel Attendants will be working on all days and remain irrigation customers' first point of contact for all water supply and maintenance enquiries. The phone number for your Channel Attendant is available via the 'Customer Login' in the top right hand corner of our website: [www.murrayirrigation.com.au](http://www.murrayirrigation.com.au).

Regional Planners will be available on days that are not public holidays (Friday 27, Monday 30 and Tuesday 31 December) for customer enquiries and can be contacted via reception on T. 1300 138 265. This service may require you to leave a message which is received by the Planner on duty, who will contact you as soon as practical and where necessary.

### Works

A skeleton Works crew will be available if required for urgent maintenance. Please contact your Channel Attendant to report maintenance issues.

### After hours

The emergency number (T. 1300 657 313) is for emergencies only. Customers should only ring this number after hours for an emergency that cannot wait until normal business hours (e.g. a regulator failure, etc.).

### Water Exchange

The Murray Irrigation Water Exchange will continue to operate over the Christmas break and will be staffed between 10.00am and 2.00pm on days that are not public holidays (Friday 27, Monday 30 and Tuesday 31 December). During this time, Exchange forms may be submitted by facsimile. Online transactions via the Murray Irrigation website will continue and Exchange staff may be contacted via reception on T. 1300 138 265. However, hand delivery of forms and cheque payments will not be available because our offices are closed.

Payment for purchases made between Monday 23 December and Thursday 2 January inclusive will be due by 5.00pm Friday 3 January; and sellers with parcels fulfilled in that time will be paid by Friday 10 January.

Normal staffing of the Exchange and standard payment terms will resume on Thursday 2 January.

### During the Christmas closure customers will be able to:

- Purchase water via the water ordering line (T. 1300 781 431)
- Purchase water via the website ([www.murrayirrigation.com.au](http://www.murrayirrigation.com.au))
- List water for sale via the website
- Alter the selling price of a parcel via the website
- Withdraw a parcel for sale via the website
- Annual transfers between accounts via the website
- Pay for water purchased via direct deposit or B-Pay
- Lodge via facsimile, seller listings, annual transfers, alterations, or withdrawals.

Pre-paid buyer bids processed up to and including Monday 23 December will continue to operate.

**Customers will not be able to:** lodge new pre-paid buyer bids, pay for water purchased by cheque or lodge external annual transfers

I wish our valued customers a safe and happy Christmas and New Year and I look forward to working with you in 2014.

**Anthony Couroupis, General Manager**