



# Murrumbidgee Irrigation

## Dept of Industry Water Allocations

AS AT 15 APRIL 2018

Stock & Domestic	100%
Town	100%
High Security	95%
General Security	41%
MI Additional water to eligible customers	4%

## Storages at 4 May 2018

Burrinjuck	39%
Blowering	47%

## EASYWATER

[www.mirrigation.com.au](http://www.mirrigation.com.au)  
Freecall 1800 822 450

## Important dates:

### Fixed charge accounts

Early May

### Winter shutdown for Sturt Canal, Beneremba, Wah Wah, Tabbita, and Warburn

- **Commence draining**  
29 May
- **Final water orders**  
25 May
- **Limited winter watering**  
19-27 June
- **Supply recommence**  
Mid August

For more information, see the [Fact Sheet](#) and [map](#) on our website

Our privacy statement can be downloaded from our website: [www.mirrigation.com.au](http://www.mirrigation.com.au)

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

# NEWS IN BRIEF

MAY 2018 Newsletter

## Contract changes

We have made some changes to our Water Entitlements and Water Delivery Contracts. These changes will take effect from 1 July 2018.

The key changes include:

- Changes to ensure our contracts are fair and meet our obligations of Australian Consumer Law
- Changes to simplify some terminology and to better reflect business operations, and
- A number of grammatical issues.

You can see the full list of changes and the new contracts on our website:

[www.mirrigation.com.au/Customers/Contracts-Rules](http://www.mirrigation.com.au/Customers/Contracts-Rules)

## Winter Works 2018 supply interruption from the end of May

### STURT CANAL, BENEREMBAH, WAH WAH, TABBITA, AND WARBURN:

We have a significant program of modernisation works on the Sturt Canal and South Western parts of the network, which will involve a complete shutdown and draining. There will be an extended shutdown for 11 weeks, until mid-August. During this time there will be no access to water, other than the winter watering period.

- Final orders - 11am, 25 May
- Commence draining - 29 May
- There will be a limited winter water available for critical crop needs 19-27 June
- We will recommence supply in mid-August

**MAIN CANAL:** We are operating the Main Canal differently this winter to allow us to be more responsive to customers' critical water needs. Rather than shutting down the system, we will let you know when water is not available in your section. Other than the upgrade of regulators in North Kooba and limited channel rehabilitation and patching works at Tharbogang there are no major works scheduled on the Main Canal this year. Sections will be drained to allow for annual maintenance and some capital works.

**DOMESTIC:** Customers should aim to be self-sufficient during this period. If you have a dam or storage, ensure it is full before the winter shutdown period starts and take the opportunity to top up when water is available. Contact us on (02) 6962 0200 if you are concerned about your ability to access water during the winter works period.

**TOWNS:** There will be no impact on town water supplies.



Photo: South-West Modernisation works are continuing

## New outlets improve on-farm efficiency

As part of our modernisation program we are installing new, and upgrading, metered farm outlets so they are automation ready. This will allow remote operation and monitoring of outlets, which will in turn benefit customers through:

- Greater flexibility in water delivery
- Lower fixed charges
- Consistent flow rates
- Workplace health & safety advantages due to reduced manual labour, and
- Lower maintenance and operational costs resulting in cost savings that MI can pass on to customers.

Goolgowi customers, Murray Robertson and his son Harry, have replaced three of their 15ML outlets with one 60ML. (Pictured right)

Murray said like all farmers they are looking to get the most out of the water available and “chase the return per megalitre.”

“The new larger outlet is great and has exceeded my expectations,” he said.

“This program has given us the opportunity to reconfigure outlets to get the flow rate most suited to our farming needs.”

For more information about our Outlet Automation Program contact us on (02) 6962 0200.



## New automated phone system - making it easier to do business with us

To make it easier for our customers to do business with us, we have introduced an automated answering component to our new phone system. Our new system has helped us to better understand the volume of calls we receive and call response times, and we identified the need to make answering our customer calls a priority.

You will be able to help us prioritise customer calls. By identifying yourself as a customer your calls will become our priority and be answered quicker.

## IHS customers

**Tips to lower costs.** You can now see when you are using water in peak periods on EASYWATER, with a breakdown of your water usage (ML) within the energy use categories (peak and off peak).

Off-peak charges are four times lower than peak charges. The peak period is weekdays between 7am-10pm, and the off-peak period is all other times. Take advantage of off-peak and limit your overall energy use.

**Help minimise supply interruptions.** We have implemented several system improvements to minimise the chance of blowouts and supply interruptions to customers that are supplied by our pressurised pump systems. IHS customers can assist us by turning their systems on and off slowly. The sudden opening or closing of valves or solenoids is one major cause of blowouts and supply interruptions.

## Alligator weed detection dog at Barren Box

A detection dog, Connor, and his handler were sniffing around at Barren Box Storage and Wetland to find patches of Alligator weed. A GPS tracking device is placed on Connor before he goes to work detecting Alligator Weed, with the dog clocking up around 28 kilometres in a day.

Alligator Weed was a huge problem in Barren Box in the 1990's, but it is now kept under control by our Vegetation Control Officers. MI Vegetation Team Leader, Jeff Shaw, said it was impressive to see what the detection dog could do, especially in relation to getting into places where humans couldn't, from a work safety perspective. Alligator weed is extremely difficult to control once established but eradication is possible when infestations are detected early. New South Wales Department of Primary Industries estimates the potential cost of Alligator weed to irrigation farming in the MIA from the Barren Box Swamp infestation to be \$250 million a year if it was uncontrolled.

Watch Ryan and Connor on ABC national news at: [www.youtube.com/watch?v=6lcrTi1mqg8](http://www.youtube.com/watch?v=6lcrTi1mqg8)

