

Talking Water

Tuesday 16 April 2019



Murray Irrigation

End of season system closure

Mulwala Canal and Wakool Canal offtakes will close at 8.00am on Wednesday 8 May to commence major off-season works. The major off-season works will be the last in the PIOP program which has seen the largest major infrastructure upgrade ever for Murray Irrigation.

What you need to do

- If you completed the *Autumn Irrigation Intentions Survey*, confirm this information by placing an order as early as possible. It will help finalise delivery schedules and drainage plans
- Orders **must** be placed not later than **6.30am Wednesday 1 May** to guarantee supply until system closure
- **All deliveries after Wednesday 8 May** will be opportunistic only; Murray Irrigation cannot guarantee supply after Wednesday 8 May
- With the cut-off date in mind, all on-farm dams should be filled to accommodate stock and domestic requirements.

Key dates

Wednesday 1 May 2019 – 6.30am

Deadline for orders if they are to be guaranteed.

Wednesday 8 May 2019

Mulwala Canal and Wakool Canal offtakes will close. Major lateral offtakes closed. Accredited escapes opened at maximum rates allowed by WaterNSW. Water remaining in the Wakool system will be available as off allocation to Wakool customers only.

Wednesday 24 July 2019

Mulwala Canal and Wakool Canal offtakes opened to commence filling system.

For more details on system closure, contact Customer Support on 1300 138 265.

Sustainability Product

Customers who placed an Expression of Interest (EOI) in the Sustainability Product were notified on Friday 12 April. Offers can be accepted by logging into your customer portal. This will be open until Monday 22 April. There was a significant amount of interest by customers, meaning the product was over-subscribed. If you need more information or help accepting your offer, contact Customer Support on 1300 138 265.

MILCast closed on Friday 26 April

MILCast will be closed all of Friday 26 April. It will be open Tuesday 23 April and Wednesday 24 April as usual for that week.

Closure dates for trade

Below are key dates for the closure of internal and external annual trade for the 2018/19 season:

- **5.00pm Monday 17 June** – closure of Water Exchange
- **5.00pm Thursday 20 June** – closure of external transfers to/from Murray Irrigation
- **11.59pm Sunday 23 June** – closure of internal annual transfers and access to water accounts through the customer portal
- **9.00am Monday 1 July** – reopening of Water Exchange and customer water accounts.

For more information contact Customer Support on 1300 138 265.

Easter Trading

Murray Irrigation Customer Support staff will be available during the Easter break (19 April – 22 April). All water ordering and maintenance queries can be made between 7.00am and 7.00pm by calling the Customer Support line on 1300 138 265. Customers calling outside these hours can leave a voice message and Customer Support will respond as soon as possible.

The physical Finley and Deniliquin Customer Centres will be closed from 5.00pm Thursday 18 April until 8.30am Tuesday 23 April.

Quarterly statements

Statements for accounts will be sent to customers this week. If your statement shows an outstanding amount that you believe is already paid, contact Finance via Customer Support. When paying invoices, confirm the *BPay* reference number. If paying by direct deposit, use your Customer Account Number as the reference. NOTE: the December quarter was out of terms on 31 March 2019.

The customer portal is changing!

The Customer Support team has been working tirelessly with the MIL Information and Communication Technologies (ICT) team and using feedback from the February customer focus groups to create a customer portal for next season that will be vibrant and functional. Updates will be posted each week in *Talking Water*, describing new functions and how customer feedback has helped shape the portal's development and more. Stay tuned!

Announced allocation

Class C General Security 0%
Water resource distribution 10%
(issued against Delivery Entitlements)

Water availability and deliveries

(16/04/19)
YTD deliveries..... 476 GL
Weekly deliveries 19,500.27 ML
Weekly crop usage.. summer crops (49%)
On-farm balance 62,997 ML
WE in customer accounts..... 831 WE
Vol. % remaining 8%

Channel flows today

Wakool Offtake..... 256 ML
Mulwala Offtake 1,500 ML
Billabong Escape..... 50 ML
Edward River Escape..... 300 ML
Perricoota Escape..... 0 ML
Wakool River Escape 0 ML

Water trade data

Net trade week -210 ML
Net trade YTD 72,931 ML

Water exchange data

(09/04/19 – 15/04/19)
Internal listings (No. & ML)...25; 1,272 ML
External listings (No. & ML).....0; 0ML
Int. purchases (No. & ML).....58; 1,980ML
Ext. purchases (No.& ML).....13; 684ML

Water for sale (15/04/19).....877ML
Weighted average sale price.....\$518.94
Price range\$599 - \$680
Buy offer range.....\$490 - \$315

Rainfall and evaporation

08/04/19 – 15/04/19 Rain Evap
Finley 0.0mm 35.5mm
Tullakool..... 0.0mm 30.9mm

Storages

8.30am today (mdba.gov.au)
Dartmouth.....2,446 GL.....63 %
Hume.....512 GL.....17 %
Lake Victoria.....186 GL.....27 %
Menindee Lakes18 GL.....1 %
Total Storage.....3,162 GL.....34 %

Rivers

8.30am today (mdba.gov.au)
Murray @ Doctors Point 10,779 ML/d
Murray d/s Yarra. Weir 8,072 ML/d
Goulburn @ McCoy Bridge..... 1,135 ML/d
M'Bidgee d/s Balranald..... 191 ML/d
Darling @ Burtundy.....1 ML/d
Flow to SA.....7,068 ML/d
Murray to the sea 6 gates open

This information is provided for general reference purposes only. Murray Irrigation takes best endeavours to ensure accuracy. It is collated at 8.00am Tuesdays and is subject to change.