



5 June 2020

Dear Customer

COVID-19 UPDATE

Thank you for your support and understanding as we continue to manage the constantly evolving COVID-19 pandemic situation. The measures we introduced to ensure that the organisation can safely continue to provide its services to the community will continue until at least July in line with Government advice around Stage 3 lifting of restrictions.

This means that for June, our offices will remain closed to customers and visitors other than via appointment. Please don't hesitate to call one of our Customer Service team on (02) 6962 0200 for assistance or to make an appointment and remember that our engagement team can also come to you especially for new works related inquiries.

Customers who have downloaded the MI App are finding that it makes working with us even easier for them, particularly at this time. The app allows you to get in touch with us remotely and check where your application or enquiry is up to, 24 hours a day, seven days a week. If you haven't already got it, I encourage you to get in touch with our Customer Service team to have them set you up on the system.

It is pleasing that despite the uncertainty, our customers have been active and our team very busy supporting them. It was a busy "business as usual" during May as we:

- delivered over 12,000 ML of water;
- processed in excess of 300 water allocation trades;
- responded to over 1600 enquiries/engagements by phone; and
- undertook 766 Maintenance tasks (537 Scheduled, 229 Reactive).

In addition, you may have noticed that we are now posting regular updates on our Winter Works program on the MI Facebook page as another way of keeping you, and the community, informed of progress. Feel free to jump on and follow us to keep up to date with what your MI is doing.

Thank you again for your support as we continue our work to deliver what is an essential service to our community and region.

Yours sincerely

Brett Jones
Chief Executive Officer