



Concerned about restrictions?

Following last week's [Customer Update](#), the below DO's and DON'T'S remind customers of the key points to minimise interruption to your water orders, and ensure we manage flow requirements in high demand areas as seamlessly as possible.

DO

- ✓ **Expect all new orders and order increases** to be subject to a maximum 4 day wait
- ✓ **Place orders as early as possible** and consider filling on-farm storage to supplement restricted flows.
- ✓ **Expect** that your flow will be determined by the flow shares on your landholding
- ✓ **Place an unsatisfied** order if you are not happy with the future date the water ordering system offers you.
- ✓ **Understand that by placing your unsatisfied order** you will be in the queue for a 4-day start, at a restricted flow rate, or earlier if capacity becomes available.

DON'T

- ✗ **Delay in updating any order changes** for extensions or increases.
- ✗ **Hesitate in contacting us** if you need help with any of the above.

Management of flow restrictions

Once the demand in an area exceeds the maximum channel capacity your order's daily flow will be calculated against the available flow share on your landholding.

You will then receive an SMS message in the afternoon with your outlets restricted flow rate for the next operating time.

Once the flow rates have been determined for the next operating time on a restricted channel, the flow rate of that order cannot be adjusted until the following scheduled operating time.

In an area where restrictions are being managed any increases in the original requested flow rate will be required to wait 4 days.

Requested flow rates will resume as soon as the demand matches, or is less than, the maximum channel capacity.

In other news

Participate in the Workshop waste survey and Pick a box of Kagome tomatoes! Click [here](#) for details

Announced allocation

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

Water availability and deliveries* (11/01/2022)

Supplementary Licence.....	121,704 units
Supplementary Diversions.....	121,704 ML
Supplementary Deliveries.....	94,726 ML
YTD deliveries.....	453,025 ML
Customers.....	385,472 ML
DPIE Deliveries	67,553 ML
WaterNSW Deliveries.....	0 ML
Weekly Deliveries.....	33,105 ML
Weekly crop usage.....(Rice)	75%
Customer account balance.....	554,925 ML
WE in customer accounts.....	811,653 WE
Vol. % remaining.....	68.4%

*Provisional data

Channel flows today*

Wakool Offtake.....	1,700 ML
Mulwala Offtake	4,600 ML
Billabong Escape.....	240 ML
Edward River Escape.....	1,981 ML
Perricoota Escape.....	5 ML
Wakool River Escape	511 ML

*Includes DPIE Deliveries

Water trade data

Net trade week.....	1,818 ML
Net trade YTD.....	29,313 ML

Water exchange data

(10/01/2022)	
Internal listings (No. & ML).....	23;4,909 ML
External listings (No. & ML).....	0;0 ML
Int. purchasers (No. & ML).....	39; 5,482 ML
Ext purchasers (No. & ML).....	0;0 ML

Water for sale @ 10/01/22.....	11,563 ML
Weighted average sale price.....	\$64.00
Price range @ 11/01/22.....	\$62 - \$250
Buy offer range @ 11/01/22.....	\$57 - \$48

Storages*

mdba.gov.au	
Dartmouth	3,484 GL ↑ 90 % ↑
Hume	2,986 GL ↑ 99 % ↓
Lake Victoria	530 GL ↓ 78 % ↓
Menindee Lakes.....	1,583 GL ↓ 100 % -
Total Storage.....	8,583 GL ↑ 93 % ↑

Rivers*

Murray @ Doctors Point	12,862 ML/d
Murray d/s Yarra. Weir	8,591 ML/d
Goulburn @ McCoy Bridge.....	1,165 ML/d
M'Bidgee d/s Balranald.....	11,627 ML/d
Darling @ Burtundy.....	13,285 ML/d
Flow to SA.....	30,262 ML/d
Murray to the sea	64 gates open

*This information is provided for general reference purposes only. We take best endeavours to ensure accuracy. This data was correct as at 1pm, Tuesday, 11 January 2022

Resource links

[MDBA weekly report](#)

[NSW Water allocation statements](#)

[Rainfall and evaporation](#)

[Barmah Choke trade balance](#)

Water Delivery Performance For the period 4/1/21 - 10/01/22

↓ **677** outlets operated

↓ **534 (78.88%)** outlets received ordered volume

↑ **143 (21.12%)** outlets did not receive ordered volume

Acceptable Service Level

↓ **24 (3.55%)** outlets were impacted by on farm issues

↑ **75 (11.08%)** outlets were affected from other factors. Eg customer requested early finish

Unacceptable Service Level

↓ **22(3.25%)** outlets experienced poor supply levels

↑ **22 (3.25%)** outlets show discrepancies and are under investigation

Front Line Performance

↓ **36** average inward daily calls

↓ **63%** of calls resolved at the first point of contact

↑ **22** average daily outward phone calls