

# Fact Sheet – Debt Management Procedure



July 2022

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This information sheet describes the Debt Management Procedure and how it is implemented by Murray Irrigation.

For further details please contact customer support on T. 1300 138 265.

## Murray Irrigation Debt Management Process

### What is the Debt Management Procedure?

The Debt Management Procedure explains how Murray Irrigation manages the financial account balances of customers, and outlines what steps are taken whilst a financial account remains overdue.

Most customers will receive four quarterly invoices, whilst Domestic Supply Agreement customers will receive one invoice annually.

### The Debt Management Process

1. End of quarter – billing period closes
2. Within 14 business days – Invoice issued
3. 60 days from date of invoice – Invoice due, Interest applied to any outstanding amounts
4. 90 days from date of invoice – Customer placed on stop supply
5. 120 days from date of invoice – Letters of Demand sent
6. 180 days from date of invoice – Debt Recovery commences with external agency

Murray Irrigation will contact customers with an overdue financial balance (from day 60) to discuss payment options including, but not limited to, approved Payment Agreements.

If a customer pays the overdue financial balance or enters into an approved Payment Agreement the Debt Management Process is considered complete and no further steps are taken.

Customers on Stop Supply are unable to place water orders or transfer water from their water allocation account. Water can be listed on the WEX for sale with the understanding that any sale proceeds will be applied to the overdue financial account balance.

Customers who have entered into an approved Payment Agreement are considered to be financial and will be taken off Stop Supply.

### Why was the Debt Management Procedure developed?

The Debt Management Process was developed to ensure a consistent approach is applied to all customers. The Debt Management Process also provides a clear explanation of how Murray Irrigation manages overdue balances and the sequence of events that will occur whilst the account balance remains overdue.

The Debt Management Procedure also allows Murray Irrigation to proactively contact customers who have an overdue account to discuss payment options.