

Christmas-New Year operations

Wednesday 19 December 2018



Christmas-New Year operations

Murray Irrigation Customer Support staff will continue to service customers during the Christmas-New Year period (24 December to 4 January).

Services provided...

Water ordering and water 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 can leave a voice message which Customer Support will respond to as soon as possible.

Emergencies

- Call 1300 657 313 for after-hours **emergencies** (e.g. a major infrastructure failure, significant flooding or risk to safety).

Water Exchange and annual trade

- Customer Support staff will continue to operate the Water Exchange on business days.
- 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 Christmas-New Year period.
- Payments to sellers whose listings have cleared will be made on Friday 21 December, Monday 31 December and Monday 7 January for any parcels finalised during the Christmas-New Year period.

Maintenance requests

- A skeleton crew of works staff will continue to operate during the Christmas-New Year period.
- For any maintenance requests, contact Customer Support on 1300 138 265.

Customer centre closures

- Personnel not directly involved with the services above will take compulsory annual leave from 5.00pm Friday 21 December to 8.30am Monday 7 January 2019.
- The Deniliquin and Finley customer centres will not be open during this period.

MILCast

- MILCast production and sales will be closed from Friday 21 December. Sales and production will recommence on Monday 14 January.

Key reminders for customers

Allocation announcement

- The Department of Industry – Water (DoI-Water) will release its next water allocation statement on Tuesday 15 January 2019. There will be no statement on 2 January.

Water usage

- 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 wait for start orders may apply once the account is returned to a positive balance.

Accounts

- Customers on 'stop supply' for financial reasons need to contact Murray Irrigation's Finance team before 5.00pm Friday 21 December if they want to order water over the Christmas-New Year period.

On behalf of Murray Irrigation directors and staff, I would like to wish our customers a merry Christmas and a safe, happy, prosperous 2019.

Michael Renehan, CEO