

# Important information for MI customers -EASYWATER UPDATE

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23<sup>rd</sup> December 2009

(Page 1 of 1)

## 4 Day Water Ordering

Feedback from customers indicates that the requirement for 4 day water ordering for Large Area customers may be hampering farm operations for some crops (particularly rice and vegetables). MI's protocol for water ordering is 2 days notice for the former gazetted horticulture areas and 4 days notice for Large Area supply. These limits are in place to assist in order planning for the whole system and supply coordination. We are currently reviewing the water ordering protocol as part of the review of our ordering and access rules. In the mean time customers seeking an earlier start day or time should:

1. Lodge their order within the system constraints (i.e. to start in 48hours or 96 hours); and
2. Immediately use the 'message the planner' facility (phone and web) to request that the water order be brought forward.

You will need to advise the planner of your **order and/or outlet number** and preferred **start date and/or time**. A return message will be sent to you advising if resources are available to enable the early start.

## Adjusting the flow rate of an operating order (e.g. for Rice management)

Requests to adjust the flow rate of an operating order can be made directly to the planner using the 'message the planner' facility (phone and web). Requests must:

1. Be received before 10am on the **day prior** to the required flow rate change
2. Include the **order and/or outlet number** and required **flow rate**

A return message will be sent to you confirming the change.

Ends

For further information regarding this media release, please contact Karen Hutchinson, Executive Manager Customers, Murrumbidgee Irrigation on 02 6962 0207.