

Chairman's report

Thursday 21 August 2014



Murray Irrigation

This is the Chairman's report, distributed following a meeting of the Murray Irrigation Board of Directors yesterday.

Private Irrigation Infrastructure Operators Program (PIIOP)

The Board was pleased with the report on progress with implementation of the 2014 Winter Works, which despite starting later than expected have been completed in time for deliveries to commence to customers. The Board would like to acknowledge the combined efforts of all involved in the Winter Works program, the co-operation between the Construction Program, Water Distribution and our customers. Largely as a result of feedback from customers, some opportunities for improvement were identified which are to be incorporated into future construction programs.

The Board was also pleased to note the release for tender of our first large outlet installation tender to our supplier panel in early August.

Significant work has been completed by the company in the last six weeks to improve our confidence in the extent of our PIIOP investment. This work continues and more information will be available to customers in the coming months on this important issue.

Recent changes to the Customer Consultation program will mean that our consultation staff will soon be back out consulting with customers about how their landholding is to connect to our supply system, including identifying where there may be opportunities to remove assets and/or take over sections of channel.

PIIOP is an important project that will touch across our footprint. I encourage our customers to consider how to embrace the opportunity that it provides.

Murray Irrigation's PIIOP project has received funding of almost \$170M from the Australian Government's Water for the Future Program through the Private Irrigation Infrastructure Operators Program (PIIOP) in NSW.

Working with the Landholder Associations

The Board discussed the recent decision to provide the Executive of the five Landholder Associations with names of their members for the purpose of supporting their Annual General Meeting participation. Each Landholder Association is required to sign a confidentiality agreement with Murray Irrigation before membership details will be passed on. Strong and constructive Landholder Associations and Southern Riverina Irrigators can help provide valuable feedback to your company. I encourage customers to consider attending their forthcoming Annual General Meetings.

Customers that do not want their contact details provided should contact Murray Irrigation on T. 1300 138 265 as soon as possible.

Customer satisfaction survey

Thank you to the 211 customers that completed our customer satisfaction survey in June. The results of this survey are positive, showing improvements in satisfaction from 2013. Overall, 90 percent of customers indicated they would speak favourably of Murray Irrigation. The main areas for improvement was to improve the clarity of information available to customers using the Share Register. As expected we also received mixed feedback on the *Water ordering* system, with customers using the 1300 number the least satisfied, while 84 percent of customers found the system easy to use. These results are encouraging, however, at the same time the company is aware that we can improve in a number of areas and we will strive to do this.

Company land at Lake Mulwala

Murray Irrigation owns some small parcels of land at Lake Mulwala, both adjacent to the Canal but also on the foreshore. For some time the company has been considering options for this land, which is a company asset. Some customers would be aware of concerns in the Mulwala community about its potential future use. The Board agreed to continue to explore options for this land.

600GL budget

Murray Irrigation's 2014/15 budget is based on 600GL of deliveries. We, like all our customers, are looking to the sky for rain locally and in the catchment. Murray Irrigation will continue to work with the NSW Office of Water to improve the clarity of information about the outlook to assist customers make their planning decisions. I look forward to our customers and the company having a successful irrigation season in 2014/15.

Bruce Simpson, Chairman