



Murray Irrigation

Thursday 16 June 2022

Dear Customer,

From 1 July 2022, Murray Irrigation's fixed and variable fees and charges will increase.

This year's increase, approved by the Board of Directors at its meeting on 26 May 2022, is in two components:

1. An increase of all fixed and variable charges by CPI (5.1%);
2. An additional increase of all fixed and variable charges by 7%

The Board determined that this level of increase was required to address the surging cost of goods and services, which is an issue affecting all industries. Fuel, materials, equipment, and many operating expenses have all had significant cost increases that Murray Irrigation cannot absorb. Your directors have therefore determined that the company must pass on these costs.

The increase also assists the long-term financial sustainability of the company, and strikes the right balance between delivering water and supporting advocacy activities.

At the time of printing, Murray Irrigation had not yet received formal notification of all relevant government pass-through charges. We have therefore listed the maximum amount each respective pass-through charge may be (consistent with recent IPART determinations). These charges are passed on by Murray Irrigation to our customers and must be listed accordingly in our Schedule of Charges. Murray Irrigation will update its Schedule of Charges, if required, upon confirmation of the final amounts from relevant government bodies.

Please find enclosed Murray Irrigation's Schedule of Charges for 2022/23 (Annexure A to the Fees and Prices Policy). The Schedule of Charges is effective from 1 July 2022. Murray Irrigation is required by the *Water Charge Rules 2010* (Cth) to provide all customers with a copy of its Schedule of Charges 10 business days prior to the fees applying. Murray Irrigation's Schedule of Charges is also available on our website under 'Customers' then 'Fees and Prices'.

I wish to assure customers that every effort has been made to reduce costs in our business and the Board is continually looking at ways to achieve financial sustainability, and this includes reviewing the company's financial model.

It should be noted that the only increases in fixed and variable charges since 2019 have been minimal CPI rises. The company continues to improve our asset management, develop our advocacy activities to support water reform and deliver water to you, our customers and owners. We will continue to look for more efficient ways to deliver water, opportunities to promote regional growth and attract water to the region, while balancing the bottom line for our shareholders.

Please contact our Customer Operations team on 1300 138 265 with any queries or if you require further information.

Yours sincerely,

Noel Baxter
Acting Chair, Murray Irrigation Limited