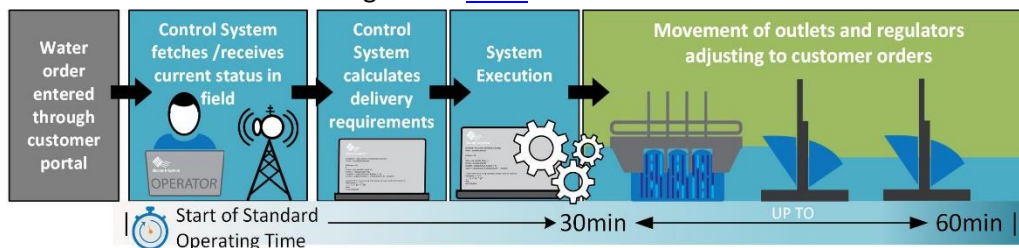




Have questions? Call our friendly Customer Operations team on 1300 138 265 or email customersupport@murrayirrigation.com.au

Outlet operating times

Outlets will now start, finish, or adjust within a 30-minute timeframe after the outlet's standard operating time, as demonstrated in the image below. Previously, outlets removed water from the pool before the regulator had started replenishing the ordered volume. The upgrade to our control system sees the outlet and regulator move together to mitigate channel level fluctuation. *If your outlet is not operating as expected after this 30-minute operational window, please contact Customer Operations.* For further information on the control system upgrade see last week's edition of Talking Water [here](#).



Potential restrictions

Demand for delivery is increasing. It is likely there will be restrictions implemented in parts of the system. To minimise disruption to your flows please ensure you:

- Place orders as early as possible
- 4 days' notice is required to guarantee your supply date
- Continue to place your orders directly into the online water ordering system
- If you are offered a later date than expected, please lodge an unsatisfied order or send a message via the

water ordering system with requested start date

- You will be contacted to advise the earliest available start time in case of an unsatisfied order.

CEO recruitment

Following the resignation of Philip Endley, CEO recruitment has commenced. In line with the company's constitution, Chair Steve Fawns has been appointed temporary Executive Director. Mr Fawns will perform the functions of the CEO while the Board conducts the CEO recruitment process.

Water Delivery Performance For the period 7/12 - 13/12/2021

589 outlets operated	✓
498 (84.5%) outlets received ordered volume	✓
66 (11.2%) outlets did not receive ordered volume	!
17 (2.9%) outlets experienced poor supply levels	✗
8 (1.4%) outlets show discrepancies and are under investigation	!

Acceptable Service Level	✓
24 (4.1%) outlets were impacted by on farm issues	✓
42 (7.13%) outlets were affected from other factors. Eg customer requested early finish	✓

Front Line Performance	👤
55 average inward daily calls	👤
67% of calls resolved at the first point of contact	!
34 average daily outward phone calls	✓

Announced allocation

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

Water availability and deliveries*

(14/12/2021)

Supplementary Licence.....	121,704 units
Supplementary Diversions.....	121,704 ML
Supplementary Deliveries.....	94,726 ML
YTD deliveries.....	325,900 ML
Customers.....	282,893 ML
DPIE Deliveries	43,007 ML
WaterNSW Deliveries.....	0 ML
Weekly Deliveries.....	22,724 ML
Weekly crop usage.....(Rice) 75%	
Customer account balance.....	724,299 ML
WE in customer accounts.....	809,224 WE
Vol. % remaining.....	89.5%

*Provisional data

Channel flows today*

Wakool Offtake.....	1,350 ML
Mulwala Offtake	3,400 ML
Billabong Escape.....	14 ML
Edward River Escape.....	530 ML
Perricoota Escape	0 ML
Wakool River Escape	68 ML

*Includes DPIE Deliveries

Water trade data

Net trade week.....	694 ML
Net trade YTD.....	24,140 ML

Water exchange data

(13/12/2021)

Internal listings (No. & ML).....	7; 533 ML
External listings (No. & ML).....	0; 0 ML
Int. purchasers (No. & ML).....	32; 6,697 ML
Ext purchasers (No. & ML).....	0; 0 ML

Water for sale @ 13/12/21.....	9,774 ML
Weighted average sale price.....	\$63.00
Price range @ 13/12/21.....	\$70 - \$250
Buy offer range @ 13/12/21.....	\$61.01 - \$48

Storages*

mdba.gov.au

Dartmouth	3,363 GL	↑	87 %	↑
Hume	2,945 GL	↓	98 %	↓
Lake Victoria	590 GL	↓	87 %	↓
Menindee Lakes.....	1,750 GL	↓	100 %	↓
Total Storage.....	8,648 GL	↓	93 %	↓

Rivers*

Murray @ Doctors Point	11,477 ML/d
Murray d/s Yarra. Weir	10,950 ML/d
Goulburn @ McCoy Bridge.....	1,049 ML/d
M'Bidgee d/s Balranald.....	8,915 ML/d
Darling @ Burtundy.....	8,076 ML/d
Flow to SA.....	27,916 ML/d
Murray to the sea	34 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, 14 December 2021

Resource links

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