



Water ordering changes

Customers will notice the water ordering system revert to standard functionality from Thursday, 17 December 2020,

What will change for customers?

- The system will automatically offer the earliest available date for a water order.
- Customers can still submit an *unsatisfied order* to request further flexibility.
- To guarantee supply, four days-notice should always be provided.

This change is in accordance with Mode 2 operations described in the Season Operating Plan and acknowledges the increase in water availability.

General Security Water Allocation

The Department of Planning, Industry and Environment (DPIE) today, announced a three percent allocation increase for General Security water entitlements in the NSW Murray zone, bringing the total allocation to 43 percent.

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

Online 2020 AGM feedback

Last week, we sent a survey to our customers requesting feedback on our online AGM.

Thank you to everyone who took a few minutes to completed it.

For those who would still like to provide feedback, please do so [here](#).

WaterNSW rebate and fee error

The WaterNSW drought rebate was applied to all eligible customers accounts last week.

This covered the period April – Sept 2020.

A fees and prices overcharge error was also corrected on customers' accounts.

For more information, see last week's Customer Update, [here](#)

Christmas Operations

Customer Operations will continue as normal over the Christmas period.

Further information is outlined in [this update](#).

Road Safety

Each Christmas brings more traffic on our roads, including heavy machinery due to harvest.

Please stay safe and ensure you drive to the road conditions.

Snake Safety

With the warmer weather here, the snakes also appear.

Please be alert and keep your work areas clean from debris and tall grass.

[Click here](#) for information which includes what to do if you're bitten and different types of snake bites.

Payment Arrangements

Murray irrigation can help customers to access flexible payment options when experiencing financial hardship.

If you would like to discuss the options available to you, please contact Customer Operations.

Recent La Nina outlook

Bureau of Meteorology (BoM) recently issued an alert about potential flooding and increased rainfall.

Bureau climatologists will continue to closely monitor model outlooks and conditions for further developments to this La Niña event.

Further information about this alert can be found on the BoM [website](#).

Quarterly Invoices

Last issued quarter – One (September)

Issue date – Friday, 9 October 2020

Due date – Monday, 30 November 2020

Sept 2020 invoices are now overdue.

Last week's edition

- Resource Distribution
- Sponsorship Program closed
- Customer phone support
- Office access and QR code sign-in
- Ordered flows
- Water use by crop type

Announced allocation

Class C General Security.....	43%
Allocation Advance.....	5%
Water resource distribution	6%
(issued against Delivery Entitlements)	

Water availability and deliveries (15/12/2020)

YTD deliveries.....	252,020 ML
Customers.....	213,006 ML
DPIE Deliveries.....	18,389 ML
WaterNSW Deliveries.....	20,626 ML
Weekly Deliveries.....	28,760 ML
Weekly crop usage.....	59% (Rice)
Customer account balance.....	426,557 ML
WE in customer accounts.....	823,795 WE
Vol. % remaining.....	52%

Channel flows today

Wakool Offtake	702 ML
Mulwala Offtake	3,361 ML
Billabong Escape	250 ML
Edward River Escape	0 ML
Perricoota Escape.....	100 ML
Wakool River Escape.....	0 ML

Water trade data

Net trade week.....	676 ML
Net trade YTD.....	- 7,814 ML

Water exchange data (14/12/2020)

Internal listings (No. & ML).....	13;1,622.25 ML
External listings (No. & ML).....	0;00.00 ML
Int. purchasers (No. & ML).....	18;753.25 ML
Ext purchasers (No. & ML).....	0;00.00 ML

Water for sale @ 14/12/20.....	5,568.89 ML
Weighted average sale price.....	\$155
Price range @ 15/12/20.....	\$160 - \$600
Buy offer range @ 15/12/20.....	\$150 - \$70

Storages*

mdba.gov.au	
Dartmouth	2,384 GL ↑..... 62 % ↑
Hume	2,110 GL ↓..... 70 % ↓
Lake Victoria	470 GL ↓..... 69 % ↓
Menindee Lakes.....	378 GL ↓..... 22 % ↓
Total Storage.....	5,342 GL ↓..... 55 % ↓

Rivers*

Murray @ Doctors Point.....	12,827 ML/d
Murray d/s Yarra. Weir.....	9,709 ML/d
Goulburn @ McCoy Bridge.....	1,226 ML/d
M'Bidgee d/s Balranald	2,068 ML/d
Darling @ Burtundy.....	591 ML/d
Flow to SA.....	12,524 ML/d
Murray to the sea	12 gates open

*This information is provided for general reference purposes only. We take best endeavours to ensure accuracy.

Resource links

[MDBA weekly report](#)

[NSW Water allocation statements](#)

[Rainfall and evaporation](#)

[Barmah Choke trade balance](#)