

Christmas special Talking Water

Thursday 14 December 2017



Murray Irrigation

Christmas-New Year operations

All Murray Irrigation offices will be closed from 5.00pm Friday 22 December to 8.30am Monday 8 January 2018.

Business as usual...

Water ordering and water delivery

- As per usual business (no interruptions to ordering or delivery).
- Customer Support will provide telephone assistance from 7.00am to 7.00pm each day on 1300 138 265, as normal.
- Customers calling outside 7.00am to 7.00pm will be able to leave a voice message which Customer Support will respond to as soon as possible.

Emergencies

- As per normal procedure, ring 1300 657 313 for after-hours **emergencies** (e.g. a major infrastructure failure, risk to safety).

Key reminders for customers

- A minimum of four days notice is required to **guarantee** water order deliveries. This is important with the weather warming up and in preparation for rice panicle initiation (PI).
- Monitor your water usage to maintain a positive water account balance. If your water account balance reaches zero, all operating 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 balance.

What's different?

Water Exchange and annual trade

- Customer Support staff will continue to operate the Water Exchange as normal on business days over the break.
- Forms may be submitted online to wex@murrayirrigation.com.au or by fax to 03 5898 3305.
- Only electronic payments for purchases will be accepted during the office closure period.
- Payments to sellers whose listings have cleared will be made on Friday 22 December and again on Monday 8 January for any parcels finalised during the office closure period.
- Call Customer Support on 1300 138 265 for further assistance with the Water Exchange.

Allocation announcement

- NSW Crown Lands and Water will release its next water allocation statement tomorrow (Friday 15 December). There will be no further allocation announcements until Monday 15 January 2018.

Accounts

- Customers on 'stop supply' for financial reasons need to ensure they have communicated with Murray Irrigation's Finance team prior to 5.00pm Friday 22 December if they want to order water over the office closure period.
- Customers purchasing annual delivery entitlements (to avoid casual usage charges for the current quarter) must have purchased and paid for these prior to Sunday 31 December 2017. Payments made after the office closure on 22 December will need to be made via direct deposit.

MILCast

- MILCast production and sales will be closed from Friday 22 December. Sales and production will recommence on Monday 15 January.

On behalf of Murray Irrigation directors and staff, I would like to wish our customers a merry Christmas and a safe, happy, prosperous 2018.

Michael Renehan, CEO