



Murrumbidgee Irrigation

DPI Water Allocations

AS AT 15 SEPTEMBER 2017

Stock & Domestic	100%
Town	100%
High Security	95%
General Security	33%
*MI Additional to eligible customers	4%

Storages at 31 January 2018

Burrinjuck	57%
Blowering	41%

EASYWATER

www.mirrigration.com.au
Freecall 1800 822 450

New Director

Congratulations to Hayden Cudmore, who has been elected as our new B class Member Director.



Our privacy statement can be downloaded from our website: www.mirrigration.com.au

Contact MI if you no longer wish to receive this newsletter.

NEWS IN BRIEF

JANUARY 2018 Newsletter

December supply challenges

Water released from our dams (Blowering and Burrinjuck) takes up to seven days to reach our supply network via the Murrumbidgee River. Our customers are only required to order water 48 hours in advance. This means that there is always the potential for a mismatch between supply from the River and our local customer demand. In the lead up to Christmas, and despite our best forecasting efforts, such a mismatch occurred and we were faced with a potential 4-5 days of significant water supply restrictions.

By using our new automated structures differently and working with key Council stakeholders to manage non-essential usage, we reduced the extent and severity of the supply impact on customers to one day of restriction each on the Sturt and Main Canal supply systems.

Our new metering technology was put to good use during this period, helping us identify customers who were taking water without an order or above their ordered flow rate. Our customer service and delivery teams were then able to contact these customers, and ensure their supply was adjusted so as not to impact other customers.



Photo: A temporary pump at East Mirrool Regulator was used in December 2017

NOTICE – Extended winter shutdown - Sturt Canal

We have commenced modernisation works throughout the south-western part of our network as part of our shift to automation. While some works are being done throughout the current irrigation season, to complete the major works there will be an extended 2018 winter shutdown period for this part of the network. Areas impacted include the Sturt Canal and Benerembah channel systems, as well as the Tabbita and Wah Wah districts.

Channel widening works on the Sturt and Warburn channels will commence in early March. We will also be undertaking automation works in Widgelli and Bilbul in March, including provisions to pump-around structures, to enable construction while we continue to deliver water.

If you have any questions or would like more information on the modernisation works or expansion opportunities please call (02) 6962 0200.

EASYWATER – Please remember to give notice for a change to orders

Our planners finalise all water orders for the following day by mid-morning. This means that to be included in the plan and running sheet for our Division Operators, any changes to operating orders need to be notified as soon as possible but no later than 10am on the day before the change is required. Changes notified after time may not be able to be implemented. Changes to operating orders can be made easily via EASYWATER Phone or EASYWATER Online

To access EASYWATER, see our website www.mirrigration.com.au or phone 1800 822 450. If you require assistance using EASYWATER call (02) 6962 0200 or call in to the Griffith or Leeton offices.

Wah Wah Stock & Domestic Pipeline Project: Gunbar Water Pipeline works in full swing

Works on the Gunbar Water Pipeline have commenced, with PVC pipelaying underway at the Main Pump Station site. The project is scheduled for completion in late 2018.



Photo: PVC pipe laying at the Main Pump Station site

Customer services – making it easier to do business with us

Another 10 forms bite the dust

We are simplifying our customer services processes by reducing the need to fill in forms. Last year we significantly reduced the number of forms you need to fill in when doing business with us and next week we will be removing a further ten. This means that some of the things you used to sign you will now be able to do over the phone or with one form not three!

Introducing our new phone system

Last year we installed a new phone system to replace our very old PABX. The new system means that when we call you will now see our 6962 0200 number come up so you'll know the call is from MI. The new system has also provided some call data enabling us to better understand your frustration in waiting on line for us to answer your calls. Some customers were waiting for up to ten minutes for their calls to be answered and others hanging up in frustration. So, to make it easier for our customers to do business with us, from March you will be able to help us prioritise customer calls. By identifying yourself as a customer your calls will become our first priority and be answered quicker and then directed to where they should be.

Blue green algae

With summer bringing on recreational water activities there has been increased media attention around Blue Green Algae in recreational lakes.

Fast facts on BGA:

- BGA is found in water ways everywhere. It is not a problem unique to the MIA.
- BGA are a natural part of the freshwater environment, and are found in rivers and dams as well as irrigation channels and backyard pools.
- Varying levels of BGA are present in freshwater all the time, however, BGA levels can change significantly over short periods of time, particularly when temperatures increase and water movement is minimal.
- Griffith City Council has established a Management Committee for Lake Wyangan in Griffith. The committee includes water user groups and community members.
- We are currently trialling the use of ultrasound technology to control BGA. Ultrasound units have been deployed at Barren Box Storage with encouraging results to date.
- We have a proactive BGA monitoring program for key sites with results published on the MI website in the Water Quality section.
- A range of information including fact sheets on BGA can be found on the Department of Primary Industries' Web site: www.dpi.nsw.gov.au/agriculture/resources/water/quality/publications/blue-green-algae.

Harvest safety

With the 2018 vintage now underway in the MIA please ensure this harvest is a safe one.

The mix of people, machinery, extended working hours and fatigue, makes for a potent cocktail increasing the risk of injury and downtime during harvest. One error made in tiredness can have tragic consequences.

Please also take care when washing down grape harvesters to reduce the risk of water pollution and ensure a safe work environment for everyone. Remember to:

- look out for overhead powerlines
- ensure wash down takes place on-farm and not channel banks or within 15m of roads or infrastructure
- contain the runoff to prevent damage to access tracks, road works and irrigation structures.

Further information can be found on our website under *Learning-Centre/Fact-Sheets*.