

# Special Talking Water

Friday 24 February 2017



## We want to hear from you

Murray Irrigation is building the strategy for its future and we would like to include input from our valued customers during this process. We need to work together, listen to each other and allow you to express your views.

As part of our commitment to customer engagement, we will be hosting a series of customer feedback groups throughout February and March to collect feedback on a range of relevant topics.

The feedback groups will be informal gatherings and customers will be asked to provide honest feedback on a range of Company issues. This process forms part of our new communication strategy, and is the most intensive personal feedback program the Company has undertaken to date. The feedback collated from these groups will be used to assist Murray Irrigation's future decision making process.

To ensure an extensive range of feedback is collected, multiple customer feedback groups will be held across the Murray Irrigation footprint. This includes a number of industry groups to gather specific feedback on industry views within the region.

Eight key topics will be presented for customer feedback. Some of these topics include: resource distribution, Company services and costs, low water use outlets, rice growing rules, as well as our fees and prices structure.

The groups will be facilitated by a Murray Irrigation employee, who will provide context on each topic, along with another staff member assisting the facilitator and noting all relevant comments and suggestions.

The results of these feedback groups will be made available through customer meetings held later this year, and also via the Murray Irrigation website.

Following these customer and industry feedback groups throughout February and March, open sessions will be held across the footprint in March. Further details on these sessions, including locations and dates, will be announced soon.

For further details on the open sessions, please contact Customer Support on T. 1300 138 265.



**Michael Renehan**  
Chief Executive Officer