



Approval: Board of Directors
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CUSTOMER SERVICE CHARTER

1. PURPOSE AND SCOPE

The purpose of this Charter is to describe the standards of service that customers can expect from Murray Irrigation. This Charter has been introduced as an expression of Murray Irrigation's commitment to providing high and consistent service standards.

The Charter also explains how customers may obtain more information about Murray Irrigation's standards of service, and how to offer feedback on Murray Irrigation's performance – both good and bad. The Charter also offers suggestions on how you can assist Murray Irrigation serve you better.

This Charter covers all of the water management services and related activities provided by Murray Irrigation, specifically:

- Water supply for irrigation purposes
- Water supply for stock and domestic purposes
- Surface drainage
- Sub-surface drainage
- Issuing and managing of various classes of Murray Irrigation entitlements
- Issuing and managing annual allocation

2. CHARTER REVIEW

This Charter will be reviewed on a regular basis by the Murray Irrigation Board of Directors. It is likely that the Charter will change over time to reflect the introduction of different levels of service Murray Irrigation may offer its customers.

3. POLICIES AND FURTHER INFORMATION

Below is a list of Murray Irrigation Policies and other sources of information that describe both Murray Irrigation's and its customers' responsibilities.

Customers are encouraged to familiarise themselves with these documents which are available from the *Customers* section of the Murray Irrigation website: www.murrayirrigation.com.au.

These policies are subject to change by the Board of Directors. The list of key policies and documents is as follows:

- Entitlements Contract
- Distribution Rules Policy
- Works Policy
- Transfer Rules Policy
- Fees and Prices Policy (including Pricing Schedule and Standard Service Charges)
- Total Farm Water Balance Policy

- Rice Growing Policy
- Stormwater Disposal Policy
- Environment Policy
- Privacy Policy
- Compliance Policy

4. MURRAY IRRIGATION'S OPERATING ENVIRONMENT

Below is a list of various Acts of Parliament, legislative instruments, and other sources of information that influence Murray Irrigation's day-to-day operations, and particularly, its relationship with its customers.

Customers should note that many of the responsibilities of Murray Irrigation to its customers (and vice versa) arise from these sources.

The list is not an exhaustive one, but is intended to provide a summary of the key sources of information relevant to customers.

- *Water Act 2007* (Cth)
- *Water Management Act 2000* (NSW)
- *Water Market Rules 2009* (Cth)
- *Water Charge (Termination Fee) Rules 2009* (Cth)
- *Water Charge (Infrastructure) Rules 2010* (Cth)
- *Protection of the Environment Operations Act 1997* (NSW)
- *Competition and Consumer Act 2010* (Cth)

5. A SUMMARY OF MURRAY IRRIGATION'S CUSTOMER SERVICE OBLIGATIONS

Murray Irrigation recognises that it and its customers' success are mutually interdependent. To this end Murray Irrigation's 2014 Strategic Plan identifies the following:

- Values - our success is based on meeting the needs of customers.
- Objectives - we will understand and meet our customers' needs.

Further, the following provide a summary of Murray Irrigation's Customer Service commitments:

- Murray Irrigation will involve its customers in key decisions.
- Murray Irrigation will aim to meet or exceed the service targets set out in this Charter.
- Murray Irrigation will respect your privacy.
- Murray Irrigation will ensure your concerns, complaints or disputes are handled promptly, efficiently and effectively.

6. SERVICE DELIVERY PERFORMANCE STANDARDS

6.1 Service Delivery Performance Standards Summary

A summary of Murray Irrigation's Service Delivery Performance standards is at Annexure A.

6.2 Customer Communication and Access

6.2.1 *Talking Water*

Murray Irrigation uses its weekly *Talking Water* newsletter as the primary vehicle for ensuring customers are kept informed. It is a single page newsletter issued on Tuesday each week. It includes official company announcements including changes to company policies, fees and prices, operational issues and various other matters of interest to Murray Irrigation customers.

Customers must register to receive *Talking Water*, with an option for either fax or email delivery.

6.2.2 Chairman's Report

The Murray Irrigation Chairman's Report is sent to registered recipients of *Talking Water* on the day following the monthly meeting of the Murray Irrigation Board of Directors. It provides customers with an update on strategic issues relevant to the company's management.

6.2.3 Water Availability Announcements (including SMS updates)

Allocation announcements are made by the relevant state authority (presently the NSW Office of Water), during the irrigation season. Following the announcement by the State, Murray Irrigation distributes allocation announcements to *Talking Water* recipients.

Murray Irrigation also makes customers aware of the availability of off-allocation water, following advice received from the relevant state authority, or otherwise as made available by Murray Irrigation.

Murray Irrigation also offers customers an SMS service for such water availability related announcements. Customers must also register to receive this service.

6.2.4 Customer Meetings

Murray Irrigation hosts customer meetings throughout its area of operations as the need arises. These are convened to discuss specific topics and are generally publicised via *Talking Water*, at least one week in advance of their conduct.

6.3 Water Entitlements

Murray Irrigation water entitlements represent a share of the company's water access licenses. Most Water Entitlement holders are also landholders within Murray Irrigation's area of operations.

Murray Irrigation issues three classes of Water Entitlement, as follows:

- Class A Water Entitlement – High Security (Town Water Supply)
- Class B Water Entitlement – High Security (Irrigation)
- Class C Water Entitlement – General Security

6.4 Annual Operating Plan

Murray Irrigation annually prepares and publishes an 'Annual Operating Plan' that defines Murray Irrigation's commitments to supply and drainage service delivery during the irrigation season. It may be amended during the course of a season if circumstances demand.

6.5 Irrigation Season Length

Murray Irrigation generally operates its water distribution network for water delivery from mid-August to mid-May. Irrigation season length is determined on a year-to-year basis, depending on a range of factors, primarily water availability and demand.

6.6 Water Supply Quality

Murray Irrigation makes no warranty as to the quality of or suitability for any purpose of any water delivered by it. Murray Irrigation delivers water through an open channel system direct from the River Murray, with no treatment or filtration.

Customers are responsible for determining the fitness for purpose of the water they receive from the Murray Irrigation supply system.

Where necessary, Murray Irrigation will alert customers to any known issues with the quality of water being delivered by the supply system to assist in determining fitness for purpose, especially in relation to the level of blue-green algae.

6.7 Irrigation Water

Irrigation customer's outlets are operated once per day by Murray Irrigation staff.

Murray Irrigation requires the assistance of its customers in the effective and efficient operation of its water distribution system. Customers may however only operate outlets when given express permission by a Murray Irrigation staff member.

6.7.1 Water Ordering

Customers may order water by telephone: 1300 781 431. Orders may be placed 24 hours a day during the irrigation season.

6.7.2 Orders in Advance

Provided orders are placed before 6.30am on any day, water shall be delivered within four days. If an order is placed after 6.30am on any day it shall be delivered on the fifth day.

For example:

- i) Order placed before 6.30am Thursday 8 October, water is able to be delivered on Monday 12 October.
- ii) Order placed after 6.30am Thursday 8 October, water is able to be delivered on Tuesday 13 October.

If an order is placed with less than four days notice, Murray Irrigation may be able to fill it. This is dependent upon changes to other orders and available water in the channel system on the day it is ordered for. Priority will be given to orders placed giving the required notice.

6.7.3 Water Delivery Restrictions

Murray Irrigation may have to impose restrictions on the taking of water by customers from time to time. This is usually the case where irrigation water demand exceeds available channel capacity or the volume available.

Murray Irrigation will work with its customers to seek to ensure that the impact of any period of restriction is minimised on its customers.

6.7.4 Meter Readings

Irrigation water meters are read weekly during the irrigation season, typically each Monday.

Customers who have only a small, unmetered pipe outlet (for domestic access), may operate their outlet as required. There is no need to order water in advance unless your landholding is situated on a channel that is not operated on a continuous basis.

6.7.5 Channel Heights

No guarantee is made to channel operating heights and water may need to be pumped in some locations or at certain times.

6.8 Stormwater Escapes

6.8.1 Stormwater Drainage

Discharge of stormwater from landholdings to a Murray Irrigation stormwater escape can only occur where approved by Murray Irrigation.

Murray Irrigation imposes a range of conditions on the discharge of stormwater into its stormwater escapes, which are detailed in the Stormwater Disposal Policy.

6.9 Service Delivery Interruptions

6.9.1 Planned

Where Murray Irrigation is required to conduct any form of planned maintenance to its water distribution system, that may cause an interruption of service delivery to customers, Murray Irrigation shall inform affected customers of the time and duration of any such planned service delivery interruption at least seven (7) days in advance of the interruption.

6.9.2 Unplanned

Where Murray Irrigation is required to conduct any form of unplanned maintenance to its water distribution system, that may cause an interruption of service delivery to customers, Murray Irrigation shall aim to rectify the situation as soon as reasonably possible to ensure service delivery interruption is minimised.

6.10 Call outs

Customers are able to contact Murray Irrigation operational staff 24 hours a day during the irrigation season. If staff are called out by customers out-of-hours for non-emergency work, a fee may be imposed by the company.

6.11 Emergencies

Customers are able to contact Murray Irrigation operational staff 24 hours a day during the irrigation season. After hours emergency contact details appear at Section 12 of this Charter.

6.12 Water Exchange and Annual Transfers

The Water Exchange is staffed during normal business hours during the irrigation season. The Water Exchange closes during June and over the Christmas/New Year period each year.

7. FEES AND PRICES

7.1 Schedule of Fees and Prices

Murray Irrigation publishes both a Pricing Schedule and Standard Service Charges. These are subject to change by the Board of Directors, generally annually. Below is a summary to the key fees and prices imposed by Murray Irrigation for the delivery of its services.

7.1.1 Fixed Fees and Prices

Murray Irrigation presently imposes the following fixed fees and prices:

- Annual Account Administration Fee
- Annual Landholding Access Fee
- Annual Delivery Entitlement Fee
- Annual Outlet Fee
- Bulk Water Charge
- Disconnection Fee
- Drainage Fee
- Termination Fee

7.1.2 Variable Fees and Prices

- Casual Usage Fee
- Variable Fee

7.2 Billing

Murray Irrigation issues invoices on a quarterly basis, for the quarter ending 30 September, 31 December, 31 March and 30 June. Each invoice includes one quarter of the relevant fixed annual fees plus usage fees for the period.

8. COMPLIANCE

Murray Irrigation has developed and implements a Compliance Policy to assist achieve the objectives of its Entitlements Contract and other Murray Irrigation policies, whilst promoting equity between customers.

The Compliance Policy emphasises the provision of information to customers to encourage voluntary compliance by raising awareness of obligations and responsibilities.

Where an alleged compliance breach is detected and/or reported, Murray Irrigation may implement an investigation that may result in any of the following outcomes:

- Advisory Letter

- Written Warning
- Rectification Works
- Debit water allocation account for assessed unauthorised water usage
- Water order debiting
- Recovery of MIL costs associated with unauthorised works/diversions
- Temporary suspension of supply for outstanding fees and charges
- Temporary suspension of supply (excludes outstanding fees and charges)
- Termination of Water Entitlement Contract
- Prosecution action (Local Court or Land and Environment Court)

9. ENTRY TO CUSTOMERS' LAND

Murray Irrigation has rights to enter land within its Area of Operations pursuant to section 120 of the *Water Management Act 2000* (NSW).

In addition to those rights, customers must give Murray Irrigation reasonable access to landholdings for any purpose related to or in connection with the Entitlements Contract, or any other Contract between customers and Murray Irrigation. For certain types of activities, such as construction work, Murray Irrigation will provide customers seven (7) days' notice prior to entering their land.

10. FEEDBACK AND COMPLAINTS

10.1 Feedback

Murray Irrigation welcomes feedback about its performance, both good and bad. This feedback is critical to the continual improvement in all aspects of Murray Irrigation's operations. Feedback can be provided in writing using the form provided for this purpose at Annexure B, or at any of Murray Irrigation's offices.

10.2 Customer Complaints

10.2.1 Customer Complaints Officer

In recognition of the positive contribution that dealing with Customer Complaints can make to service delivery improvement, Murray Irrigation has a Customer Complaints Officer, to whom all written complaints should be directed.

10.2.2 Customer Complaints Handling Procedure

The Murray Irrigation Customer Complaints Handling Procedure is at Annexure C. This Procedure shall be applied where a written complaint is received by Murray Irrigation and it is deemed significant enough to warrant the application of the Procedure. This judgement shall normally be made by the Murray Irrigation General Manager.

11. PERFORMANCE REPORTING

Murray Irrigation reports on how well it lives up to the service standards set out in this Charter in the Murray Irrigation Annual Report. A copy of the Annual Report is available to Murray Irrigation customers and shareholders alike.

12. MURRAY IRRIGATION CONTACT DETAILS

Deniliquin Head Office - 443 Charlotte Street, Deniliquin NSW 2710
 T: (03) 5898 3300
 F: (03) 5898 3301
 Hours: 8.30am to 5.00pm business days

Finley Regional Office - Cnr. Murray Street and Murray Hut Drive, Finley NSW 2713
 T: (03) 5888 3000
 F: (03) 5888 3001
 Hours: 8.30am to 5.00pm business days

Wakool Regional Office - 18 Dampier Street, Wakool NSW 2710
 T: (03) 5898 3300
 F: (03) 5898 3301
 Hours: By appointment only

In writing - Murray Irrigation Limited
 PO Box 528
 Deniliquin NSW 2710

By email - info@murrayirrigation.com.au

Our website - www.murrayirrigation.com.au

Account inquiries - T: (03) 5898 3322
 E: finance@murrayirrigation.com.au
 F: (03) 5898 3325

In Emergencies - Deniliquin T: (03) 5898 3302
Finley T: (03) 5888 3002
Wakool T: (03) 5887 0502

Water Ordering - T: 1300 781 431

Customer Feedback - E: feedback@murrayirrigation.com.au

Water Exchange - Purchases T: 1300 781 431
 Enquiries T: (03) 5898 3369
 Forms wex@murrayirrigation.com.au

ANNEXURE A

SERVICE DELIVERY PERFORMANCE STANDARDS SUMMARY

Service Standard	Target 2011/12
Customer Communication	
– Talking Water (publications per year)	51
– Chairman’s Report (publications per year)	12
– Water Availability Announcements (announcements per year)	As required
– Customer Meetings	As required
Annual Operating Plan	
– published annually	July 2011
Season Length	
– mid-August to mid-May	273 days
Water Supply Quality	
– Blue-Green Algae (alerts)	As required
Irrigation Water	
– Water Ordering	
• Availability during season	100%
– Orders in Advance	
• Delivered within 4 days	100%
– Water Delivery Restrictions	
• Restrictions imposed	0
– Meter Readings	
• Meters read weekly (Number of meters)	3,929
Stormwater Escape	
– Access Points (Number)	2,710
Service Delivery Interruptions	
– Planned (Number per year)	0
– Unplanned (Number per year)	0
Call outs	
– Available 24 hours	100%
Emergencies	
– Available 24 hours	100%
Water Exchange (days available per year)	325
Fees and Prices	
– Schedule	Published
– Billing	Quarterly
Compliance	
– Number and volume (ML) of allocation debit notices issued	0/0ML
– Number and volume (\$) of cost recovery notices issued	0/\$0
– Number and days of temporary suspension notices issued	0/0 days
– Number of court prosecutions	0
Customer Feedback	
– Customer Feedback	As received
– Customer Complaints	0
Murray Irrigation Annual Report	
– Published	Oct 2011

ANNEXURE B

CUSTOMER FEEDBACK FORM

Murray Irrigation strives to provide its customers with the highest level of service at all times. If you would like to compliment one of our staff or have a suggestion on how we can improve, we want to know. If we have made a mistake, or our service doesn't meet your expectations, we also want to know. Either way, please take the time to detail your comment below.

1. Customer Details

Customer's Name: _____

Landholding Reference Number/s: _____

Address: _____

Postcode: _____

Telephone (Preferred Contact/s): _____

Email: _____

2. Comment Details

Is your comment a (tick one box):

A compliment

A suggestion

A complaint

Feedback

Brief Description: _____

Date/Time: _____

More Information: _____

3. Outcome

What do you want to happen in response to this comment? _____

Signed: _____ Date: ____/____/____

4. Lodgement

Please send your completed 'Customer Feedback Form' to:
 Customer Feedback
 Murray Irrigation Limited
 PO Box 528
 Deniliquin NSW 2710
 Or via email to:
Feedback@murrayirrigation.com.au

ANNEXURE C

CUSTOMER COMPLAINTS HANDLING PROCEDURE

Purpose

The purpose of this Procedure is to describe how Customer Complaints received by Murray Irrigation shall be dealt with and responded to.

Confidentiality

Murray Irrigation shall deal with a complaint in a confidential manner. Customers who lodge complaints should also ensure confidentiality at all times, with respect to both verbal discussions and written documentation relating to the complaint.

Murray Irrigation shall ensure that the number of people involved in the resolution of a complaint is kept to an appropriate level. As such, the number will be limited to those with a genuine need to know, or need to be involved.

Recording Complaints

All complaints will be recorded by Murray Irrigation. This helps ensure a consistent and transparent process for responding to and resolving complaints.

What happens after a complaint is received?

After a receiving a customer complaint, the nominated Murray Irrigation Customer Complaints Officer shall:

- write to acknowledge receipt of the complaint within seven (7) working days of its receipt;
- attempt to resolve the complaint within 20 working days of its receipt;
- contact you if necessary to improve their understanding of the complaint and the circumstance that may have led to it;
- do anything else necessary to attempt to resolve the complaint.

How do complaints make a difference?

The Murray Irrigation Customer Complaints Handling Procedure is not only a way to address individual customer's concerns, but is also a means to explore and understand trends in how Murray Irrigation is performing and meeting its customers' service delivery expectations.