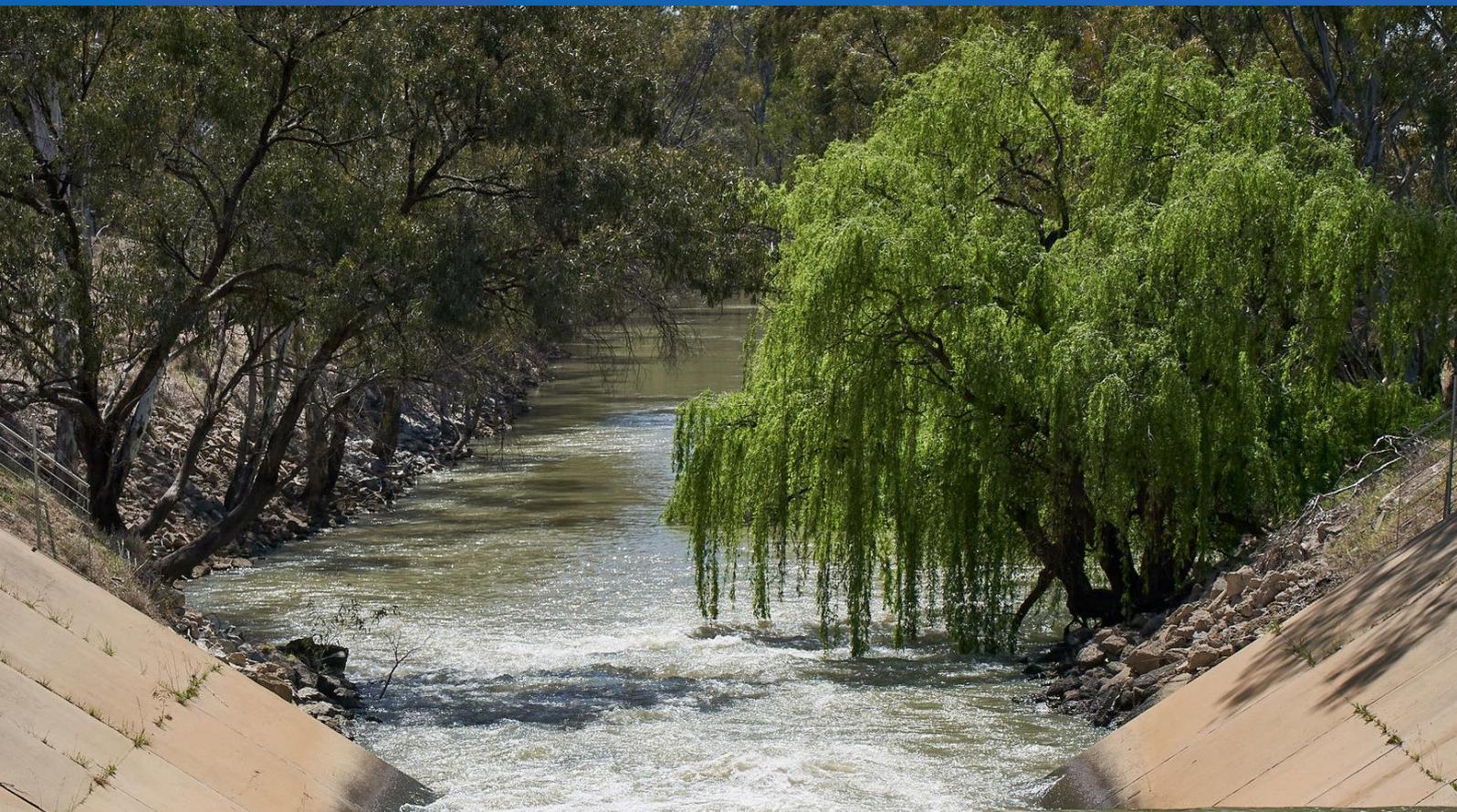




Murray Irrigation

# Customer Charter

November 2020



# About the Customer Charter

## Purpose of the Customer Charter

This charter is an expression of Murray Irrigation's commitment to providing high and consistent service standards.

## What does the Customer Charter do?

This charter describes the standards of service that Murray Irrigation customers can expect from the company. This charter also describes the rights and obligations of Murray Irrigation and its customers.

## What does it deal with?

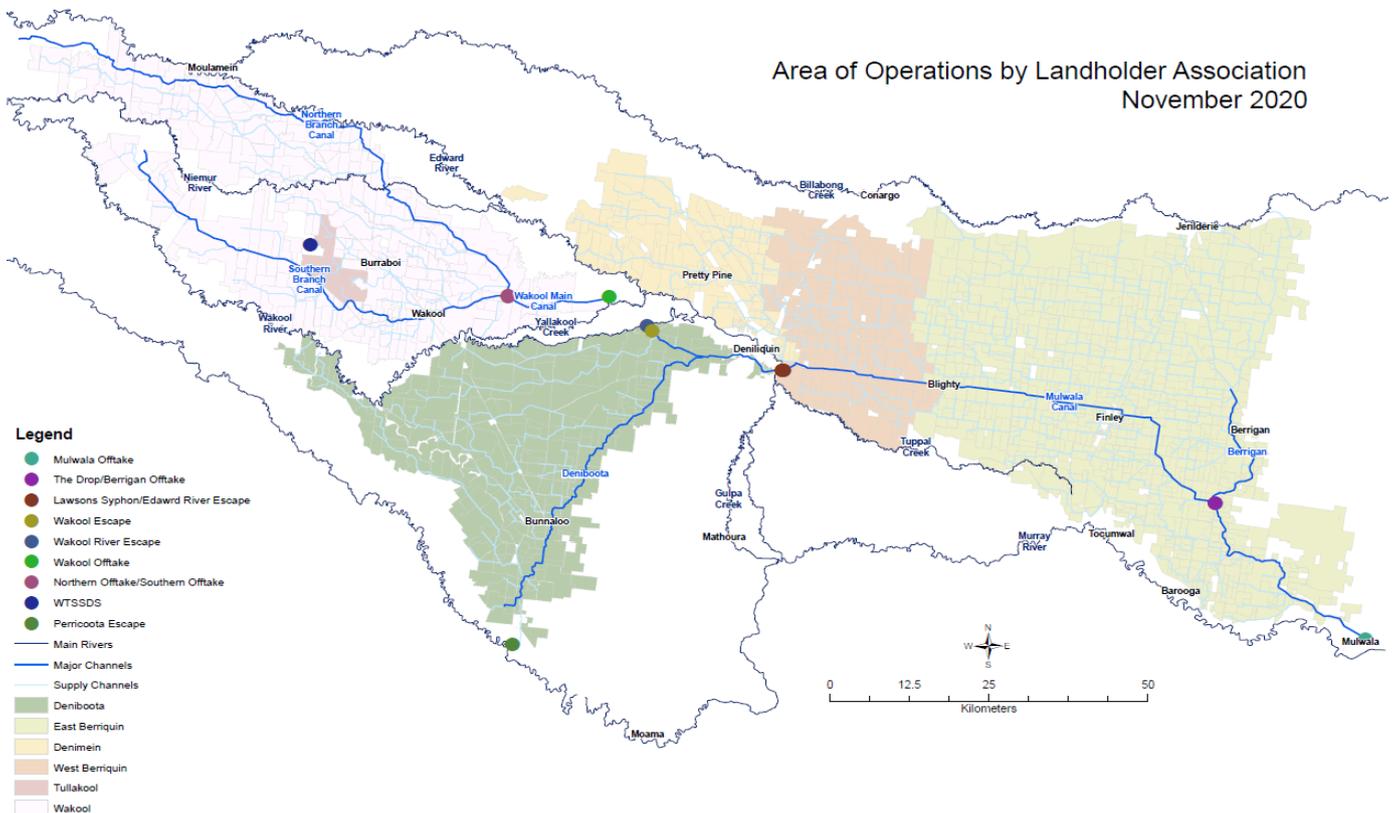
This charter outlines our communication standards and how our customer feedback can help us provide a quality service.

Our operating performance and service standard levels:

- Customer information on water delivery, accounts, payments, access points and shareholder funded works.
- Maintenance and servicing of assets, access to landholdings, compliance and Season Operating modes.

## Area Map

Murray Irrigation's footprint extends from Lake Mulwala to Moulamein. The area of operation is divided into five main zones East Berriquin, West Berriquin, Denimein, Deniboota and Wakool/Tullakool.



# Our commitment to our customers

## Personalising each experience

The delivery of our services will be welcoming and inclusive, with open and respectful communication underpinning all interactions.

## Providing consistent service levels

We will apply a uniform approach to customer service every time you contact us or request a service.

## Being accessible

We will be accessible to all customers through our call centre, on-line services and engagement activity.

## Being present

Our highly trained staff will endeavour to resolve or action your enquiry at the point of contact and remain present through to the resolution of your request.

## Our knowledge and understanding

Murray Irrigation staff will be able to answer to a wider variety of questions or appropriately refer enquiries. We will ensure all customer interactions are relevant and significant to the individual customer.

## Provide timely and accurate information

We will make it easy for you to contact us and strive to ensure our communication platforms suit your needs. We will continue to ensure this information is reliable and timely.

## Build strong relationships with customers

- Keep you informed
- Listen and acknowledge concerns
- Consult with you regularly and consider your feedback in our decision making
- Keep you informed about changes to our services, that are relevant to you
- Monitor our performance and service levels every year to ensure we continue to improve.

## We will respect and protect your privacy

We will only collect the information we need to conduct our business and will strive to keep your information up to date. Private or personal information will not be released without your consent unless we are reasonably and lawfully required to do so.

## Respond to your issues and concerns

If you contact us, we will ensure you receive a timely, reliable and accurate response. We will respond within two business days and explain the resolution process for your query.

## Customer Charter Review

The review process for this charter will commence in March 2022.

# Your commitment to Murray Irrigation

To ensure that we can continue to improve and provide you with the best service we rely on:

- Your participation in surveys to assist us with improving our service to customers.
- Contacting us when you have a question or require assistance.
- Respectfully tell us when we are not performing to drive continuous improvement.

## Enquiries

Murray Irrigation will address all enquiries and requests for assistance in a timely, courteous and helpful manner. The customer will be informed of the name/s of our employee/s handling the enquiry.

### You can reach us:

#### by email to

[customersupport@murrayirrigation.com.au](mailto:customersupport@murrayirrigation.com.au)

in writing addressed to PO Box 528, Deniliquin NSW 2710

by calling T. 1300 138 265.

## Further Information

The charter is available on our website, [www.murrayirrigation.com.au](http://www.murrayirrigation.com.au) or a hard copy can be collected from any Murray Irrigation office on request.

For further information about this charter, contact Murray Irrigation.

## Service standards

Murray Irrigation Service Standards	Target
Inward calls satisfied at the first point of contact	80%
Response to inward interactions relating to, complaints, complex service requests, quality issues	2 days
Water orders delivered in less than or equal to 4 days order notice	100%
Unplanned order interruptions per irrigation season.	No more than 3
In Season Works minimum notification period to customers	7 days
Winter Operations access	2 out of 3 years

### Consultation & Engagement

Murray Irrigation is committed to involving our customers in issues relating to our programs and services. Through forums and other engagement activities, we will gain community input, expertise and advice relating to service planning and decision-making processes.

### Privacy

Murray Irrigation is committed to protecting your privacy.

Murray Irrigation reserves the right to request and verify the identification of individuals requesting personal information. Where Murray Irrigation holds information that you are entitled to access, Murray Irrigation will endeavour to provide you with a suitable means of accessing it, such as by email or mail, or inspecting the record.

You may request Murray Irrigation to correct, amend or update your personal information.

In the case of customer contact details, by lodging a 'Form 2: Change of Contact Details' signed by the customer, available from [www.murrayirrigation.com.au](http://www.murrayirrigation.com.au) under [Customers > Forms](#);

## Services

### Obligation to provide service

Subject to the Act and the Entitlements Contract, if a Customer's property is connected to a system, Murray Irrigation will provide the relevant service in accordance with this Customer Charter.

### Water Ordering

Murray Irrigation provides a seven-day water delivery service to customers.

This means that customers can start, finish, and make changes to water deliveries on all days including weekends and public holidays, via the water ordering system.

Advance notice of four days for starts and/or increases to orders is required for guaranteed availability.

### Water order notice

All outlets can be operated with the following benefits, in line with season operating mode communicated by Murray Irrigation.

- The ability to start/finish or change your water orders twice during a 24-hour period, subject to channel constraints.
- Order duration can be in 12 hourly increments (rather than 24-hour increments).
- Orders/changes must be placed before 6:30am or 6:30pm for that order to be considered for activation in the next 12-hour period. These time restrictions are automatically managed by the water ordering system.

### Manually operated outlets

Outlets that cannot be operated remotely are known as Manual Outlets and require a different management regime under automated operations.

The following service level will be provided to manual outlets:

- Manual outlets will be operated by a Murray Irrigation employee at one (1) change per day. However, the time it opens, or changes may vary each day due to demands of the automated system.
- Requests for order start/changes are to be placed prior to 6.30am through the water ordering system. Advance notice of four days is still required for guaranteed availability.

### **Not taking water**

Customers who do not adhere to their ordered flow rate and start/stop times may have their access to the irrigation water ordering system restricted and/or have their outlet maximum flow rate capped.

### **Supply levels**

The Supply Level is a minimum of 380 mm and a maximum of 440 mm from the sill of the Meter, (based on the historical dethridge wheel) or any other level or range determined by Murray Irrigation and set out from time to time in the Annual Operating Plan.

Murray Irrigation may establish a higher Supply Level than 440 mm for a Customer if the Customer has paid the cost of designing and constructing any necessary upgrade to the Company's Works.

A higher Supply Level will not be available if Murray Irrigation determines that there would be an adverse impact on other Customers or operational requirements.

### **Stock and Domestic**

Customers with approved Stock and Domestic points of supply are able to access water at any time throughout the irrigation season during periods of supply.

Customers are automatically debited 2ML annually for a stock and domestic supply.

We recommend customers provide adequate storage for 6 weeks normal use.

Dams must not exceed 2ML in capacity and all stock and domestic supply points must be piped to a dam, tanks, troughs or directly to a house. All other stock and domestic arrangements are considered non-compliant.

Water quality may vary dependent on external conditions such as blue green algae and may render water unsuitable for use for a considerable period of time.

### **Water Allocation**

Murray Irrigation will provide current advice and information on water allocations, as received from the NSW Resource Manager, and will be communicated to customers through Talking Water and our website.

### **Out of water and Casual Usage**

Murray Irrigation will provide current advice and information, via SMS and/or on our website, on water allocation, consumption and water trade, to assist Customers in avoiding casual usage charges and interruptions to supply.

### **Water supply quality**

Murray Irrigation does not guarantee the quality of water delivered to customers through the supply system. Water supplied by Murray Irrigation to customers is not potable. This means that water supplied by Murray Irrigation is not suitable for humans to drink.

Additionally, Murray Irrigation does not guarantee the quantity or quality of water extracted from the stormwater escape system.

Murray Irrigation notifies customers via Talking Water of any known water quality concerns about water that is being delivered at the Mulwala Canal and/or Wakool Canal offtakes.

Customers are also advised that, in some locations, there might be temporary periods of reduced water quality due to channel maintenance requirements. Any such event will be communicated with customers. Murray Irrigation is a member of the Murray Regional Algal Coordinating Committee (MRACC). The MRACC provides regular updates on the level of the blue-green algae within the Murray System.

Murray Irrigation will communicate with customers in the event of high levels of blue-green algae.

### **Off Allocation water**

Murray Irrigation may declare that off-allocation water is available to be ordered for delivery by eligible Customers in accordance with the Contract

### **Supplementary water**

Supplementary Water access is announced by WaterNSW.

In times of a Supplementary announcement, Murray Irrigation will manage the event to maximise the yield of the bulk licence. This may or may not include offering Supplementary Water access to customers.

In periods where Murray Irrigation does elect to announce internal periods of Supplementary Water access, the event will be managed with the view to maximising water availability to Murray Irrigation's customers.

Details of any supplementary events will be communicated to customers via email and SMS.

## Restriction of Supply

In some circumstances it may be necessary for Murray Irrigation to apply flow restrictions to a customer's order. This will usually occur when the demand on the irrigation system is greater than capacity.

Unless otherwise negotiated with customers (e.g. rescheduling), when Murray Irrigation needs to apply restricted flow rates, it will do so in accordance with the Distribution Rules Policy.

Further details can be found in Clause 8 of the Distribution Rules Policy, available on the Murray Irrigation website under Corporate/Company Policies. Any interruptions or alterations in customer orders will be communicated to them.

## Communication

Murray Irrigation issues a weekly customer newsletter called 'Talking Water'. This single page newsletter is issued each Tuesday and includes industry news and information on key issues such as official company announcements, operational updates, water availability and usage, trade data, channel flows, rainfall figures and up to date MDBA storage and river flow information, upcoming events, and various other matters of interest to Murray Irrigation's customers.

You can register to receive Talking Water by emailing [customersupport@murrayirrigation.com.au](mailto:customersupport@murrayirrigation.com.au) or completing the online subscription on the company's website.

### SMS and email notifications

Customers can register to receive various automated SMS/email notifications from the water ordering system. Notifications available include:

- allocation, drainage water and Supplementary announcements • Insufficient water notices - not enough water in the account to cover the order
- order confirmation
- order ending – four-day alert (for orders longer than four days)
- order end alert
- order starting – four-day alert
- order start alert
- out of water - allocation account is approaching a zero balance.

These notifications can help customers manage their water allocation account and can reduce the risk of delays or interruptions to irrigation programs. Customers are encouraged to access these options through the Customer Portal.

### Proactive SMS communication

Murray Irrigation uses SMS to communicate key activities and information to customers in real time. These can include:

- Stock and Domestic availability
- water allocation account changes
- casual usage – exceeded threshold
- weed spraying

Customers who wish to receive SMS notifications, can register by contacting our Customer Operations team.

### Customer Portal messages

Customers can contact Murray Irrigation via the Customer Portal. Messages sent via the Portal will be reviewed and responded to by the Customer Operations team.

### Communication platforms

To achieve effective communication and positive outcomes for customers, the most appropriate methods must be applied to each engagement process.

The communication method is determined based on the following criteria:

- the stakeholder audience
- the type of engagement (i.e. operational, strategic, project, topic based, etc.)
- the timeframe
- the resources available.

SMS
Out of water
Casual usage
Weed spraying
Survey requests
Changes to a customer's water account
Operational updates
EMAIL
Talking Water
CEO Memo
Board updates
Press release
Operational updates
PHONE CALL
Complex cases
Quality issues
Non-Compliance

# Works and maintenance

## Prompt attendance

Murray Irrigation aims to attend to all channel leaks, blowouts, drainage blockages and failures, within three hours of being notified.

## Minimising unplanned interruptions

Murray Irrigation will aim to minimise the effect of unplanned interruptions to services by restoring service as soon as possible.

## Planned Maintenance

Murray Irrigation will provide customers seven (7) days advance notice in the event any planned maintenance activities may interrupt customer service levels.

The SMS/email notification service may be used to communicate these messages.

## Reactive Maintenance

Murray Irrigation will endeavour to minimise the effect on customers during reactive maintenance activities. Customers should experience no more than three supply interruptions per year.

## Winter Operations

One third of the system will be drained for maintenance each winter. Water will be retained where possible within the remaining areas of the footprint. Customers not in the maintenance zones may have extended access to our system.

Water Delivery throughout Winter Operation is not guaranteed.

Murray Irrigation will communicate via Talking Water and Operational Updates which areas of the system may have extended access to our system following an assessment conducted in April of each year.

## Maintenance during winter operations

Future Winter Works aim to balance execution of maintenance, with saving water in channels.

It is planned that the channel system will be drained one in every three years in a systematic and predictable pattern. A map that describes effected areas and further details can be located within the customer portal under outlets and within the Season Operating Plan.

## Measuring water supplied

The supply of water to any customer will be measured by a water meter supplied or approved by Murray Irrigation.

Interim alternative arrangements to measure or estimate water supplied may be agreed to, upon application by the customer.

## Ensuring Access to meters

Customers must ensure that meters are readily accessible for reading and maintenance.

## Supply Point Installation

On payment of the applicable fee, Murray Irrigation will provide a quote, outlining design, supply and installation of new access points.

Where Murray Irrigation completes the works, we retain ownership of approved meters.

Where customers use approved external contractors, customers and contractors will be bound by the defect liability period within the works policy.

## Meter Failure

If a meter is found to be defective, an account for volumetric use will be estimated, based on past consumption history, or circumstances relevant to the property.

If the meter is defective due to normal wear and tear, i.e. not due to wilful damage caused by the customer, Murray Irrigation will replace the meter at no expense to the customer.

## Meter Damage

Murray Irrigation may charge for repair or replacement of the meter on the customer's property where the damage has been caused by wilful acts of the customer. Costs associated with accidental damage caused by the customer will be by negotiation.

## Stormwater escapes and drains

Stormwater can be discharged from landholdings by two methods:

- landholdings with access to the stormwater escape system can discharge stormwater into the stormwater escape system, after approval has been granted.
- Landholdings with no access to the stormwater escape system can discharge water into the supply system after approval has been granted.

Application forms are available via Murray Irrigation's website. Customers can also contact Customer Operations on T. 1300 138 265.

## Reporting leaks

Murray Irrigation requests that customers report water leaks immediately to minimise environmental damage and water losses.

## Unobstructed solar and telemetry access

Murray Irrigation requires notification from customers/property owners prior to the erection of structures or planting vegetation which may cause possible shading to solar and telemetry assets.

## Emergencies

For emergencies after hours (7.00pm and 7.00am) call T. 1300 657 313.

The phone system will support an initial triage response in accordance with the following structure:

- if life is at risk – contact emergency services on 000
- if a Murray Irrigation operational emergency occurs – transferred to an operator
- if not an emergency - leave a message or contact Customer Operations 1300 138 265.

## WaterWell

Murray Irrigation provides benefits to customers through the WaterWell suite of products.

The Annual Resource Management Strategy and water portfolio is reviewed annually.

The Strategy will be communicated with customers through a WaterWell update.

The WaterWell contains four current water products.

### Allocation Advance

The Allocation Advance is an upfront additional allocation to customers. This volume is not required to be paid back and is an additional volume of water provided to customers. Allocated against Delivery Entitlements, it is a shareholder benefit. Triggered at one percent general security announcement Murray Irrigation have approved a 5% allocation advance for the 2019/20 season.

### Sustainability Product

The Sustainability Product is a volume of water made available to eligible customers at a discounted price. The product aims to increase productive water use while improving the financial sustainability of Murray Irrigation. Timing of this sale will be communicated throughout the season.

## Resource Distribution

The Resource Distribution remains a metric of conveyance savings against budget.

Timing of a potential Resource Distribution will be communicated with customers throughout the season to increase transparency and assist with planning.

### Water Users Credit

The Water Users Credit aims to encourage, and reward water use within the footprint through compliant meters.

### Further Development

Murray Irrigation is committed to continuing the development of the WaterWell suite of products and will engage with customers during the development of any new products.

## Billing

### Liability for charges

Customers are liable for and required to pay the appropriate fees and charges for the services provided.

Fees and charges are approved by the Essential Services Commission and the Act, as applicable.

### Variation of charges

Murray Irrigation reserves the right to vary fees and charges from time to time in accordance with the Act, our approved service standards and any determination of the Essential Services Commission.

We may calculate a pro rata charge to affect a variation in charges where the variation date falls within a billing period.

### Notification of charges

Murray Irrigation will notify customers of our Fees and Prices Schedule annually, and if there are any changes, prior to the changes taking effect.

In addition, these changes will be available on our website and details can be provided upon request.

### Payment of Fees and Prices

The customer must pay the fees shown as payable on each statement issued.

Murray Irrigation may, at any time, vary, amend, supplement or replace the fees and prices schedule by giving 10 business days' notice to the Customer.

Customer charges are billed quarterly, except those with a Domestic Supply Agreement, who are billed annually. Murray Irrigation gives notice of fees in arrears, with the due date for payment stated in the notice.

## Accounts

We will send the customer's statement to:

- the mailing address specified by the customer
- a customer's agent at the mailing address specified by the customer, where a written request is made to Murray Irrigation
- any person authorised to act on behalf of the customer at the mailing address specified by that person. If no mailing address has been provided, the invoices will be delivered to the physical address of the property in respect of which the charges have been incurred, or to the customer's last known address.
- If the customer does not notify Murray Irrigation of a change of address, the account will be treated as having been delivered if sent to:
  - the property to which the services are available or provided
  - the customer's last known postal address.
- Customers can expect to receive accounts that are legible, clear, itemised and will include information as detailed below, where applicable:
  - date of issue
  - the customer's billing address and account number
  - enough information for the customer to verify that the charges on the account are correct and to show how they were calculated
  - enough information for the customer to verify that the charges on the account are correct and to show how they were calculated
  - the volume of water and the usage period for which the customer is being charged
  - the amount the customer is required to pay and the due date by which to pay i
  - the ways in which Customers can pay the account, and available options where a customer may be unable to make payment.
- a telephone number for enquiries about the account

## Interest and other charges

Murray Irrigation will inform customers that interest may be charged on outstanding amounts from the date the debt becomes overdue up until the date that all unpaid amounts are paid in full.

## Debt Management

Murray Irrigation can offer assistance and payment options for customers experiencing financial hardship.

We understand that every customer has unique circumstances and we will work with our customers in managing their account.

Murray Irrigation will ensure that our customers are offered fair and balanced support and that all obligations to our customers are met.

## Action for non-payment

Where the Customer has failed to pay by the date specified in the notice, the customer becomes unfinancial and is in breach of the Entitlement Contract. In such circumstances, the company may exercise its rights under the contract

## Meter readings by Customer

If for billing purposes Murray Irrigation is unable to gain access to read a customer's meter, the customer will be requested to read the meter and advise reading to customer support.

If a customer refuses or fails to read a meter when requested to do so, we may make an estimate of the consumption based on historical data and/or circumstances relevant to the property, but otherwise we may exercise our right to require the customer to provide access.

# Compliance

## Investigations

Murray Irrigation will use a number of means to monitor compliance and detect non-compliances, including the following:

- detection activities, including the use of remote sensing equipment and satellite imagery
- reports of alleged non-compliance from staff members and the community
- random patrols to ensure compliance with the Distribution Policy and Rules
- audits.

All investigations will be undertaken in a professional manner that is objective, fair and impartial, respectful of individuals and ensures the privacy of the individuals involved.

Staff who are related or connected any person alleged to be involved in a non-compliance, will not participate in any investigation.

All alleged non-compliance incidents will be assessed based on a number of criteria including:

- seriousness of the incident
- review of records, including satellite imagery, remote sensing equipment and previous reports
- integrity of the company's policies and legislation
- risk management approach to ensure efficient allocation of resources.

During a non-compliance investigation, evidence of the incident may be gathered in the form of videos, photographs, samples, meter readings, physical evidence and interviews.

Before undertaking a site inspection relating to a non-compliance investigation, wherever possible, customers will be contacted to arrange access to the property.

### **Escalation of compliance actions**

Explanatory note: The escalating compliance actions represent the severity of the response based on the circumstances and severity of the breach being investigated.

## **Complaints and disputes**

### **Customer Complaints**

Complaints may be lodged by telephone or in writing to any office of Murray Irrigation. Any complaint will be dealt with by the appropriate department who will offer a solution under the direction of the department Manager. If a written reply is requested, we will do so within 10 business days.

### **Complaints by Murray Irrigation**

If Murray Irrigation believes a customer has breached any of the obligations described and explained in this Charter, we may take action under the Entitlements Contract and/or by other legal means.

Murray Irrigation keeps a record of all complaints made, the action taken to achieve their resolution, and our responses to the complainants.

### **Resolution of disputes**

Murray Irrigation will resolve, in good faith, any dispute directly with its customers and others affected by our operation.

A dispute is considered to be resolved if we have informed the customer of the decision on the customer's complaint and the outcome of any review, and the customer has not within ten business days:

- sought a further review of the complaint; or
- lodged a claim to an external dispute resolution forum.

## Definitions

<b>Term</b>	<b>Definition</b>	<b>Term</b>	<b>Definition</b>
<b>Act</b>	References to the Act relate to the Water Act 1989 and extend to any amendments or regulations made in accordance with it and, if applicable, to the Water Industry Act 1994.	<b>Allocation</b>	Means the volume of water to which the Customer is entitled from the Company from time to time
<b>Annual Operating plan</b>	Means the Annual Operating Plan published on the Murray Irrigations website from time to time.	<b>Business day</b>	Mean a day that is not Saturday, Sunday or any other day that is a public holiday or a bank holiday in NSW.
<b>Carryover unit</b>	Means the right to carry over to the next Water Year one Megalitre of Water Allocation remaining in a Water Allocation Account at the end of a Water Year.	<b>Communication methods</b>	SMS, Talking Water, press release, Customer Portal, webpage, mail, survey, newspaper, radio, fax, memo, email, phone call, customer meetings, focus groups, one on one sessions, private meetings, Landholder Association meetings, season meetings, operational updates, newsletter, online presentation.
<b>Complaint</b>	Means a written or verbal expression of dissatisfaction about an action, a proposed action or a failure to act by Murray Irrigation, its Employees or Contractors, and directly relates to the service provided by Murray Irrigation, as detailed in this Customer Charter. It includes failure by Murray Irrigation to observe its published policies, practices and procedures.	<b>Customer</b>	Means a person who is the owner and/or occupier of a property connected to Murray Irrigation, and liable for any charges, or a person holding a valid water use licence or water use registration issued pursuant to the Act.
<b>Communication Platforms</b>	Means a range of communication methods including: SMS, web message, written correspondence, email etc. Murray Irrigation may communicate using one or a combination of these methods. Communication Platforms are used to communicate instances of Planned and Unplanned Interruptions, Alerts such as Blue Green Algae and any other information vital to our customers.	<b>Diversion point</b>	Means any point at which water is diverted from the New South Wales Murray Regulated River Water Source (as referred to in clause 4 of the Water Sharing Plan for the New South Wales Murray and Lower Darling Regulated Rivers Water Sources 2003 (NSW)) into the Company's Works.

<b>Customer Charter</b>	Means a document that has been prepared by Murray Irrigation to inform its Customers about the services that it provides. The enforceability of some matters in the Customer Charter is pursuant to the Act and other related legislation.	<b>Interruption</b>	Means an event that restricts / causes non delivery of a customer's water order.
<b>Emergency</b>	Means an unforeseen event which requires immediate attention.	<b>Planned maintenance</b>	Means maintenance activities that are not reactive and is scheduled with at least seven days' notice to customers.
<b>Meter</b>	Means a water measurement apparatus used to measure and account for water.	<b>Restricted Flow Rate</b>	Means an equal share of the available flow, as determined by the Company
<b>System Maintenance</b>	<p>Murray Irrigation infrastructure department develops and executes all maintenance and asset management activities within the business</p> <p>To execute periodic maintenance activities (de-silting de-weeding outlet and regulator servicing) in a manner that ensures a reliable and affordable service to customer</p> <p>To use a risk-based approach to extend the life of core assets (channels, bridges, syphons etc) to minimise their overall lifecycle cost to ensure the long-term financial sustainability of the company</p>	<b>Stock and Domestic</b>	Unmetered 75mm piped outlet.
<b>Meter</b>	Means a water measurement apparatus used to measure and account for water.	<b>Restricted Flow Rate</b>	Means an equal share of the available flow, as determined by the Company.
<b>Supply level</b>	Means the level at which water will be supplied to a Landholding.	<b>Water Usage Statement</b>	means a statement prepared by Murray Irrigation setting out particulars of water usage, water availability, crop usage (where applicable) and such other information as Murray Irrigation may determine.
<b>Water order</b>	Means a valid order for the delivery of water by Murray Irrigation to a Customer under the Contract, placed by a Customer in accordance with rule 4 of the Distribution Rules.		

## References and Related Documents

Description
Season Operating Plan
Work Policy
Distribution Rules
Entitlements Contract
Compliance Policy
Fees and Prices Policy
Environment Policy
Stormwater Disposal Policy
Water Act Water Act 2007 (Cth)
Water Management Act 2000 (NSW)
Water Market Rules 2009 (Cth)
Water Charge (Termination Fee) Rules 2009 (Cth)
Water Charge (Infrastructure) Rules 2010 (Cth)
Protection of the Environment Operations Act 1997 (NSW)
Rice Growing Policy
Privacy Policy