

TalkingWater

Tuesday, 28 January 2020



Murray Irrigation

Deniliquin hosts two water inquiries

Last week, Deniliquin hosted two representatives who are conducting separate federal water inquiries; providing a platform for us to discuss issues affecting the region and provide potential solutions for the long-term. Read more about the visits in the media release [here](#).

Thank you to everyone who took the time to provide their feedback into the submissions, and to those who attended the IIG's Town Hall meeting on the day.

Click [here](#) for Murray Irrigation's submissions to each inquiry.

Changes to ordering start times

Murray Irrigation has changed some outlet operating times to improve operational efficiency.

When ordering water online, customers will notice the new operating times in the water ordering system.

Customers are encouraged to login to the water ordering system to confirm any changes to their outlet's operating time, prior to ordering water.

Call Customer Support on 1300 138 265 with any queries.

Customer Focus Groups

Murray Irrigation will hold another round of customer focus group meetings commencing on Monday, 3 February.

The focus groups are a mixture of private, industry and open forum meetings. Details of these meetings will be sent out later this week along with an outline of the discussion paper to be presented.

The format will be like last year and will include a review of results and actions from previous meetings, discussions to assist communication regarding company initiatives, and feedback on specific topics to assist with strategic planning.

Customer Service

Murray Irrigation provides phone support to customers throughout the irrigation season (7am – 7pm, 7 days per week on 1300 138 265).

Messages can be left on the phone system if calls are made outside of these hours or if operators are busy and will be responded to at the earliest opportunity.

If you have an operational emergency (failure of MIL infrastructure, significant flooding or severe damage) outside of phone service hours, please call Murray Irrigation's emergency line on 1300 657 313 to speak to an operator.

Our Deniliquin and Finley offices provide face-to-face customer service Monday to Friday 8.30am – 5pm. Appointments can be made at Wakool centre if required.

Customers can also use their online customer portal to place orders, trade water, and access water and financial account information.

If you require assistance, please contact Customer Operations on 1300 138 265.

Last chance to apply for Scholarship!

Last chance to apply for the 2020 Greg Graham Memorial Scholarship which closes on 31 January 2020.

Two awards are on offer; The Greg Graham Memorial Scholarship (GGMS) valued at \$10,000 and the Peter Connor Book Award valued at \$3,000. Eligibility and further information, click [here](#).

Certificate I Business starts next week!

A Drought Response Initiative

Fully subsidised skills training for Certificate I Business is available for farmers and businesses impacted by the drought. *Contact your local TAFE to enrol!*

Where: Deniliquin and Finley TAFE

When: first week of February, once a week for 18 weeks, 9.30am-3pm

Announced allocation

Class C General Security	0%
Allocation Advance.....	5%
Water resource distribution	2%

(issued against Delivery Entitlements)

Water availability and deliveries

(28/01/20)

YTD deliveries.....	190,139 ML
Customers.....	49,777 ML
DPIE Deliveries.....	9,413 ML
WaterNSW Deliveries.....	130,949 ML
Weekly Deliveries.....	11,327 ML
Weekly crop usage..26% (Horticulture/other)	
Customer account balance.....	82,033 ML
WE in customer accounts.....	824,200 WE
Vol. % remaining	10%

Channel flows today

Wakool Offtake.....	65 ML
Mulwala Offtake	1,575 ML
Billabong Escape.....	0 ML
Edward River Escape.....	1,200 ML
Perricoota Escape.....	100 ML
Wakool River Escape	0 ML

Water trade data

Net trade week	81 ML
Net trade YTD.....	-18,464 ML

Water exchange data

(27/01/20)

Internal listings (No. & ML)....	13;616.38 ML
External listings (No. & ML).....	0;0 ML
Int. purchasers (No. & ML).....	8;51.5 ML
Ext purchasers (No. & ML).....	0;0 ML

Water for sale @ 27/01/20.....	4,076.64 ML
Weighted average sale price.....	\$.617.38
Price range @ 27/01/20.....	\$.620 - \$800
Buy offer range @ 27/01/20.....	\$.200

Rainfall and evaporation

22/01/19 – 28/01/19 (weather.csiro.au)

.....	Rain	Evap
Finley	4.6mm	57.0mm
Tullakool.....	7.4mm	63.6mm

Storages*

8.30am today (mdba.gov.au)

Dartmouth	1,907 GL	↓	49 %	↓
Hume	587 GL	↓	20 %	↓
Lake Victoria	327 GL	↓	48 %	↓
Menindee Lakes.....	6 GL	↓	5 %	↓
Total Storage.....	2,827 GL	↓	30 %	↓

Rivers*

8.30am today (mdba.gov.au)

Murray @ Doctors Point	12,982 ML/d
Murray d/s Yarra. Weir	8,608 ML/d
Goulburn @ McCoy Bridge.....	1,278 ML/d
M'Bidgee d/s Balranald.....	1,295 ML/d
Darling @ Burtundy.....	0 ML/d
Flow to SA.....	8,136 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.