



Murrumbidgee Irrigation

DPI Water Allocations

AS AT 15 FEBRUARY 2018

Stock & Domestic	100%
Town	100%
High Security	95%
General Security	38%
*MI Additional to eligible customers	4%

Storages at 28 March 2018

Burrinjuck	40%
Blowering	42%

EASYWATER

www.mirrigration.com.au
Freecall 1800 822 450

Important dates:

Extended winter shutdown
29 May to early August

Our privacy statement can be downloaded from our website: www.mirrigration.com.au

Contact MI if you no longer wish to receive this newsletter.

NEWS IN BRIEF

MARCH 2018 Newsletter

Modernisation gaining pace

Modernisation works are continuing in-season throughout the south-western part of our network, as part of our shift to automation.

We have made provisions to pump around structures to enable construction activity while we continue to deliver water. In season works are focused on Bilbul and smaller structures in Widgee, Wah Wah, Tabbita and Benerembah.

Photo: Automation work in Bilbul.



Winter works shutdown

There will be another extended shutdown this year focussing on the south-western part of the network, as part of our modernisation program.

- **Last day of watering for the season:** 29 May
- **Sturt Canal system:** limited access to irrigation water for up to 11 weeks
- **Main Canal system:** no major works this year however some sections may be drained to allow for annual maintenance and minor capital works
- **Town supply:** not impacted
- **Winter water:** scheduled for customers on the Main Canal system from 19-27 June. Orders will be required to be lodged through EASYWATER prior to this time.

We understand that the shutdown will have varying impacts on customers and our engagement teams will be working with you to minimise these impacts.

The 2018 modernisation program forms part of the largest suite of works undertaken in the area in over 100 years, and takes the total investment by the Australian Government in our region, to support the implementation of the Basin Plan, to almost \$348 million.

If you have any questions or would like more information on the modernisation works or expansion opportunities please call (02) 6962 0200.

Time is running out to rationalise this billing period

Time is running out to rationalise outlets for the upcoming billing period. With fixed charges accounts due out in early May, you will need to let us know as soon as possible for this to be reflected in your account.

If you'd like to discuss rationalising your outlets or payment options, including payment plans, contact us on (02) 6962 0200.



See something say something- it helps

We thank customers who are helping us to combat the vandalism and theft of our infrastructure. MI recently had a win through the courts relating to a series of thefts in 2016, with the culprit ordered to pay MI compensation.

Vandalism and theft of company property is costly, and these costs are ultimately borne by customers. Vandals also place their own lives in danger by interfering with electrical equipment.

Please continue to report any unusual activity in and around irrigation infrastructure immediately to:

- Police 1800 333 000 Crime Stoppers, and to
- MI Griffith 6962 0200 (AH: 6962 0262) or
- MI Leeton 69530 100 (AH: 6953 0146).

Customer satisfaction survey results

We conducted our annual customer satisfaction phone survey last November through an independent agency, the NTF Group. From the survey we have found that:

- Most customers still want improved maintenance.
- More than half of customers want flexible billing (quarter or half yearly).
- More than half want online services e.g. tracking requests or trading.
- Half of customers want greater automation

Thank you to all those customers who took time to help us shape the services we provide into the future. This was great feedback, and showed us that we are on the right track, with room for improvement.

EASYWATER updates

We have recently made improvements to EASYWATER including clearer descriptions in customer's water summary statements, and IHS customers being able to access breakdown of their water usage within the energy use categories

More information is available when customers log onto their EASYWATER account.

Wah Wah S&D update

The Wah Wah Stock and Domestic Pipeline Project remains on track for completion in late 2018. Pipelaying commenced last month, with approximately 26km of pipeline installed by the end of March.

Community consultation on NSW water reform in Griffith

The NSW Government has developed a Water Reform Action Plan and released four consultation papers to seek community feedback on.

The community consultation session in Griffith will be held on Friday 6 April from 1pm-3.30pm at the Griffith Ex-Servicemen's Club.

More information is available on the NSW Department of Industry-Lands & Water website www.industry.nsw.gov.au/water-reforms/consultation

Safety update: bees and wasps

Bee and wasp stings are common and painful. They are usually not serious but some people can have life-threatening allergic reactions.

If you have been stung, move to a safe area away from the nest. Try to stay calm and avoid swatting wasps as they can call other colony members using alarm pheromones to help defend their nest. Unlike bees, wasps can sting multiple times.

For severe allergic reactions (Dial 000).

Seek emergency care if the person stung has any of these symptoms or a history of severe allergic reactions (anaphylaxis): Difficulty breathing or a feeling that the airways are closing, dizziness, cramps or nausea.

First aid for less severe stings:

- For bee stings, remove the stinger by scraping sideways using a blunt knife or the edge of a card. Don't squeeze the sting as the venom sac can inject more venom
- Be alert for signs of severe reactions. Watch the patient for at least 30 minutes
- Use a cold pack to reduce swelling and pain – Instant Cold Packs are available in the MI First Aid Kits
- Use pain-relieving medication or creams. Prolonged swelling may respond to antihistamines- see your pharmacist for further advice.