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Growing opportunity - water and beyond.

MEDIA RELEASE

19 December 2011

MI CUSTOMERS INVITED TO PROVIDE FEEDBACK ON COMPANY'S SERVICE LEVELS AND INFRASTRUCTURE PLANS

- **New rules require MI to provide a Network Service Plan for its customers by 1 July 2012**
- **A consultation paper will be released this week outlining MI's proposed infrastructure plans and levels of service and anticipated infrastructure charges for the next five years**
- **The network planning process will help MI to provide its customers with greater pricing transparency and understanding of its operations and future business plans**
- **Submissions must be received 5pm, 29 February 2012.**

In 2010, the Commonwealth Government introduced new regulatory requirements relating to charges levied on customers by infrastructure operators such as Murrumbidgee Irrigation (MI) for the provision of water infrastructure services.

The Water Charge (Infrastructure) Rules (WCIR), which are administered and enforced by the Australian Competition and Consumer Commission (ACCC), require MI to provide its customers with a Network Consultation Paper before completing a Network Service Plan to take effect on 1 July 2012.

MI's Acting Chief Executive Mr Geoff Beard advises customers that the Network Consultation Paper, outlining the company's proposed infrastructure plans and levels of service and anticipated infrastructure charges over a five year period, will be mailed to them by the end of this year.

This will be followed by a two month period in which customers are invited to provide feedback to MI by making a written submission.

"All customers will have the opportunity to participate in the consultation process that will assist us in determining future charges, levels of service and major network investment projects," said Mr Beard.

"We realise that the submission period will take place during an extremely busy time for our customers. Unfortunately, we're committed to this timeframe to ensure due consideration of feedback before preparation of the final Network Service Plan that must be published by the 1 June 2012," said Mr Beard.

Mr Beard added that while the cost in terms of time and effort required to comply with the ACCC requirements is significant, it will help MI to provide its customers with greater pricing transparency and understanding of its operations and future business plans.

MI customers are encouraged to make a submission either individually or through their local networks or commodity groups. Submissions must be received by 5pm, 29 February 2012.

More information can also be found on MI's website www.mirrigation.com.au.

ENDS

For further information, please contact Monica Armanini, MI's Public Relations Coordinator on 02 6962 0200.

Please note MI's Leeton and Griffith offices will be closed for the Christmas/new year break from noon, 22 December until 8.30am, 3 January.