

MEDIA RELEASE

27 March 2020

MI ensures water continuity in face of COVID-19

Murrumbidgee Irrigation (MI) has stringent plans in place to deal with the developing nature of COVID-19 and ensure water continuity, with the NSW Government confirming that MI provides an 'essential service' to the MIA.

Commenting on the status of the plans, MI Managing Director Brett Jones said that additional measures have been introduced to ensure that the organisation can safely continue to provide its services to the community, albeit being delivered in a different way.

"We are making changes now to ensure that we can continue to operate through this pandemic. Water is the lifeblood of this region and as we come out of drought our infrastructure will be critical for the agricultural production of the nation.

"Stricter, non-negotiable hand hygiene, disinfection and physical distancing measures are now in place within our operations to ensure the safety of everyone in our community.

MI customers are assured that our business is open to provide the full range of services as we've always been, with the following changes in how that service is delivered:

- **Our Hanwood and Leeton offices** are now operating by restricted access. This means that we are closed to customers and visitors other than via appointment. Customers can call one of our Customer Service team on (02) 6962 0200 for assistance with any of your queries or to make an appointment.
- **All visitors**, including customers, are currently required to answer a series of health and safety questions before being allowed entry to the offices. The number of people permitted within each office are being limited (via appointment only) with adherence to the government two metre physical contact rule.
- **MI staff** present at each office has been reduced, with office staff required to work from home where they can and on rotation in the office. No other staff are permitted in the offices and group vehicle travel has been discontinued. Operations crews have now been separated to minimise physical contact with each other, customers and other MI staff. Water delivery and maintenance crews are working on different sites and in alternate rotations.

No MI staff have been laid off or stood down as a result of COVID-19 or these changed operational conditions. MI will continue to adapt and change in line with government directions as the pandemic unfolds.

"We ask that our customers and the community help us by being patient and supporting our staff as they do their best to work differently to provide the essential water and services you need."

ENDS

Photo: MI making changes to ensure continuity during the pandemic.

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