

# Media release

Monday 8 September 2014



## Murray Irrigation set to launch Standard Level of Service Pilot

As part of the company's commitment to upgrade its water supply infrastructure, Murray Irrigation will launch its Standard Level of Service (SLOS) Yallakool Pilot on Monday 22 September.

The pilot will be based on a channel control technology developed internally called Central Remote Control (CRC).

The Yallakool Pilot area is located midway between Wakool and Deniliquin, running parallel to the southern side of the Wakool River. It contains four supply channels that service 23 customers. This system was selected because of its soil and crop types which were suitable to a SLOS trial.

Murray Irrigation Acting Chief Executive Officer, Jennifer McLeod, said the aim of the Yallakool Pilot is to test customers' experience with the new level of service before a wide-scale rollout across the company's area of operation.

"Testing the Yallakool Pilot with our customers is an important milestone for this innovating project. "The Yallakool Pilot will test, under field conditions, the equipment and methods proposed to be used to provide at least 60 percent of our customers with a Standard Level of Service by 2018.

"The pilot also aims to prove that our Central Remote Control technology is capable of delivering a reliable irrigation service, but at a much lower cost to other market options."

"The key benefits of this improved level of service is that SLOS customers will be able to start, finish or change their water orders twice a day and order duration can now be in 12 hourly increments (rather than 24-hour increments)," Mrs McLeod said.

The Yallakool Pilot is part of Murray Irrigation's Private Irrigation Infrastructure Operators Program (PIIOP) and will run for the length of the 2014/15 irrigation season. Funding is being provided from the Commonwealth Government's Sustainable Rural Water Use and Infrastructure Program.

An objective of the PIIOP project is to establish a nationally accredited water distribution system that optimises benefits for Murray Irrigation, its customers and other stakeholders. Major driving forces include imperatives to comply with the NSW Government's Metering Implementation Plan, reduce the company's cost structure and improve customer service.

**Ends.**

*For more information contact Murray Irrigation Communications Supervisor, Catharine Heffernan on T. 1300 138 265.*