

Transition out of Winter Operations and supplementary access

The Department of Planning and Environment announced a supplementary event for the reaches impacting both the Mulwala and Wakool offtakes, commencing 1 July to 26 July 2022. This announcement is likely to be extended.

Murray Irrigation has commenced the transition out of winter operations, refilling the system, using its supplementary licence to take advantage of the event.

Supplementary access will be provided to customers once the majority of the systems are filled to operational levels, assuming a continuation of the supplementary event.

When may supplementary water be available to me?

Mulwala offtake:

- Diversions are commencing on Monday 25 July.
- The indicative date that supplementary water would be available (operational levels achieved) is between 6-8 August.

Wakool offtake:

- Diversions commenced on Monday 18 July.
- The indicative date that supplementary water would be available (operational levels achieved) is between 9-13 August.
- The Northern system will commence filling upstream of the Neimur syphon Saturday 23 July.

Filling channels to operating levels prior to announcing an internal supplementary event allows us to achieve better channel control and avoid some of the safety and channel integrity incidents experienced last year.

How will I know when I can order water?

Customers in Non-Maintenance Zones:

Customers who require water and are in a non-maintenance zones can place an order now via the customers portal. All orders will be debited as allocated water until the triggers mentioned above are met.

Customer in 2022 Maintenance Zones:

Customers will be notified by SMS with an expected commencement date for deliveries when operational levels are achieved.

Maintenance zones for your outlets are listed in “My Outlets” tab on your [Customer Portal](#).

Further updates on the transition out of Winter Operations will be provided regularly in Talking Water.