

# Christmas Talking Water

Friday 16 December 2016



Murray Irrigation

## Christmas-New Year operations

All Murray Irrigation offices will be closed from 5.00pm Friday 23 December. Offices will re-open on Monday 9 January 2017.

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](http://www.murrayirrigation.com.au). Customer Support officers will also be available all days (via Customer Support T. 1300 138 265). Customers who call outside of 7.00am to 7.00pm will be prompted to leave a voice message which will be delivered to the Customer Support team, who will return the call as soon as possible during business hours.

### 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 emergency number

The emergency number (T. 1300 657 313) is for emergencies only. **Customers should only ring this number after hours for an emergency** (for example, a major infrastructure failure, risk to safety).

### MILCast

MILCast production and sales will both cease on Friday 23 December. Sales will recommence on Monday 9 January, with production to recommence on Monday 16 January.

### Customer Support

Customer support will continue to be provided during the Christmas closure, with telephone support available from 7.00am to 7.00pm each day, via T. 1300 138 265.

Murray Irrigation's Customer Centres will close at 5.00pm on Friday 23 December. Deniliquin and Finley centres will re-open on Monday 9 January, with Wakool opening on Tuesday 10 January.

### Water ordering

Customers can order water online via [water.murrayirrigation.com.au](http://water.murrayirrigation.com.au) (either via your desktop computer or a smartphone) or telephone ordering by calling T. 1300 781 431.

Customers are reminded to place their water orders well in advance to avoid a potential delay in delivery. A minimum of four days' notice (day one is for orders received before 6.30am) is required to guarantee delivery.

Customers should also monitor their water usage in order to maintain a positive balance in their water accounts. When an account reaches a zero balance, all outlets will be finished by Murray Irrigation, and a four-day wait for start orders may apply once the account is returned to a positive water balance.

Customers can nominate to receive SMS or email notifications that their allocation account is approaching a zero balance. For more information, or assistance, contact Customer Support on T. 1300 138 265.

### Water Exchange and Annual Trade

Customer Support staff will continue to operate the Murray Irrigation Water Exchange over the Christmas-New Year period as normal on business days. During this time, forms may be submitted by fax on F. 03 5898 3305. Online transactions via the Murray Irrigation website will continue as normal and Customer Support staff may be contacted on T. 1300 138 265.

Due to the Customer Centre closures, hand delivery of forms and cheque payments will be unavailable during this time.

Sellers with parcels fulfilled during the office closure (between 23 December and 9 January) will be paid on Monday 9 January 2017.

On behalf of Murray Irrigation directors and staff, I would like to wish our customers a merry Christmas and a safe, happy, prosperous 2017.

Michael Renehan, CEO