

Christmas Talking Water

Thursday 17 December 2015



Murray Irrigation

Christmas-New Year operations

All Murray Irrigation offices will be closed from noon Thursday 24 December. Offices will re-open on a restricted basis from 8.30am Monday 4 January 2016 returning to full operations from Monday 18 January 2016. These arrangements will assist Murray Irrigation to contain costs in this low water availability year. This special *Talking Water* describes Murray Irrigation's operations during this period.

Water allocation announcement

The next allocation update for the NSW Murray will be on Friday 15 January 2016 (no 1 January allocation announcement is currently planned). Conditions are being constantly monitored and any significant changes in water availability or outlook will be promptly announced by DPI Water.

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. Network Controllers will also be available all days (via reception T. 1300 138 265). Customers who call outside of 8.30am to 3.30pm are likely to be prompted to leave a voice message which will be delivered to Network Controllers who will return the call as soon as possible.

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 production and sales will both cease at noon Wednesday 23 December. Sales will recommence on Monday 4 January, with production to recommence on Monday 11 January.

Water Exchange and Annual Trade

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 (i.e. Tuesday 29, Wednesday 30 and Thursday 31 December). During this time forms may be submitted by fax on F. 03 5898 3301. Online transactions via the Murray Irrigation website will continue as normal and Exchange staff may be contacted during the above hours and dates via reception on T. 1300 138 265. Hand delivery of forms and cheque payments will be unavailable during this time. Payment for purchases made between Thursday 24 December and Thursday 31 December inclusive are due by 5.00pm Monday 4 January 2016. Sellers with parcels fulfilled in that time will be paid by Friday 8 January 2016. Normal staffing of the Exchange and standard payment terms will resume on Monday 4 January 2016.

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 Wednesday 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 merry Christmas and a prosperous 2016.

Michael Renehan, CEO