

Operational update

1 July 2019



Murray Irrigation launches new Customer Portal

The Murray Irrigation Customer Portal and Water Exchange (WEX) has been transitioned to a new platform, effective from 1 July 2019.

Why have we upgraded?

The upgrade provides a modern, automated and secure interface for customers water allocation accounts and water related activities. Customer feedback and information gathered from focus group meetings was crucial in its development and was used extensively throughout the platform's upgrade. The Customer Portal is now seamlessly integrated with our modern systems.

What is different?

The Portal's look and feel

- Homepage provides an overview of your current account status and activities
- Increased password complexity to improve security, reflecting the importance and sensitivity of your water allocation account.

Financial account information is now available

- View your financial account balance and any outstanding invoices
- Pay quarterly invoices online
- Access previous invoices.

The WEX now provides

- The ability to purchase your required volume in one transaction
- The ability to choose to either purchase at the market price or set your price point
- View the top five buy and sell prices on the market from your WEX trading screen
- The ability to manage your buy bids online through the portal
- A detailed quote prior to acceptance of the buy or sell
- Automatic online WEX invoice generation and online payment facilities
- New fee structure for WEX transactions ([available here](#))
- Weekly seller payments made on a Wednesday.

Water account management

- The ability to transfer parts of a megalitre e.g. 0.3ML
- View your account balances on one screen.

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Other changes include the decommissioning of IVR telephone water ordering system. This will now redirect to Customer Support.

Are there any actions for me to take?

You need to reset your password. The new password will be between 8 and 17 characters, including a capital letter and a number or symbol.

[Click here](#) to change your password.

Your new password will provide you with access to all activities. If you are having difficulty changing your password and need help, call Customer Support on 1300 138 265.

Need more information?

A 'WEX User Guide' is provided on the Murray Irrigation website [here](#).

Call Customer Support on 1300 138 265 for any assistance in using and navigating the new Customer Portal or email customersupport@murrayirrigation.com.au with your queries.