

# Special Talking Water

Monday 3 November 2014



Murray Irrigation

## Consultation for customers with multiple outlets

Murray Irrigation has started contacting customers by telephone to inform them of our outlet upgrade program and to discuss if there are any opportunities for reducing outlets on landholdings with multiple outlets.

This round of customer consultation is an important part of Murray Irrigation's scoping of its outlets to be modernised under our Private Irrigation Infrastructure Operators Program (PIIOP).

Only customers with two or more outlets on their landholding will be contacted. Each phone call should only take approximately 10 minutes. Customers that have already met with our consultation team are not included.

The phone calls are to discuss our program in more detail and will aim to identify what opportunities there are for customers to reduce their outlets, whilst maintaining their irrigation supply. The discussion will not be binding to the customer in any way.

Face to face consultation will occur at a later date where customers will be able to discuss their specific requirements prior to the outlets being included in our construction program.

This work will test the assumptions currently being used for the number of outlets to be upgraded under PIIOP.

The Outlet Scope project is an important step to better understand the number of outlets to be upgraded and will have a key role in projecting expenditure but also the way we engage with our customers.

Phone calls will be made by Murray Irrigation staff and commence this week with the aim of completing the calls by early December.

Customers with multiple outlets on their landholdings are encouraged to start thinking about what opportunities there may be to reduce the number of outlets. There are benefits to customers and Murray Irrigation if outlets can be reduced whilst maintaining irrigation supply.

Murray Irrigation appreciates customers' time in working with us to ensure our investment in outlet upgrades is successful.

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

*Murray Irrigation's PIIOP project has received funding of almost \$170 million from the Australian Government's Private Irrigation Infrastructure Operators Program (PIIOP) in NSW.*



**Jennifer McLeod**  
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