



Have questions? Call our friendly Customer Operations team on 1300 138 265 or email [customersupport@murrayirrigation.com.au](mailto:customersupport@murrayirrigation.com.au)

## Murray Irrigation WaterWell

The WaterWell suite of products aims to increase the volume of water used within the region and increase certainty for customers when business planning through better resource management. 144,218ML has been distributed to eligible customers this season.

### Resource Distribution

The Resource Distribution is an amount of water made possible by cumulative savings made from the efficient operation of the system. It is geared at increasing the value of delivery entitlements and promoting productive water use in the footprint. This season Resource Distribution has allocated 30,483ML to customer accounts.

### Water Users Credit

The Water Users Credit is a five percent per-megalitre credit applied to water accounts based on each megalitre delivered on farm through a compliant outlet. The Water Users Credit is automatically applied to your water allocation account daily. This season 6,020ML has been allocated, this

amount is expected to reach 40,000ML by the end of the season.

### Allocation Advance

The Allocation Advance is an early Allocation distributed to eligible customers to help increase certainty. 68,567ML has been distributed to eligible customers in July this season.

### Sustainability Product

The Sustainability Product is a volume of water offered to delivery entitlement holders to purchase at a discounted market price. 38,804ML has been purchased by customers this year.

### AMRR Rationalisation Product

The AMRR Rationalisation product is a volume of water offered to customers who can support decommissioning of an asset instead of replacement. The product aims at reducing company costs in upgrading assets while promoting on farm water use. 344ML has been provided this season.

### Would you like more information?

An introductory WaterWell [video](#) and [fact sheets](#) are available on the Murray Irrigation website or to discuss your eligibility to access WaterWell products please call Customer Operations.

### Announced allocation

Class C General Security	110%
Allocation Advance	8%
Water resource distribution	3%

### Water availability and deliveries

(23/11/2021)

Supplementary Licence	121,704 units
Supplementary Diversions*	121,704 ML
Supplementary Deliveries*	94,726 ML
YTD deliveries*	275,826 ML
Customers	239,108 ML
DPIE Deliveries	36,718 ML
WaterNSW Deliveries	0 ML
Weekly Deliveries	8,634 ML
Weekly crop usage	(Rice) 88%
Customer account balance	797,908 ML
WE in customer accounts	808,113 WE
Vol. % remaining	98.7%

\*Provisional data

### Channel flows today\*

Wakool Offtake	700 ML
Mulwala Offtake	850 ML
Billabong Escape	39 ML
Edward River Escape	0 ML
Perricoota Escape	6 ML
Wakool River Escape	85 ML

\*Includes DPIE Deliveries

### Water trade data

Net trade week	7,339 ML
Net trade YTD	12,394 ML

### Water exchange data

(22/11/2021)

Internal listings (No. & ML)	21; 4,850 ML
External listings (No. & ML)	1; 200 ML
Int. purchasers (No. & ML)	21; 4,087 ML
Ext purchasers (No. & ML)	0; 0 ML

Water for sale @ 22/11/21	10,906 ML
Weighted average sale price	\$75.00
Price range @ 16/11/21	\$72 - \$250
Buy offer range @ 16/11/21	\$70 - \$50

### Storages\*

mdba.gov.au

Dartmouth	3,273 GL	↑	85 %	↑
Hume	2,953 GL	↓	98 %	↓
Lake Victoria	637 GL	↓	94 %	↓
Menindee Lakes	1,914 GL	↓	100 %	↓
Total Storage	8,777 GL	↑	95 %	↓

### Rivers\*

Murray @ Doctors Point	18,464 ML/d
Murray d/s Yarra. Weir	20,048 ML/d
Goulburn @ McCoy Bridge	3,059 ML/d
M'Bidgee d/s Balranald	9,464 ML/d
Darling @ Burtundy	2,115 ML/d
Flow to SA	30,604 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, 23 November 2021

### Resource links

- [MDBA weekly report](#)
- [NSW Water allocation statements](#)
- [Rainfall and evaporation](#)
- [Barmah Choke trade balance](#)

## Water Delivery Performance For the period 16/11 - 22/11/2021

<b>304</b> outlets operated	
<b>274 (90%)</b> outlets received ordered volume	
<b>30 (10%)</b> outlets did not receive ordered volume	
<b>Acceptable Service Level</b>	
<b>1 (0.33%)</b> outlets were impacted by on farm issues	
<b>19 (6.25%)</b> outlets were affected from other factors. Eg customer requested	
<b>Unacceptable Service Level</b>	
<b>3 (0.99%)</b> outlets experienced poor supply levels	
<b>7 (2.3%)</b> outlets show discrepancies and are under investigation	
<b>Front Line Performance</b>	
<b>27</b> average inward daily calls	
<b>69%</b> of calls resolved at the first point of contact	
<b>12</b> average daily outward phone calls	