



Have questions? Call our friendly Customer Operations team on 1300 138 265 or email customersupport@murrayirrigation.com.au

Murray Irrigation Annual Report

Murray Irrigation's Annual Report has been published and is available on our website, [here](#).

The report captures the company's outcomes for the 2019/20 financial year.

Murray Irrigation AGM

Murray Irrigation's 2020 Annual General Meeting (AGM) will be held from 10.30am on Wednesday, 25 November 2020.

The Company will hold its AGM as a virtual meeting this year, to mitigate risks associated with the COVID-19 pandemic.

An online meeting protects shareholders, employees and officers, and removes any uncertainty associated with, for example, possible further outbreaks and increased social distancing restrictions.

The AGM notice of meeting has now been sent, and full details regarding the AGM, including registration, is available on our website, [here](#).

Voting on AGM resolutions

To be eligible to vote on resolutions at the AGM, a shareholder must have paid all fees presently due and payable to the company by **10.30am on Sunday, 22 November 2020** (that is, at least 72 hours before the meeting).

Please allow sufficient time for payments to clear by this deadline.

If paying electronically, please use your account reference number to enable your payment to be applied promptly.

Allocation announcement

The Department of Planning, Industry and Environment (DPIE) yesterday, announced a ten percent allocation increase for General Security water entitlements in the NSW Murray zone, bringing the total allocation to 36 percent.

You can view the water allocation statement, [here](#).

Customer Charter

Murray Irrigation is reviewing its Customer Charter.

The charter accurately states our commitment to provide quality customer service and provides customers with a standard to measure our performance.

A brief survey has been designed to help us determine the *agreed service levels*, and the preferred communication channels of our customers.

We value your feedback, and encourage all customers to complete the survey, [here](#).



Drought Rebate

Murray Irrigation will apply the Drought Relief Rebate to applicable customer accounts for FY21, once we receive final confirmation from WaterNSW.

We expect to be able to provide you with more information next week.

Until then, invoices are due and payable as indicated.

Note: the rebate applies to Government Water Entitlement fixed charges only.

Portal Password Troubleshooting

When trying to access your Murray Irrigation Customer Portal, you may be directed to a 'server issue' webpage.

Our portal is up and running and your web browser cache may need to be cleared to resolve this issue.

Please phone our Customer Operations team if you require assistance.

Access track clearing underway

Contractors continue to slash along Murray Irrigation's access tracks as part of our standard maintenance program.

Quarterly Invoices

Last issued quarter – One (September)
Issue date – Friday, 9 October 2020
Due date – Monday, 30 November 2020
June 2020 invoices are now overdue.

Announced allocation

Class C General Security.....	36%
Allocation Advance.....	5%
Water resource distribution	2%
(issued against Delivery Entitlements)	

Water availability and deliveries (03/11/2020)

YTD deliveries.....	163,431 ML
Customers.....	144,282 ML
DPIE Deliveries.....	13,781 ML
WaterNSW Deliveries.....	5,368 ML
Weekly Deliveries.....	7,587 ML
Weekly crop usage.....	64% (Rice)
Customer account balance.....	416,488 ML
WE in customer accounts.....	823,844 WE
Vol. % remaining.....	51%

Channel flows today

Wakool Offtake.....	1,202 ML
Mulwala Offtake.....	598 ML
Billabong Escape.....	0 ML
Edward River Escape	0 ML
Perricoota Escape	0 ML
Wakool River Escape	190 ML

Water trade data

Net trade week.....	0 ML
Net trade YTD.....	- 6,117 ML

Water exchange data (02/11/2020)

Internal listings (No. & ML).....	26;2,695.87 ML
External listings (No. & ML).....	0;0.00 ML
Int. purchasers (No. & ML).....	40;2,552.71 ML
Ext purchasers (No. & ML).....	0;0.00 ML

Water for sale @ 02/11/20.....	4,949.01 ML
Weighted average sale price.....	\$134
Price range @ 03/11/20.....	\$137 - \$600
Buy offer range @ 03/11/20.....	\$130 - \$75

Rainfall and evaporation

27/10/20 to 02/11/2020 (weather.csiro.au)	
..... Rain.....	Evap
Finley.....	9.6mm.....33.9mm
Tullakool.....	0mm.....33.5mm

Storages*

mdba.gov.au	
Dartmouth.....	2,328 GL ↑.....60 % ↑
Hume.....	2,434 GL ↑.....81 % ↑
Lake Victoria.....	639 GL ↑.....94 % ↑
Menindee Lakes.....	449 GL ↓.....26 % ↓
Total Storage.....	5,850 GL ↑.....63 % ↑

Rivers*

mdba.gov.au	
Murray @ Doctors Point	12,821 ML/d
Murray d/s Yarra. Weir.....	15,030 ML/d
Goulburn @ McCoy Bridge.....	1,621 ML/d
M'Bidgee d/s Balranald.....	3,238 ML/d
Darling @ Burtundy.....	405 ML/d
Flow to SA.....	10,070 ML/d
Murray to the sea12 gates open

*This information is provided for general reference purposes only. Murray Irrigation takes best endeavours to ensure accuracy.