

Special Talking Water

Monday 22 December 2014



Murray Irrigation

Christmas-New Year operations

All Murray Irrigation offices will be closed from noon Wednesday 24 December 2014 and will re-open at 8.30am on Monday 5 January 2015. 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 questions. 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.

Regional Planners will be available on **normal business days** (Monday 29, Tuesday 30, Wednesday 31 December and Friday 2 January) for basic customer support enquiries. Regional Planners can be contacted via reception on T. 1300 138 265. The service requires you to leave a message, which is received as an email by the Planner on duty, who will contact you as soon as practical.

Works

A skeleton Works crew will be available if required for urgent maintenance (for example, major channel leaks). 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 (for example, a major channel breach, regulator failure, etc.).

MILCast

MILCast sales close noon Wednesday 24 December and reopen Monday 5 January, with production to recommence on Monday 19 January.

Water Exchange

The Murray Irrigation Water Exchange will continue to operate over the Christmas-New Year period and will be staffed between 10.00am and 2.00pm on **normal business days** (Monday 29, Tuesday 30, Wednesday 31 December and Friday 2 January). During this time, forms may be submitted by facsimile on F. 03 5898 3301.

Online transactions via the Murray Irrigation website will continue as usual and Exchange staff may be contacted via reception on T. 1300 138 265. Hand delivery of forms and cheque payments will be unavailable during this time due to offices being closed. Payment for purchases made between Monday 29 December and Wednesday 31 December inclusive are due by 5.00pm Monday 5 January 2015. Sellers with parcels fulfilled in that time will be paid by Friday 9 January 2015.

Normal staffing of the Exchange and standard payment terms will resume on Monday 5 January 2015.

What customers will be able to do during the Christmas closure:

- Purchase water via the *Water ordering* line (T. 1300 781 431)
- Purchase water via the website (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 BPAY (a copy of payment receipt must be emailed as proof of payment)
- Lodge (via facsimile) seller listings, annual transfers, alterations, or withdrawals.
- Pre-paid buyer bids processed up to and including 5.00pm Tuesday 23 December will continue to operate.

What customers will not be able to do during the Christmas closure:

- Lodge new pre-paid buyer bids
- Pay for water purchased by cheque
- External annual transfers

On behalf of Murray Irrigation directors and staff, I would like to wish our customers a very merry Christmas and a prosperous 2015.

Steve Gumley, Interim CEO