

Thursday, 2 July 2020

## Allocation Advance Announcement (WaterWell)

### What is happening?

Murray Irrigation has today announced a five percent Allocation Advance for eligible customers.

This decision comes at the opening of the new irrigation season and yesterday's announcement by the Department of Planning, Industry and Environment (Water) of another zero percent water allocation for our region.

Further information about our WaterWell suite of products and the trigger points for these is available via our online [Customer Briefing](#).

### About the Allocation Advance

Murray Irrigation will issue a five percent allocation advance to eligible customers. The product will be issued to customers who are deemed as financial at 5.00pm on Friday, 17 July 2020.

Customers who are compliant with any approved payment arrangements will be considered financial.

Customers who are currently unfinancial are encouraged to contact Murray Irrigation to discuss options to allow access to the Allocation Advance.

Eligible customers can expect to see water available in their accounts today.

Once again, options are available to those people who cannot realise the maximum amount of water. Customers wishing to do so are encouraged to contact our Customer Operations team on 1300 138 265 to discuss.

### Sustainability Product

Murray Irrigation's Board has also approved up to 45GL to be made available to customers at a discounted price this season. Further information about this will be released when dates are known.

### Further information

For further information please contact Customer Support on 1300 138 265.

Alternatively, Frequently Asked Questions and other WaterWell resources can be found on our [website](#).