



Have questions? Call our friendly Customer Operations team on 1300 138 265 or email customersupport@murrayirrigation.com.au

Water delivery data

Based on feedback we have received recently; our customers have indicated they would like to see more information regarding the performance of our water delivery services.

To achieve this, we have modified the Talking Water template to include some of the key metrics including:

- The number of outlets operating.
- The ordered versus metered performance of customers outlets.
- An analysis of those outlets which did not receive their order in full.
- The number of frontline interactions, and their resolution at first point of contact.

In future we hope to be able to provide further information such as how many channel sections did not maintain an acceptable operating height (in accordance with the relevant operating mode at the time). As always, we would welcome any other feedback you might have regarding this information.

2021 Chair election

At the Board meeting held 28 October, following the Annual General Meeting, Steve Fawns was elected to the position

of Chair with Noel Baxter returned as the Deputy Chair. Lachlan Marshall commenced his duties as a Member Director alongside Ryan Gleeson and Phil Snowden.

The Board also announced the appointment of two Independent Directors, Trisha Gorman and Robert Burbury, who will commence their four-year tenure at the November Board meeting. The Shareholder update can be found [here](#).

October allocation announcement

Following confirmation with DPIE, a small number of customers have had a volume of water credited to their accounts yesterday to ensure they received 110% allocation against general security entitlements, as announced on the 15th October. If you have any enquiries regarding this change please call Customer Operations.

Invoicing error reversal

Last week an error in our system reposted June 21 Quarter Invoices on all customer's accounts. This has now been corrected and a reversal has been placed on all accounts.

Announced allocation

Class C General Security.....	100%
Allocation Advance.....	8%
Water resource distribution	3%

Water availability and deliveries

(02/11/2021)

Supplementary Licence.....	121,704 units
Supplementary Diversions*.....	121,704 ML
Supplementary Deliveries*.....	94,726 ML
YTD deliveries*.....	242,567 ML
Customers.....	215,023 ML
DPIE Deliveries*	27,544 ML
WaterNSW Deliveries.....	0 ML
Weekly Deliveries.....	30,539 ML
Weekly crop usage..... (Rice)	51%
Customer account balance.....	792,313 ML
WE in customer accounts.....	808,863 WE
Vol. % remaining.....	98%

*Provisional data

Channel flows today

Wakool Offtake.....	1,000 ML
Mulwala Offtake.....	2,100 ML
Billabong Escape.....	0 ML
Edward River Escape.....	531 ML*
Perricoota Escape	5 ML
Wakool River Escape	161 ML*

*Includes DPIE Deliveries

Water trade data

Net trade week.....	2,928 ML
Net trade YTD.....	381 ML

Water exchange data

(01/11/2021)

Internal listings (No. & ML).....	23;3,138.05 ML
External listings (No. & ML).....	1;200 ML
Int. purchasers (No. & ML).....	23; 2,445ML
Ext purchasers (No. & ML).....	0; 0.00 ML

Water for sale @ 01/11/21.....	7,782 ML
Weighted average sale price.....	\$88.00
Price range @ 02/11/21.....	\$87.90 - \$250
Buy offer range @ 02/11/21.....	\$83 - \$50

Storages*

mdba.gov.au

Dartmouth	3,186 GL	↑	83 %	↑
Hume	2,920 GL	↓	97 %	↓
Lake Victoria	661 GL	↑	98 %	↑
Menindee Lakes.....	1,923 GL	↓	100 %	↓
Total Storage.....	8,690 GL	↓	94 %	↓

Rivers*

Murray @ Doctors Point	10,922 ML/d
Murray d/s Yarra. Weir	14,745 ML/d
Goulburn @ McCoy Bridge.....	1,306 ML/d
M'Bidgee d/s Balranald.....	10,332 ML/d
Darling @ Burtundy.....	2,098 ML/d
Flow to SA.....	30,431 ML/d
Murray to the sea	60 gates open

*This information is provided for general reference purposes only. We take best endeavours to ensure accuracy. This data was correct as at 10am, Tuesday, 2 November 2021

Resource links

[MDBA weekly report](#)

[NSW Water allocation statements](#)

[Rainfall and evaporation](#)

[Barmah Choke trade balance](#)

Water Delivery Performance For the period 26/10 - 1/11/2021

