

Our promise to our customers

Provide Timely and accurate information

Authentic, factual and prompt

Personalise each experience

Welcoming inclusive open and respectful

Build strong relationships

Listen, acknowledge, consult and inform

Be consistent

Uniformed, efficient, friendly and prompt

Respect your privacy

Private, confidential, considerate and empathetic

Be accessible

Available, flexible, ready and willing

Be present

Attentive, reachable, accountable

Service requests responded within two days



80% of calls resolved at first contact



Extended access to our system for 2 out of every 3 years



Water deliveries within four days



Less than three interruptions per year



Seven days notice for in-season works activity



Your commitment to Murray Irrigation

Tell us

Respectfully tell us when we are not performing, to drive continuous improvement

Connect with us

Participate in surveys and engagement activities to assist us with improving our service to customers.

Further Information

The customer charter is available at www.murrayirrigation.com.au or a hard copy can be collected from any Murray Irrigation office on request.