



Murrumbidgee
Irrigation



2022 At a glance



378,911 ha
Total area of MIA



1,078,302 ML
Company water
licences



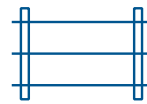
133,828 ha
Total area of
irrigated crops



1,319,369
Total delivery
entitlements
in issue



155
Employees
(equivalent full-time,
including externally funded)



3,124
Landholdings



0
Lost time injury
frequency rate

Water summary

Measures for 2021/22 in total	Measure	2021/22
Government announced allocation (all licences)	ML	1,088,181
Temporary transfers into MIA	ML	141,230
Supplementary flows from river	ML	30,027
Total water delivered (all licences; inc. surplus flows)	ML	684,959
Temporary transfers out of MIA	ML	247,203

Allocations	Measure	2021/22
Special purpose High Security (Towns, S&D)	% of entitlement	100
High Security	% of entitlement	100
General Security	% of entitlement	100
Additional Water ¹	ML	36,541

Note 1: For eligible customers who hold more than 250 Delivery Entitlements (DEs) and issued as a proportion of DEs.

Strategy in action

MI exists to enable regional productivity through irrigation.

Our job is simple – to deliver water in the best way possible. In line with our corporate plan, we organise our efforts to succeed under three pillars:

01

One team

Listening to our customers and supporting their needs by delivering great customer service.

02

Staying ahead of the game

Using our modernised system to drive efficient operations and enable our region to grow in a time of less water.

03

Doing different

Transforming how we do business by using the best available ways of working to innovate and adapt.

“This last phase of our modernisation, delivering full automation of our systems will secure this irrigation area far into the future. It will give businesses confidence to invest in our region.”

Hayden Cudmore



Customers



Strategic focus on customer satisfaction

The key thematic goal for MI this year was based around ensuring our customers feel valued by delivering a level of service that meets, or even exceeds, their expectations. Our measure of success is that our customers say we listen and support their needs, and they have confidence we will deliver as they expect. Now we are using our systems to see how well we are performing against our commitments, for instance by monitoring the time it takes to provide feedback and successfully resolve issues.

Operations



Moving to 24/7

A transformation in water delivery occurred this year with our move to a centralised control room, which operates 24 hour/day – 7 day/week when required. Automation means many fixes are now in the control room, not on the ground, so one phone number connects customers to the centre where their query is quickly assessed. This makes it faster and easier for customers to have a problem diagnosed and customers can be reassured that, if on ground assistance is needed, the right person will be dispatched quickly.

Community



Water safety – animation

As an operator of an extensive channel network MI remains highly attuned to the need to maintain community safety around water. To refresh our longstanding approach, this year we commissioned a short animation which was aired on local television as well as being distributed via our social media channels. Designed to be engaging, particularly of the younger demographic, it performed well and attracted positive feedback.

Environment



Pushing back on weeds

The encroachment of weeds is an ongoing drag on the efficiency of water delivery and MI is constantly looking for ways to combat them. A new internal resource has been developed to help our Weeds team be on the front foot in ensuring weeds are identified quickly and appropriate management strategies put in place. We have also engaged with a government led research program trialling the use of weevils released into channels to combat weed of national significance, *Sagittaria*, which is becoming a serious problem in irrigation areas.

People



Filling the skills pipeline

The people behind the success of MI are the lynchpin of our business. Moving to a modern, more highly automated system means that some of the skills we need have changed, but skilled people are just as necessary. Our task is to ensure that MI's recruitment, retention and training settings are right to attract the best people to our team. To this end we had eight trainees, three apprentices, three graduates and one cadet working across the business in FY22.

Stakeholders



One Basin CRC

The announcement of the One Basin Co-operative Research Centre (CRC), with regionally based research and development supporting innovation and adaptation by farmers and communities, has been welcomed by MI. Through our partnership in the CRC, Griffith will be one of four hubs for the organisation's activities over its ten-year term.





Bottom line – performance of our assets

Financial

	Measure	2021/22
Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA) from normal operations	\$'000	9,944
Government revenue	\$'000	9,782
Net assets	\$'000	574,314
Asset reserve (book value)	\$'000	51,236
Asset renewal capital expenditure	\$'000	20,979

“Upgrading our systems with the facilities provided by MI has improved the way we farm and ultimately is an advantage to the profitability and efficiency of the farm.”

John McDonell, Leeton

“Our business works hand in hand with MI. Enhanced flow rates enable us to be more water efficient and allow our business the flexibility to change cropping enterprises to suit the seasonal and market conditions.”

John Houghton, Gogeldrie



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