



## Customer Focus Groups

Murray Irrigation customer focus group meetings commenced yesterday, Monday, 3 February 2020.

The focus groups are a blend of private, industry and open forum meetings.

Open forum meetings will be held at the following venues:

- **Barooga Golf Club, Anteroom** - Tuesday, 11 February at 10am
- **Pretty Pine Hall** - Tuesday, 11 February at 2pm
- **Mayrung Hall** - Wednesday, 12 February at 10am
- **Bunnaloo Hall** - Thursday, 13 February at 10am
- **Finley RS Club** - Thursday, 13 February at 2pm
- **Wakool Services Club** - Friday, 14 February at 10am

Before customers attend a focus group meeting, or complete the Focus Group Feedback form online, it's important to read the [discussion paper](#) and make any notes in the areas provided with questions or comments you may have on the topics.

A link to the online Focus Group Feedback form can be found [here](#).

Please contact Customer Support on 1300 138 265 if you have any additional queries.

## Customer Service

*Note: Due to Customer Focus Groups underway over the next two weeks our frontline service may be impacted.*

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 our 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 the 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! Free Mental Health Workshop

### *A Drought Response Initiative*

The Australian Red Cross is hosting a free mental health workshop in Blighty.

**When:** 9am – 1pm, Wed, 5 February

**Where:** Blighty Recreation Reserve – 79 Blighty Hall Road

The Pretty Pine workshop has been cancelled.

## Job vacancy: Drought Support Officer

A fixed-term position (five months until 30 June 2020) is available at Corowa District Landcare Inc. for a Drought Support Officer.

Click [here](#) for position description and details on how to apply.

Applications close tomorrow, Wednesday, 5 February 2020.

## MDBA weekly report (as at 29 Jan)

The MDBA total active storage reduced by 75GL to 2,617GL (or 31% capacity). Click [here](#) to see the full report.

## Announced allocation

Class C General Security .....	0%
Allocation Advance.....	5%
Water resource distribution .....	2%
(issued against Delivery Entitlements)	

## Water availability and deliveries

(04/02/20)	
YTD deliveries.....	201,332 ML
Customers.....	51,489 ML
DPIE Deliveries.....	9,691 ML
WaterNSW Deliveries.....	140,152 ML
Weekly Deliveries.....	11,193 ML
Weekly crop usage..51% (Horticulture/other)	
Customer account balance.....	81,166 ML
WE in customer accounts.....	825,211 WE
Vol. % remaining .....	10%

## Channel flows today

Wakool Offtake.....	105 ML
Mulwala Offtake .....	1,286 ML
Billabong Escape.....	0 ML
Edward River Escape.....	900 ML
Perricoota Escape.....	100 ML
Wakool River Escape .....	0 ML

## Water trade data

Net trade week .....	455 ML
Net trade YTD.....	-18,009 ML

## Water exchange data

(03/02/20)	
Internal listings (No. & ML)....	15;350.55 ML
External listings (No. & ML).....	1;2 ML
Int. purchasers (No. & ML).....	22;472 ML
Ext purchasers (No. & ML).....	0;0 ML

Water for sale @ 03/02/20.....	3,957.19 ML
Weighted average sale price.....	\$.606.66
Price range @ 03/02/20.....	\$.604 - \$.800
Buy offer range @ 03/02/20.....	\$.585 - \$.580

## Rainfall and evaporation

29/01/20 – 04/02/20 (weather.csiro.au)			
.....	Rain .....	Evap	
Finley .....	0.0mm	52.8mm	
Tullakool.....	0.0mm	56.0mm	

## Storages\*

8.30am today (mdba.gov.au)			
Dartmouth .....	1,872 GL	↓	49 % ↓
Hume .....	568 GL	↓	19 % ↓
Lake Victoria .....	310 GL	↓	46 % ↓
Menindee Lakes.....	6 GL	↓	0.3 % ↓
Total Storage.....	2,756 GL	↓	30 % ↓

## Rivers\*

8.30am today (mdba.gov.au)			
Murray @ Doctors Point .....	11,428 ML/d		
Murray d/s Yarra. Weir .....	8,584 ML/d		
Goulburn @ McCoy Bridge.....	1,210 ML/d		
M'Bidgee d/s Balranald.....	1,507 ML/d		
Darling @ Burtundy.....	0 ML/d		
Flow to SA.....	7,911 ML/d		
Murray to the sea .....	0 gates open		
<small>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.</small>			