



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

Water ordering cut off time

Reminder to all customers that the cut off time for placing and changing orders is 6.30 AM & 6.30 PM for the next operating cycle.

Water ordering potential restrictions

Demand from customer's autumn watering programs continues to increase with several areas approaching capacity with 4 days wait and restrictions imminent. The below DO's and DONT'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.

Daylight savings

Daylight saving ends on Sunday, 03 April 2022. For customers placing orders that will end after this date, the water ordering system will automatically reduce the order by an hour to enable lodgement. This will not impact on the finish time, as it will be adjusted to the standard operating time for your outlet.

Sponsorship Program

Our 2022/23 Sponsorship Program opens this Friday, 1 April. For more information click [here](#).

In other news

Finley Irrigation Research & Extension Site Trial Results

Today, Tuesday 29 March, 5.00pm – 6.30pm. Finley Recreation Reserve. For more information click [here](#).

Reboot my soil with David Hardwick

For more information and to register please click [here](#).

Announced allocation

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

Water availability and deliveries* (29/03/2022)

Supplementary Licence.....	121,704 units
Supplementary Diversions.....	121,704 ML
Supplementary Deliveries.....	94,726 ML
YTD deliveries.....	726,121 ML
Customers.....	629,112 ML
DPIE Deliveries	79,984 ML
WaterNSW Deliveries.....	17,025 ML
Weekly Deliveries.....	25,502 ML
Weekly crop usage....(Annual Pasture)	47%
Customer account balance.....	429,672 ML
WE in customer accounts.....	810,253 WE
Vol. % remaining.....	53.0%

*Provisional data

Channel flows today*

Wakool Offtake.....	1,000 ML
Mulwala Offtake	5,250 ML
Billabong Escape	1 ML
Edward River Escape.....	1,113 ML
Perricoota Escape.....	19 ML
Wakool River Escape.....	0 ML

*Includes DPIE Deliveries

Water trade data

Net trade week.....	567 ML
Net trade YTD.....	38,491 ML

Water exchange data

(28/03/2022)	
Internal listings (No. & ML).....	12;4,096 ML
External listings (No. & ML).....	0;0 ML
Int. purchasers (No. & ML)....	25; 2,880 ML
Ext purchasers (No. & ML).....	0;0 ML

Water for sale @ 07/03/22.....	13,826 ML
Weighted average sale price.....	\$19.00
Price range @ 29/03/22.....	\$18.75 - \$200
Buy offer range @ 29/03/22.....	\$16.4 - \$5

Storages*

mdba.gov.au	
Dartmouth	3,592 GL -93 % -
Hume.....	2,698 GL ↑90 % ↑
Lake Victoria	535 GL ↓69 % ↓
Menindee Lakes.....	1,798 GL ↑ ... 100 % -
Total Storage.....	8,552 GL ↑92 % -

Rivers*

Murray @ Doctors Point.....	13,969 ML/d
Murray d/s Yarra. Weir	7,509 ML/d
Goulburn @ McCoy Bridge	3,158 ML/d
M'Bidgee d/s Balranald	7,872 ML/d
Darling @ Burtundy.....	6,649 ML/d
Flow to SA.....	17,695 ML/d
Murray to the sea	40 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, 29 March 2022

Resource links

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

Water Delivery Performance For the period 22/03/22 – 29/03/22

↑ **709** outlets operated



↓ **603 (85%)** outlets received ordered volume



↑ **106 (14.95%)** outlets did not receive ordered volume



Unacceptable Service Level

↑ **23 (3.24%)** outlets experienced poor supply levels



↓ **2 (0.28%)** outlets show discrepancies and are under investigation



Acceptable Service Level

↑ **51 (7.19%)** outlets were impacted by on farm issues



↑ **30 (4.23%)** outlets were affected from other factors. E.g. customer requested early finish



Front Line Performance

↑ **67** average inward daily calls



↓ **61.2%** of calls resolved at the first point of contact



↓ **23** average daily outward phone calls

