

Special Talking Water

Thursday 1 November 2012



Murray Irrigation

Fees and Prices Policy Review

Murray Irrigation is seeking customer input into its Fees and Prices Policy review. A review of the Fees and Prices Policy was announced in the August 2012 Chairman's report.

The review has been initiated by the Murray Irrigation Board of Directors in response to feedback received about the company's new *Fees and Prices Policy* implemented from 1 January 2011.

The new Policy established a range of new fees, including Landholding Access, Outlet and Tiered Usage fees. The review also builds on feedback from the independent review of Murray Irrigation's *Network Service Plan* which included forecast fees and prices to 30 June 2017.

The Board considers the current fees and prices structure provides sound signals to customers that encourage on-farm water sales and also encourage customers to consider how their landholding is connected to the Murray Irrigation water supply and drainage network.

The review is an important opportunity to learn from the experiences of the first 18 months of the current fees and prices structure and also refine and improve that structure.

Customers will have two opportunities to provide input to this review – now and again in February 2013.

To assist customers to provide feedback, Murray Irrigation has prepared a 'Fees and Prices Policy Review Feedback Form' which is available to complete online via our website – click the 'Fees and Prices Policy Review' link on our home page at www.murrayirrigation.com.au. The Form can also be downloaded from our website, or alternatively customers can contact reception on T. 03 5898 3300 to have a copy mailed to them.

This Form identifies the key issues the Board is seeking feedback on.

Customers are encouraged to use the Form, however, any written feedback is welcome.

The deadline for feedback in this first phase of the Fees and Prices Policy review is 5.00pm, Friday 23 November.

Feedback received and the results of targeted consultation with key stakeholders such as Southern Riverina Irrigators' and Landholder Associations will inform the Board's consideration of options in January 2013.

In February 2013, Murray Irrigation will hold a series of customer meetings to outline options for proposed changes to the *Fees and Prices Policy* and again seek customers' feedback.

The results of the review will inform the Board's fees and prices to apply from 1 July 2013.

Customers are encouraged to access the relevant information and offer their thoughts about how Murray Irrigation can improve its fees and prices structure.

Inquiries about the review should in the first instance be directed to Murray Irrigation reception on T. 03 5898 3300, or via email to feedback@murrayirrigation.com.au.

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