



Control System

The Control System manages the delivery of your water orders through our network of channels via remote technology.

The recent improvements in the Control System now allows Operators to monitor outlets, regulators, and alarms in a live control room environment 24 hours per day, 7 days per week.

Our aim is to find and fix any issues before you notice an impact on the timely and in full delivery of your water. The control system generates early warnings known as "Alarms", on outlets and regulators when they are not performing as intended.

As part of our ongoing improvement, work is continuing on the development and management of these early warning alarms for infrastructure not performing as intended.

Water Delivery

Significant demand continues to occur across the system with rice Panicle Initiation currently occurring or close to ending. Restrictions have been required in some areas and we thank customers for working with us through this high demand period. Your assistance allows

our team to be vigilant and manage customer expectations effectively. Whilst peak demand appears to be easing, customers still need to be mindful of:

- **Extending orders or increasing flows as soon as possible to avoid a 4-day wait.**
- **Placing orders as early as possible to ensure our team can manage the demand efficiently.**

The feedback from a number of our rice growing customers over the past week has been positive regarding the management of their orders and flow requirements. If you have had issues with your delivery, please ensure you let us know so that we can work to improve our service delivery.

Lightning damage to Telecommunications tower

On Friday night the telecommunications tower in Finley was hit by lightning during the electrical storm causing major damage to the licensed radio antenna used to control outlets and regulators.

- Communication was immediately lost with 122 regulators and outlets
- Zero customer orders suffered impacts
- Full repairs were made by 3pm Saturday

Announced allocation

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

Water availability and deliveries* (18/01/2022)

Supplementary Licence.....	121,704 units
Supplementary Diversions.....	121,704 ML
Supplementary Deliveries.....	94,726 ML
YTD deliveries.....	478,896 ML
Customers.....	411,182 ML
DPIE Deliveries	67,714 ML
WaterNSW Deliveries.....	0 ML
Weekly Deliveries.....	25,870 ML
Weekly crop usage.....(Rice)	79%
Customer account balance.....	522,611 ML
WE in customer accounts.....	811,653 WE
Vol. % remaining.....	64.4%

*Provisional data

Channel flows today*

Wakool Offtake.....	1,420 ML
Mulwala Offtake	4,650 ML
Billabong Escape.....	0 ML
Edward River Escape.....	2,345 ML
Perricoota Escape	0 ML
Wakool River Escape	564 ML

*Includes DPIE Deliveries

Water trade data

Net trade week.....	1,427 ML
Net trade YTD.....	30,740 ML

Water exchange data

(17/01/2022)	
Internal listings (No. & ML).....	33;7,294 ML
External listings (No. & ML).....	2;800 ML
Int. purchasers (No. & ML).....	56; 6,647 ML
Ext purchasers (No. & ML).....	0;0 ML

Water for sale @ 17/01/22.....	13,010 ML
Weighted average sale price.....	\$54.00
Price range @ 18/01/22.....	\$50 - \$250
Buy offer range @ 18/01/22.....	\$48 - \$20

Storages*

mdba.gov.au	
Dartmouth	3,532 GL ↑ 92 % ↑
Hume	2,981 GL ↓ 99 % ↓
Lake Victoria	521 GL ↓ 77 % ↓
Menindee Lakes.....	1,587 GL ↑ ... 100 % ↓
Total Storage.....	8,621 GL ↓ 93 % ↑

Rivers*

Murray @ Doctors Point	20,756 ML/d
Murray d/s Yarra. Weir	17,143 ML/d
Goulburn @ McCoy Bridge.....	2,834 ML/d
M'Bidgee d/s Balranald.....	11,315 ML/d
Darling @ Burtundy.....	13,634 ML/d
Flow to SA.....	27,481 ML/d
Murray to the sea	70 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, 18 January 2022

Resource links

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

Water Delivery Performance For the period 11/1/21 - 17/01/22

↓ **590** outlets operated

↓ **492 (83.4%)** outlets received ordered volume

↓ **98 (16.6%)** outlets did not receive ordered volume

Unacceptable Service Level

↓ **20 (3.4%)** outlets experienced poor supply levels

↓ **4 (0.7%)** outlets show discrepancies and are under investigation

Acceptable Service Level

↑ **30 (5.1%)** outlets were impacted by on farm issues

↓ **48 (8.1%)** outlets were affected from other factors. E.g. customer requested early finish

Front Line Performance

↑ **52** average inward daily calls

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

↑ **29** average daily outward phone calls