



## Contacting Murray Irrigation

Customers have recently reported difficulty when contacting our Customer Operations team during periods of high call volumes.

We encourage customers to leave a voice message, and we will return your call as soon as possible.

Customers can also contact our Customer Operations Team via the email above, or use our online Customer Portal.

Those who wish to attend the Deniliquin or Finley offices can ring Customer Operations to make an appointment.

Our offices remain closed for drop-ins to the public, to ensure we comply with COVID-19 regulations.

## Wetlands Watering Program

Murray Irrigation will contact customers over the next two weeks, who have previously participated in the Wetlands Watering Program, to gain interest for the 2020/21 season.

Murray Irrigation is working with Department Primary Industries and Environment (DPIE), to increase the volume of Environmental Water within our footprint.

We strongly encourage customers who have not previously participated in the Wetland Watering Program, to contact the Customer Operations Team to determine eligibility.

## Water orders and Daylight Savings

Daylight Savings starts Sunday, 4 October 2020.

Customers placing water orders scheduled to finish *after* this date will note that the water ordering system will increase the order by one hour at lodgement.

The Customer Operations Team will adjust those orders to the correct operating time for the outlet.

For assistance with ordering please contact Customer Operations.

## Access track clearing

Contractors have commenced slashing the Murray Irrigation access tracks starting yesterday, Monday, 21 September 2020 for the Deniliquin and Finley areas. They will move to the Wakool area from next week.

This work is a part of standard maintenance practice to ensure clear access to these areas.

## Water Delivery – Mode Two Operations

Mode Two Operations enable customers with automated outlets, to two changes per day.

Order starts, finishes and changes can occur in accordance with the time the outlet operates in the AM or PM cycle.

Mode Two operations include four days' notice for orders.

The online ordering system will automatically offer 96 hours (four days) in advance when orders are placed, and customers are encouraged to send a message through the water ordering system, if they require the water earlier.

Customer Operations staff will then advise if earlier delivery can occur.

Under Mode Two operations, customers who require Stock and Domestic supply should call Customer Operations to request a temporary intervention where there is an inadequate supply height.

Full details of Mode Two operations can be found in the Season Operating Plan [here](#).

## Domestic deemed usage credit

Murray Irrigation is offering a 2ML water allocation credit for unused Stock and Domestic pipe outlets for the 2020/21 season.

Application forms are available [here](#) and must be returned to Customer Operations by **5.00pm, this Friday, 25 September 2020**.

## Quarterly Invoices

Last issued quarter – Fourth (June)  
Issue date – Tuesday, 30 June 2020  
Due date – Monday, 31 August 2020.  
*June 2020 invoices are now overdue.*

## Announced allocation

Class C General Security.....15%  
Allocation Advance.....5%  
Water resource distribution .....2%  
(issued against Delivery Entitlements)

## Water availability and deliveries

(22/09/2020)  
YTD deliveries.....98,196 ML  
Customers.....92,167 ML  
DPIE Deliveries.....3,251 ML  
WaterNSW Deliveries.....2,778 ML  
Weekly Deliveries.....12,638 ML  
Weekly crop usage.....86% (Winter crops)  
Customer account balance.....302,107 ML  
WE in customer accounts.....823,977 WE  
Vol. % remaining.....37%

## Channel flows today

Wakool Offtake.....220 ML  
Mulwala Offtake.....1,254 ML  
Billabong Escape.....120 ML  
Edward River Escape.....0 ML  
Perricoota Escape.....0 ML  
Wakool River Escape.....0 ML

## Water trade data

Net trade week.....650 ML  
Net trade YTD.....- 8,446 ML

## Water exchange data

(21/09/2020)  
Internal listings (No. & ML).32;2,422.86 ML  
External listings (No. & ML).....0;00.00 ML  
Int. purchasers (No. & ML).35;1,497.00 ML  
Ext purchasers (No. & ML).....0;00.00 ML

Water for sale @ 21/09/20.....3,442.76 ML  
Weighted average sale price.....\$190  
Price range @ 22/09/20.....\$190 - \$600  
Buy offer range @ 22/09/20.....\$180 - \$100

## Rainfall and evaporation

15/09/20 – 21/09/20 (weather.csiro.au)  
..... Rain..... Evap  
Finley.....10.1mm.....23.7mm  
Tullakool.....0mm.....26.2mm

## Storages\*

mdba.gov.au  
Dartmouth.....2,164 GL ↑.....56 % ↑  
Hume.....1,975 GL ↑.....66 % ↑  
Lake Victoria.....671 GL ↑.....99 % ↑  
Menindee Lakes.....471 GL ↑.....27 % -  
Total Storage.....5,281 GL ↑.....57 % ↑

## Rivers\*

mdba.gov.au  
Murray @ Doctors Point .....4,306 ML/d  
Murray d/s Yarra. Weir.....7,565 ML/d  
Goulburn @ McCoy Bridge.....2,398 ML/d  
M'Bidgiee d/s Balranald .....1,253 ML/d  
Darling @ Burtundy.....95 ML/d  
Flow to SA .....10,288 ML/d  
Murray to the sea .....10 gates open

\*This information is provided for general reference purposes only. Murray Irrigation takes best endeavours to ensure accuracy. Data taken from sources as at 10.00am Tuesday.