

Restrictions

Restrictions and 4-day waits are now occurring in several areas.

Restrictions are imposed on customer's orders when the demand exceeds the maximum capacity of a channel section. The restricted flow is based on the landholder's flow shares.

When a channel section reaches capacity any new orders or increase requests will be required to wait the 4-day notification period as per the Distribution Rules.

How do customers manage restrictions?

- Place your orders as early as possible and plan for the potential of reduced flows.
- Place an **unsatisfied order** if you are not happy with the future date the water ordering system offers you.
- Your unsatisfied order will then place your request in the queue for a 4 day start at a restricted flow or earlier if capacity becomes available.
- Keep track of your operating orders and finish times. Early notification of order extensions helps us manage high demand.
- With rice PI imminent you may need to start filling earlier to alleviate concerns at critical times due to the potential impact of the peak demand.

How will we communicate through restriction periods?

- Customers impacted in areas affected by restrictions will be directly communicated with.
- When the number of unsatisfied orders on a particular channel indicates that demand is exceeding capacity an SMS warning message will be sent to customers in those areas where restrictions are imminent.
- The day prior to restrictions starting an SMS notification will be sent in the PM detailing the outlets restricted flow rate and expected duration of the restriction.
- A daily SMS update will be sent in the PM whilst the restriction is in place notifying the flow rate for the next period.

How to place an unsatisfied order in the water ordering system?

You will receive the below message when you enter your order – Select **Reject to lodge an unsatisfied order**

Customer Update

7 January 2022



Murray Irrigation



Your order has been altered by the Demand Management System: The order request caused the capacity of the system to be exceeded but an alternative time was successfully suggested for consideration



Accept



Reject

You will then receive the below message - Select **Continue**



Continue to submit Unsatisfied Order ?



Continue



Cancel

This will then place your order as an unsatisfied request and put you in the queue to receive your order as soon as capacity is available or at a restricted flow in 4 days.

Have further questions?

Call our Customer Operations Team on 1300 138 265.