

Frequently Asked Questions – Invoicing

When does Murray Irrigation invoice customers?

Quarterly invoices are raised for fixed charges and usage fees at the end of each quarter. The quarters end on 30 September, 31 December, 31 March and 30 June each year.

What if I am a domestic only customer?

Customers on Domestic supply only contracts will receive one invoice per year at the end of quarter 4 – 30 June.

When are invoices due to be paid?

Invoices are due to be paid within 60 days from the end of each quarter. Please contact us to discuss your options prior to the due date, if you are having trouble making payment.

Why do we issue statements?

Account Statements are issued to customers each month to assist with management of accounts. Statements reflect what customers currently owe and include all credits which do not appear as separate items on invoices.

What is the difference between receiving my invoice via post or email?

As per our Schedule of Charges, customers who receive their invoices via the postal system incur an annual account administration fee of \$230.41 including GST, while the online account administration fee is \$57.60 – a saving of \$172.81

Apart from saving you money, receiving invoices and statements by email can save you up to 10 days in delivery time.

How do I elect to receive my invoices via email?

To receive future statements and invoices by email, you can submit a Form 2, selecting the box marked email in section 3. This is to authorise us to send your invoices via email. [Download Form 2](#)

What is the Water NSW rebate?

The WaterNSW rebate is part of the NSW Government's Emergency Drought Relief package, which is automatically paid as a credit on bills once Murray Irrigation has received the rebate payment from WaterNSW. The March 2021 Q3 rebate is the final rebate for the 2020/21 season.

How can I find my outstanding balance?

By checking your most recent Statement, or at any time by logging on to your Customer Portal. The details of your latest outstanding balance is available in the Invoices section.

Where can I find the fees and charges?

The complete list of all our fees and charges for each year is available in the Schedule of Charges on our website. [Go to Fees and Prices.](#)

If you have questions, please contact Customer Operations on 1300 138 265 or email us at customersupport@murrayirrigation.com.au