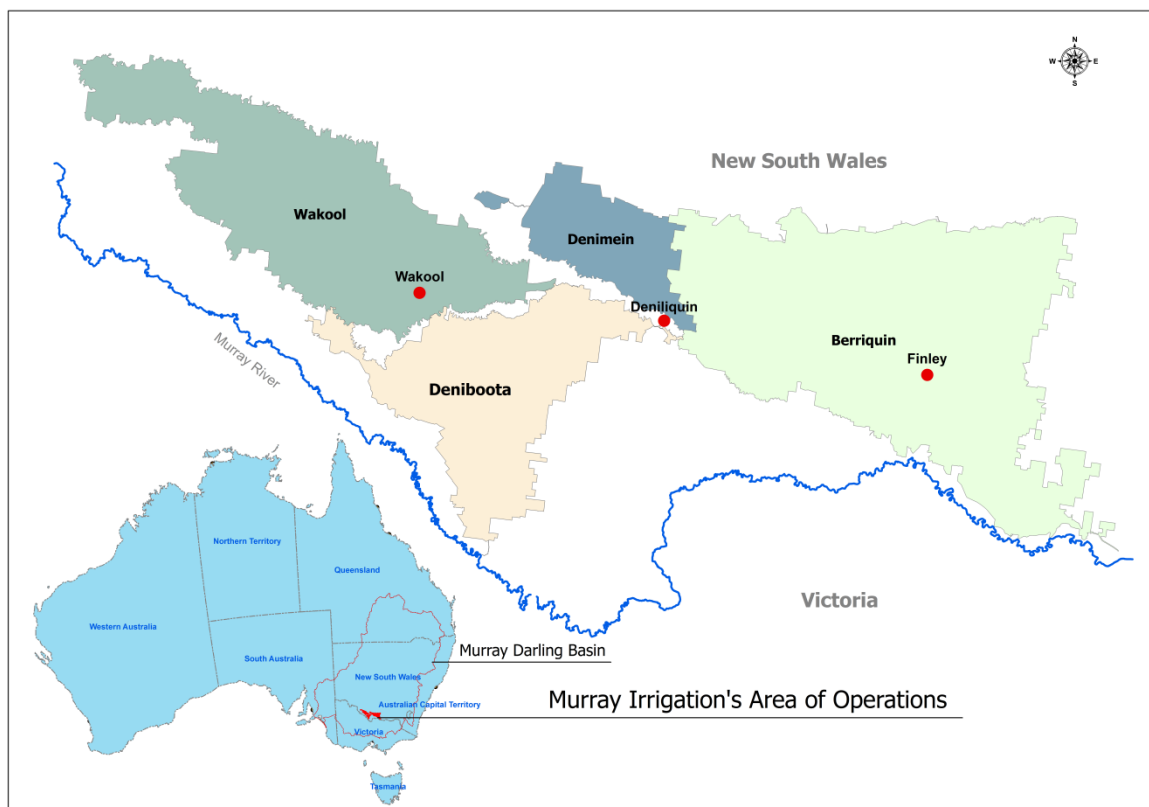


Murray Irrigation Limited Company Profile

Murray Irrigation is Australia's largest private irrigation company, formed in 1995 as an unlisted public company.

The company is based in southern NSW, and its shareholders are the irrigator-customers who own the landholdings the company supplies water to. This represents over 1,500 family farm businesses who own approximately 2,400 landholdings within our area of supply operations, covering 748,000 hectares.



Our vision is to be a leader in the delivery of irrigation water and water related products and services.

Our mission is to meet the needs of customers by delivering high quality irrigation water and water related products and services through developing an organisational culture of efficiency, innovation and customer service.

Company Structure

Board of Directors

Murray Irrigation presently has eight Directors - six shareholder Directors and two non-shareholder Directors. The Board of Directors develops and oversees the implementation of the company's strategic direction.

Shareholder Directors are elected for a four-year term. Non-shareholder Directors are nominated by the Shareholder Directors according to their specialist expertise, and their appointment is endorsed by shareholders. Details of our current Directors are available under the Corporate section of our website www.murrayirrigation.com.au.

Organisational Structure

There are four divisions of the company:

Water Management – This division delivers water for irrigation to landholdings and the townships of Berrigan, Finley, Wakool and Bunnaloo during the irrigation season. This is in addition to deliveries used to assist with the operation of the River Murray system, redirecting flows around the Barmah-Millewa Choke.

The Water Management division also carries out maintenance works on the irrigation and drainage systems and associated infrastructure, including programmed works, reactive maintenance and minor construction work.

Additional responsibilities in this division include the operation and maintenance of the company's groundwater pumping scheme the Wakool Tullakool Sub Surface Drainage Scheme, monitoring and ensuring compliance with the company's various policies, licence compliance, and Supervisory Control and Data Acquisition (SCADA) operations, which involves part and full remote operation of structures.

Policy and Stakeholders - This division co-ordinates customer and stakeholder engagement in Murray Irrigation activities, and is actively involved in state and national water policy and development, in addition to informing the development of company policy. This division also develops and implements Commonwealth resource management initiatives in conjunction with stakeholders.

Infrastructure Services - This division is responsible for the management of the company's irrigation and drainage assets. This includes 2,954km of supply channels, 1,425km of stormwater escapes and more than 20,000 structures, with a replacement value of more than \$800M. Activities include development of construction standards, preparation of designs for asset refurbishment, modernisation planning, sub-system retirement and construction supervision.

Corporate Services - This division incorporates the departments of Finance Resources, Administration and MILCast, and is responsible for overseeing the company's finances and investments, managing company property, human resource activities, informing and implementing its corporate governance framework, the company's registers, and other administrative aspects of the business such as fleet management, stores, contract management, reception, records, information technology and the Water Exchange.

Details of Murray Irrigation's organisational structure can be found under the Corporate section of our website www.murrayirrigation.com.au.

Water Supply

Our water supply comes from the Murray River at Mulwala where our main supply channel, the Mulwala Canal, begins.

Our irrigation season generally runs from August to May. Murray Irrigation customers have water entitlements. When the company has a water allocation, water entitlements provide customers with a share of the water set aside for consumptive use in the Murray Valley.

Allocations represent a percentage share of the available water. Twice each month during the irrigation season, State Government agencies review how much water is available. They consider any flows into the storages and river during the past month and likely inflows in coming months. This determines the allocation.

Water is delivered to a Murray Irrigation landholding according to orders placed via the company's telephone water ordering system. There is a lead time of up to four days for water orders; based on travel time from storage to offtakes.

Temporary (Annual) Water Trading

Our customers are actively involved in water trading. Murray Irrigation operates a water exchange for temporary water trade. The volume and price of water sold is publicly available on our website www.murrayirrigation.com.au.

Customers trade water which has been allocated to an allocation account. Water can be traded onto and from the company's licence at any time during the irrigation season; however, different costs and restrictions apply to interstate and intrastate trades.

Permanent Water Entitlements Trading

Murray Irrigation water entitlements represent a share of the company's general security bulk water licence. The company has an Entitlements Contract with all entitlements holders describing the nature of the entitlements, conditions of supply, and the rights and responsibilities of the company and entitlement holder in relation to the delivery of water. These water entitlements can be owned independently of land, therefore can be sold to other irrigators or to non-irrigators.

We maintain a register of buyers and sellers for permanent sales of water entitlements. This is a service to our customers, and is available at www.murrayirrigation.com.au.

When buying water entitlements it is important to ascertain whether they are being sold with or without allocation and delivery entitlements, among other things. Murray Irrigation fixed charges are calculated on the number of delivery entitlements held.

Details about Murray Irrigation's charges are available from our website www.murrayirrigation.com.au.

Responding to Change

Significant change has arisen from the structure of Murray Irrigation and the relationship with its irrigator customers as a result of the *Water Act 2007* (Cth) and the involvement of the Australian Competition and Consumer Commission (ACCC) in setting rules for the trade of water entitlements and water charges, including charges for access to our infrastructure. Many of these changes have been implemented, including the introduction of delivery entitlements and amendments to the company's constitution with ongoing changes continuing to be reviewed and implemented.

Information Services

We provide a range of information services to assist customers to keep up to date with issues affecting water resource availability and deliveries, as well as longer term issues affecting the irrigation industry.

Information services that we provide include:

Talking Water - A weekly newsletter titled *Talking Water* is issued each Tuesday by email or fax. *Talking Water* includes most official company announcements including changes to company policies, Murray Irrigation charges, resource availability and operational issues. Water allocation announcements are also made through *Talking Water* on the first and fifteenth of each month during the irrigation season.

Website - Murray Irrigation's website is the central point for information about the company. The website also provides the point of access for Murray Irrigation's Water Exchange, and customer water account details (with PIN access) including water usage, orders placed and transfer history.

Customer Meetings - The Company holds "as needed"/ demand based meetings with customers to provide updates on a range of issues. Dates of these meetings are published in *Talking Water* in the weeks preceding the meetings.

Annual Report - Murray Irrigation's Annual Report includes the company's annual accounts and details the overall performance of each division of the business.

Customer Information Kit – Murray Irrigation has developed a Customer Information Kit which has detailed information about the company for its customers. Copies of the Kit are available from all Murray Irrigation offices.

Communities

Irrigated agriculture is the foundation of the social and economic wellbeing of our towns and businesses, which has a regional population of 33,000. Water is a significant part of the region's capacity to prosper and thrive through variable climatic conditions. We strive to operate the most efficient, accountable and responsive irrigation company possible, maximising the water available for productive use. Food and livestock are the focus of regional production including rice, wheat and other cereals, canola, maize, tomatoes, potatoes, onions, dairy, lambs and cattle.

Murray Irrigation has a strong link with the communities within its area of operation and endeavours to support them, including providing annual school grants to the 24 primary schools and three high schools in the region and supporting a learn-to-swim program each year.

Environmental Stewardship

Murray Irrigation is committed to its stewardship of this important part of the Murray-Darling Basin.

Murray Irrigation implemented the Murray Land and Water Management Plans across its area of operations. The Plans focused on improving land and water management at a regional level, to control rising water tables. The plans received \$106M in government funding to 30 June 2009 with a community contribution of \$40M cash, with an additional \$500M invested in related on-farm works.

Murray Irrigation operates a gravity-fed channel system which uses little to no energy to operate. Murray Irrigation has a partnership with Pacific Hydro for a green power generator on the Mulwala Canal, at The Drop. When water is available there can be flows of 6,000ML a

day flow through the Mulwala Canal and the plant can produce around 2.5 megawatts of green power, which is sold into the national electricity grid – this is enough to power 1,500 homes.

We aim to ensure water use is sustainable and have implemented various Policies to ensure customers' on-farm water use minimises the impact on the local and regional environment.

MILCast

Murray Irrigation operates MILCast as a wholly owned subsidiary. Based in Finley, it was originally established in 1981 to supply concrete structures for the local irrigation system. The business now provides quality, easy to install concrete structures to corporate and agricultural customers in the Murray and neighbouring irrigation areas.

Contact Details

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