



24 March 2020

Dear Customer

### **CUSTOMER UPDATE: MI RESPONSE TO COVID-19**

Since I wrote to you last week the situation has continued to escalate. As at 24 March, Australia has 1914 confirmed cases of COVID-19 with 818 of these in NSW. The Prime Minister and State Premiers' have responded with further containment measures including the shut-down of non-essential businesses. The NSW Premier's Office has confirmed that Murrumbidgee Irrigation provides an Essential Service to the MIA. Accordingly, we are introducing some additional measures to ensure that we can safely continue to provide our services, albeit in a different way. The key changes are:

**Work from home arrangements in place:** From today we have implemented work from home arrangements for staff who are able to do so. For our office staff this means only limited staff are now at each of our Hanwood and Leeton Offices. Office staff are working on rotation or from home to minimise social contact.

**Separation of operations crews:** Similarly, we have separate water delivery and maintenance crews that are working on different sites and different rotations to minimise contact with each and other staff.

**Restricted access to offices:** We have already restricted visitor access to our Hanwood and Leeton offices. All visitors including customers are currently required to answer a series of safety questions before entry.

**Appointment only:** From today, we will be meeting with customers by appointment only and our Leeton office will be closed to visitors and customers from Monday. To make a booking, please call Customer Services on 02 6962 0200.

We are making these 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. You can 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.

I encourage you to please call or email us rather than visit the office and keep a respectful distance from staff who are working in the field. By working together, we can limit the impact of COVID-19 on our community and our future.

Yours sincerely

Brett Jones  
CEO