

Our maintenance strategy

Published March 2021



Murray Irrigation

Murray Irrigation's winter operations follow a three-year maintenance strategy that provides more ordering flexibility to our customers and greater efficiencies in our works program.

What is the three-year planned maintenance strategy?

Murray Irrigation's planned maintenance strategy is implemented as a rolling three-year works program. Planned maintenance activity is conducted on one-third of the system each year.

Why is the maintenance done this way?

Our maintenance strategy provides increased access to water over an extended period for customers. The three-year program allows customers to better plan crop types and irrigation programs for the long term.

Retaining water in the system, where possible, improves system efficiency and improves delivery times when system demand increases.

Which Maintenance Zone am I in?

All customers across our footprint are within a maintenance zone, which determines which year they will see scheduled maintenance occur.

Customers can also view the maintenance zones and scheduled maintenance year for their outlets via the "My Outlets" tab on their [Customer Portal](#).

See zone map over page

What will happen in my zone?

Planned maintenance zone

Water delivery will be guaranteed until a set date for each zone and supply will not be available after this date.

The guaranteed dates for each zone will be published by Murray Irrigation.

Stock & domestic customers should evaluate their requirements prior to the end of the guaranteed period to ensure they have sufficient supply for the winter operating period.

Channels may be closed for maintenance early where no customer orders are registered.

Non-planned maintenance zone

Water delivery will be guaranteed until a set date for each zone.

Non-guaranteed supply will be provided through the period of Winter Operating Mode.

The guaranteed dates for each zone will be published by Murray Irrigation

Maintenance may still take place in non-maintenance zones if needed and customers will be notified in the planning stages if required.

Channels may be closed early for maintenance in both zones if no customer orders are registered.

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What do I need to do?

It is important that all customers complete our Autumn Irrigation's Intention survey *and* place their orders as early as possible to ensure your request for delivery of water is registered, regardless of which zone you are in.

The information provided through the survey enables us to improve our planning to maximise customer access, where possible, alongside efficient delivery of the maintenance program.

