

# Special Talking Water

Thursday 30 November 2017



Murray Irrigation

## Significant rainfall event

The Bureau of Meteorology has forecast a significant rainfall event for tomorrow and Saturday. Total falls exceeding 100mm are predicted in our area of operations over the next two days.

### Murray Irrigation is preparing for this by:

1. **Channel orders** - we have scaled back our channel orders in line with customer order cancellations and predicted further cancellations. We are also reducing our channel heights to create more airspace and capacity in the event of emergency pumping.
2. **Drainage monitoring** - staff are being deployed to check our district drains for obstructions.
3. **Pumps** - we are checking our pump fleet and getting ready to deploy them in an effort to minimise any impact of water backing up through our drainage system. Please note that our district drains are typically designed to cope with runoff from a 50mm in 48-hour rainfall event (not an event exceeding 50mm).

### What our customers can do:

1. **Water orders** - If you wish to finish or modify your order, please do this **before 6.30am** on the morning of the day you wish the change to take effect. Often customers attempt to finish their outlet as the event is unfolding, by which time there is not enough notice for our system to respond.
2. **District drain inlet** - please close this drainage inlet if you have one. This will reduce the risk of water backing up through the drains onto your property and enable controlled releases into our drains. Please respect holdings at the bottom of drains that can become inundated from unauthorised releases upstream. Retaining as much water as possible on-farm in the first instance reduces the pressure on our drains. Please contact Murray Irrigation if you wish to open your drainage inlet so we can manage flows into this system (in events such as this, a water sample is not required unless there is a concern regarding chemicals).
3. **Pumps** - pumping into Murray Irrigation channels is possible, but you must first seek the company's permission. If you have a pump, you should consider getting it ready to operate before the conditions turn severe. To physically pump you must first take a water sample and contact Customer Support on T. 1300 138 265 to have it tested. This is to check the quality of water to ensure downstream users are not impacted and we can manage our supply flows.

### Further communication

Customer Support is available every day from 7.00am to 7.00pm via T. 1300 138 265. Outside of these times, please leave a message and Murray Irrigation will return your call as soon as possible.

In the event of a major emergency that involves Murray Irrigation infrastructure, please call the company emergency number T. 1300 657 313.

Scott Barlow  
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