



Sustainability Product

Invoices for the *Sustainability Product* have been sent to customers. Conditions are tough for customers, so the company has allowed extended terms for the product. The extended deadline for payments is due 5.00pm 28 June 2019.

Please contact Finance through Customer Support on 1300 138 265 for assistance.

The customer portal is changing!

The Water Delivery team will be unveiling the new portal at a series of customer meetings later this month. This will be an opportunity for customers to see key, new features including the updated look and feel. One integral part of the Customer Portal changing is phasing out the IVR. A recent audit of how many customers use it and for what reasons found that it was under-utilised with many flaws. The same solution can be provided by one of our expert Customer Support Officers!

Winter Works

Mulwala Canal and Wakool Canal offtakes will close at 8.00am on Wednesday 8 May (**tomorrow**) to commence major off-season works. The works, including 24 PIIOP sites and an inspection of every bridge in the footprint, will be large and increase foot and road traffic. Be vigilant and cautious around construction, infrastructure and channels.

Only permitted personnel are allowed onto construction sites, but if you have any questions about works in your area, contact Customer Support on 1300 138 265.

Off allocation water available

Given recent rainfall and subsequent sharp drop in demand, limited off allocation water is now available in additional areas of our system. This will commence from 7.00am Wednesday 8 May (**tomorrow**).

Who is eligible?

This opportunity cannot be accessed by channels linked to accredited escapes. This restriction includes the Deniboota, Mulwala, Berrigan Main and Billabong Main channels. Already drained channels will not be filled to provide off allocation water.

Orders will be reviewed and customers notified if an order cannot be delivered.

For more information call Customer Support on 1300 138 265.

New Entitlements Contract

As part of a Board objective to strengthen Murray Irrigation's governance arrangements, the company is conducting a full review of its contracts, policies and procedures. As part of that review, opportunities to improve the *Entitlements Contract* (version 19) and *Transfer Rules Policy* have been identified. Updated versions of both documents have been mailed to customers.

The amended documents provide a suite of improved conditions which directly benefit customers. Marked-up versions, showing all amendments made, and a summary of changes are available on our website [here](#). For more information, contact Customer Support on 1300 138 265.

Returning signed Entitlements Contracts

- When returning signed *Entitlements Contracts*, complete both copies and send back **both entire contracts**, not just the final two pages
- Registered owners cannot witness each other's signatures
- It is imperative you only sign on lines relevant to you
- Customers sending contracts incorrectly signed, missing pages or only single copies will be contacted by the Permanent Trade team.

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.

Basin & Eggs stakeholder meeting

The Murray-Darling Basin Authority (MDBA) are holding another meeting as part of their *Basin & Eggs* seminar series. Griffith is the location of this month's seminar and the focus will be on leadership and innovating in the agricultural sector. For more information on this or any of their other events, email engagement@mdba.gov.au.

Announced allocation

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

Water availability and deliveries

(07/05/19)
YTD deliveries..... 488 GL
Weekly deliveries 4,304 ML
Weekly crop usage.. annual pasture (40%)
On-farm balance 53,849 ML
WE in customer accounts..... 830 WE
Vol. % remaining 6 %

Channel flows today

Wakool Offtake..... 144 ML
Mulwala Offtake 342 ML
Billabong Escape..... 0 ML
Edward River Escape..... 0 ML
Perricoota Escape..... 0 ML
Wakool River Escape 0 ML

Water trade data

Net trade week -2,214 ML
Net trade YTD 71,996 ML

Water exchange data

(30/04/19 – 06/05/19)
Internal listings (No. & ML) 32; 975 ML
External listings (No. & ML) 4; 410 ML
Int. purchasers (No. & ML) ... 39; 1,113 ML
Ext purchasers (No. & ML) 2; 35 ML

Water for sale (07/05/2019)..... 3,165 ML
Weighted average sale price \$568.93
Price range..... \$584 - \$700
Buy offer range..... \$495 - \$315

Rainfall and evaporation

30/04/19 – 06/05/19 Rain Evap
Finley 38.1mm 20.7mm
Tullakool..... 10.4mm 20.3mm

Storages

8.30am today (mdba.gov.au)
Dartmouth.....2,457 GL.....64 %
Hume.....435 GL.....14 %
Lake Victoria.....180 GL.....27 %
Menindee Lakes17 GL.....1 %
Total Storage.....3,089 GL.....33 %

Rivers

8.30am today (mdba.gov.au)
Murray @ Doctors Point 1,951 ML/d
Murray d/s Yarra. Weir 5,499 ML/d
Goulburn @ McCoy Bridge..... 1,038 ML/d
M'Bidgee d/s Balranald..... 311 ML/d
Darling @ Burtundy..... 1 ML/d
Flow to SA..... 3,296 ML/d
Murray to the sea 0 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.