



# Season Operating Plan



2021/2022



# Contents

<b>1</b>	<b>About the Season Operating Plan.....</b>	<b>3</b>
1.1	Purpose of the Season Operating Plan .....	3
1.2	2021/22 Season Operating Plan key topics: .....	3
1.3	When will we communicate to you? .....	3
1.4	How will we communicate to you? .....	3
1.5	What do you need to do? .....	3
1.6	Other useful documents .....	3
<b>2</b>	<b>Water Delivery.....</b>	<b>4</b>
2.1	Getting water to you.....	4
2.2	12-month Irrigation Cycle .....	4
2.3	Operating Modes .....	4
2.4	Regular Operations.....	4
2.5	Winter Operations.....	6
2.6	Unused domestic 2ML deemed usage credit .....	6
<b>3</b>	<b>Maintenance Strategy .....</b>	<b>8</b>
3.1	Drainage water in maintenance zones .....	8



# 1 About the Season Operating Plan

## 1.1 Purpose of the Season Operating Plan

This Season Operating Plan in conjunction with the Customer Charter form Murray Irrigations' commitment to customers and describe the service levels for customers. The Season Operating Plan is released on an annual basis in line with the [Distribution Rules Policy](#).

## 1.2 2021/22 Season Operating Plan key topics:

- 12-month Irrigation Cycle
- Regular Operations Mode
- Winter Operations Mode
- Three year planned maintenance strategy

## 1.3 When will we communicate to you?

Murray Irrigation will keep customers up to date with any changes to service levels, operating modes and key dates as we move through the Irrigation Season.

## 1.4 How will we communicate to you?

Communication to customers will come in many forms, including through Talking Water, Operational Updates, SMS, surveys and via the company's website.

## 1.5 What do you need to do?

To ensure you are kept up to date please check your contact details are correct, by logging into your [Customer Portal](#) and accessing your contact details via the Water Ordering tab.

To subscribe to Talking Water complete the online subscription on the company's [website](#).

Customers are also encouraged to participate in the Water Intentions Surveys that will be released throughout the irrigation season. These surveys help the company to determine irrigation requirements, improve reliability and improve system efficiencies.

For further assistance or to update your details contact Customer Operations via email [customersupport@murrayirrigation.com.au](mailto:customersupport@murrayirrigation.com.au) or via phone 1300 138 265.

## 1.6 Other useful documents

The [Customer Charter](#) can be found on the Murray Irrigation Website.



## 2 Water Delivery



Murray Irrigation is focused on ensuring it contributes to a strong, confident, and sustainable future for the company and its customers. The Customer Operations Department is responsible for service delivery to customers.

To deliver a best-in-class service, Customer Operations focuses on system efficiency and providing transparent and consistent service levels that align with each mode of operation.

Murray Irrigation has now transitioned to a 12-month irrigation cycle to provide increased access to water over an extended period for customers.

### 2.1 Getting water to you

Murray Irrigation is licensed by the NSW Government to divert water from the river system and deliver it to customers through the company's infrastructure.

Murray Irrigation places an order with WaterNSW to supply customers through the Mulwala and Wakool offtakes. Daily orders are lodged with WaterNSW.

It is a requirement for Murray Irrigation to place a four-day advance order to ensure consistent and reliable supply of water to customers.

### 2.2 12-month Irrigation Cycle



Murray Irrigation has introduced a 12-month Irrigation Cycle. This model has been created to maximise the water available to customers year-round.

The 12-month Irrigation Cycle works to operating priorities and seeks to establish customer expectations each season.

To allow this to occur Murray Irrigation will operate the Irrigation Network in either Regular Operations or Winter Operations.

- Regular Operations – Typically from August to May and aims to balance customer flexibility and water savings.

- Winter Operations – Typically from May to August and incorporating the three-year rolling maintenance strategy. It aims to reduce the impact of the maintenance strategy on customers whilst maximising water access.

### 2.3 Operating Modes

Murray Irrigation's Operating Modes describe how the system will be operated under the 12-month Irrigation Cycle. The Operating Modes are agreed service levels, with customer expectations defined for each mode of operation.

Customers are asked to familiarise themselves with the operating modes, as ordering and operational requirements differ between modes.

Murray Irrigation will apply the following principles in all operation modes:

- Safely operate the system to return the most practical conveyance savings possible
- Endeavour to satisfy customer requirements within operating parameters
- Work to implement improvements and construction activities within the system
- Support maintenance activities on the company's infrastructure
- Communicate when moving from one operating mode to another
- Manage supplementary events to maximise the yield of the bulk licence.

### 2.4 Regular Operations

Regular Operations describes the conditions that the Irrigation System will be operated in with the aim of balancing customer flexibility and water savings.

Regular Operations will operate under one of three conditions:

- Drought – Mode 1 (0ML – 150,000ML)
- Dry – Mode 2 (150,000ML – 650,000ML)
- Normal – Mode 3 (650,000ML – 1,100,000ML)

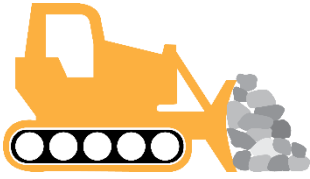
The customer expectations during Regular Operations are clearly defined below.

# REGULAR OPERATIONS

## Balancing customer flexibility and water savings

	Potential Deliveries	<u>Operational Parameters</u>
Mode 3 - Normal	<p>1,100,00ML</p> <p>650,00ML</p> <p>150,00ML</p> <p>0ML</p>	<p style="text-align: center;"><u>Mode 3 - Normal</u></p> <p>Level of service – Two changes per day with maximum potential of further order flexibility</p> <p>Order notice period – Up to one day order notification required</p> <p>Channel Levels</p> <ul style="list-style-type: none"> <li>• Full Supply Level (11.38 -11.44) - Most channels will be operated at this level.</li> <li>• Preservation Level(11.21 -11.37) - May be used temporarily when no demand or intentions in the channel section</li> <li>• Stock and Domestic Level (11.00 -11.20) - May be used temporarily when no demand or intentions in the channel section.</li> <li>• Drought Level (0.00 -10.99) - May be used temporarily when no demand or intentions.</li> </ul> <p>Stock and Domestic supply - As normal.</p>
Mode 2 – Dry		<p style="text-align: center;"><u>Mode 2 – Dry</u></p> <p><b>Level of service</b> - Two changes per day with moderate potential of further order flexibility</p> <p><b>Order notice period</b> - 4 days minimum order notification required. Where possible orders will be satisfied earlier.</p> <p><b>Channel Levels</b></p> <ul style="list-style-type: none"> <li>• Full Supply Level (11.38 -11.44) - Channel sections with current or future orders will be operated this level</li> <li>• Preservation Level(11.21 -11.37) -Channel sections upstream of reoccurring orders and channels required for efficient system operation</li> <li>• Stock and Domestic Level (11.00 -11.20) – Channels with S&amp;D outlets and demand</li> <li>• Drought Level (0.00 -10.99) -Channels or spurs with no S&amp;D outlets and no water intentions</li> </ul> <p><b>Stock and Domestic supply</b> – Customers to contact Customer Support if inadequate level for S&amp;D supply</p>
Mode 1 – Drought		<p style="text-align: center;"><u>Mode 1 – Drought</u></p> <p><b>Level of service</b> - Two changes per day with minimum potential of further order flexibility</p> <p><b>Order notice period</b> - 6 days Order notification required</p> <p><b>Channel Levels</b></p> <ul style="list-style-type: none"> <li>• Full Supply Level (11.38 -11.44) -Channel sections with current or future orders will operate at this level</li> <li>• Stock and Domestic Level (11.00 -11.20) - Channels may be operated at this level where S&amp;D water has been requested.</li> <li>• Preservation Level(11.21 -11.37) -Channels that require this level for efficient system operation</li> <li>• Drought Level (0.00 -10.99) - Small channels or spurs with no S&amp;D outlets and no order intentions may be operated at this level.</li> <li>•</li> </ul> <p><b>Stock and Domestic supply</b> -Customer to call Customer Support to arrange supply. Customers may be required to pump from channels or have water delivered. Channels may be pulsed at intervals.</p>

## 2.5 Winter Operations



Winter Operations describes how the system will be operated during the winter period. It aims

to increase the duration of water ordering accessibility while integrating water delivery opportunities and supporting the three-year rolling maintenance strategy.

The Winter Operating mode focuses on:

- Reducing the impact of the maintenance strategy on customers
- Assisting in delivering the strategy on time and on budget
- Minimise the volume of water lost to achieve the maintenance activities
- Maximise the duration of water access to customers
- Supporting the successful achievement of the maintenance strategy
- Maximising a potential Supplementary Event

It provides certainty for customers when placing orders, by advising both 'guaranteed' and 'non-guaranteed' supply periods for water delivery.

Water remaining in the system that is not used by customers during winter operations will enable improved delivery time when system demand increases again avoiding the time needed to re-fill the entire system before water can be delivered.

The customer expectations during Winter Operations are clearly defined over page.



## 2.6 Unused domestic 2ML deemed usage credit

All unmetered domestic pipe outlets are debited with a deemed (assumed) usage of 2ML per outlet at the start of each season, in accordance with the [Distribution Rules Policy](#).

This water allocation debit is applied regardless of whether an unmetered domestic pipe outlet was used or not during the season.

In 2021/22 Murray Irrigation is again offering a 2ML water allocation credit for unused domestic pipe outlets.


Key points include:

- Applications must be made in writing on the relevant form and received by Murray Irrigation no later than Sunday, 31 October 2021. Applications after this date will not be accepted.
- Application forms (Form [WM1](#)) are available from the 'Forms' section of Murray Irrigation's website or by contacting Customer Operations.
- Applicants must clearly identify which pipe outlet(s) their written application applies to. Outlet numbers are generally sign posted at the site of each outlet.
- Applicants must be able to demonstrate that their outlet has not been used for the 2021/22 season.
- Outlet fees will still apply whether or not a domestic pipe has been used.

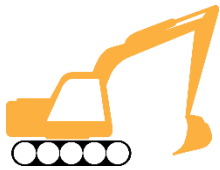
Refer to Murray Irrigation's schedule for [Standard Service Fees](#) for details regarding application costs.

## WINTER OPERATIONS

**Reduce the impact of the maintenance strategy on customers  
Assist the strategy to be delivered on time and on budget**

	Dates to be communicated	<u>Operational Parameters</u>
Mode 3 – Transition out	 <p style="text-align: center;">Date to be communicated</p>	<p style="text-align: center;"><b><u>Mode 3 – Transition out.</u></b></p> <p><b>Level of service</b> – Non guaranteed, service level negotiated with Customer Operations  <b>Order notice period</b> - 6 days Order notification required  <b>Water Intentions:</b> Channel with no water intentions will not be supplied or maintained for irrigation  <b>Diversions:</b> When available used to maximise supplementary events and satisfy demand  <b>Maintenance Zones</b></p> <ul style="list-style-type: none"> <li>● Channels with no water intentions will not be filled.</li> <li>● Priority to complete required works</li> <li>● Last access to supplementary events.</li> </ul> <p>Non Maintenance Zones</p> <ul style="list-style-type: none"> <li>● Channels with water intentions to be raised to full supply, utilising water in the system</li> <li>● Non guaranteed deliveries utilising water in the system</li> <li>● First access to supplementary events</li> </ul> <p><b>Stock and Domestic supply</b> -Customers responsibility to maintain adequate stock and domestic storage until regular operations commence.</p>
Mode 2 – Non guaranteed deliveries	<p style="text-align: center;">Date to be communicated</p>	<p style="text-align: center;"><b><u>Mode 2 – Non guaranteed deliveries</u></b></p> <p><b>Level of service</b> – Non guaranteed, service level negotiated with Customer Operations  <b>Order notice period</b> - 4 days Order notification required  <b>Water Intentions:</b> Channel with no water intentions will not be supplied or maintained for irrigation  <b>Diversions:</b> If available, used to meet shortfall in supply  <b>Maintenance Zones</b></p> <ul style="list-style-type: none"> <li>● Channels drained inline with principles</li> <li>● Orders</li> <li>● Accredited Escapes</li> <li>● Opportunistic drainage water</li> <li>● Non accredited escapes</li> </ul> <p>Non Maintenance Zones</p> <ul style="list-style-type: none"> <li>● Channels with water intentions to be raised to full supply, utilising water in the system</li> <li>● Non guaranteed deliveries utilising water in the system</li> </ul> <p><b>Stock and Domestic supply</b> -Customers responsibility to maintain adequate stock and domestic storage until regular operations commence.</p>
Mode 1 – Transition in	<p style="text-align: center;">Date to be communicated</p>	<p style="text-align: center;"><b><u>Mode 1 – Transition in</u></b></p> <p><b>Level of service</b> - Two changes per day with a moderate level of flexibility  <b>Order notice period</b> - 4 days Order notification required  <b>Water Intentions:</b> Channel with no water intentions will not be supplied or maintained for irrigation  <b>Diversions:</b> Minimised, used to meet shortfall in supply  <b>Maintenance Zones</b></p> <ul style="list-style-type: none"> <li>● Channel preparation for maintenance activities</li> <li>● Customer orders to be satisfied</li> <li>● Opportunistic drainage water may be available</li> </ul> <p>Non Maintenance Zones</p> <ul style="list-style-type: none"> <li>● Air space to be created in channels with no water intentions</li> <li>● Guaranteed customers deliveries</li> </ul> <p><b>Stock and Domestic supply</b> -Customers to plan for stock and domestic requirements in preparation for the Non Guaranteed deliveries mode.</p>

### 3 Maintenance Strategy



The Maintenance Strategy is used by Murray Irrigation to upgrade and maintain infrastructure in the field.

The Strategy aims to balance execution of maintenance activities, increase access to water and retain water in the system. The implementation of the three-year rolling maintenance strategy will see one third of the system closed for maintenance each year.

The Maintenance Strategy provides more ordering flexibility for customers whilst maximising efficiencies in our works program. It provides customers in those zones not closed for maintenance the opportunity to irrigate further into the Autumn/Winter period.

Unplanned maintenance may still take place in non-maintenance zones. Channels may be closed for maintenance early in both zone types where no customer orders are registered. Customer are encouraged to participate in Water Intention surveys to aid this process

A map describing the planned three-year maintenance schedule can be seen below. Customers can view the maintenance zones and scheduled maintenance year for their outlets via their 'My Outlets' tab on their [Customer Portal](#).

#### 3.1 Drainage water in maintenance zones

Channel Drainage Water is provided by Murray Irrigation at times where a benefit can be realised by the company for efficient channel draining ahead of maintenance works.

This could include during Winter Operations or when In-Season Works are undertaken:

- Eligible customers will be notified and provided with information on how to access channel drainage water. Any ordered volume and flow is not guaranteed and is considered opportunistic
- Channel drainage water delivered to a customer will not be debited from the customer's water allocation account
- Usage fees still apply to drainage water deliveries, which are also included within the 120% Delivery Entitlement trigger for the Casual Water Usage Fee
- Customers who are on 'Stop Supply' for financial reasons are not eligible to access drainage water.

