



Murrumbidgee Irrigation

Dept of Industry Water Allocations

AS AT 17 NOV 2018

Stock & Domestic	100%
Town	100%
High Security	95%
General Security	7%

Plus 3% MI additional to eligible customers

Storages at 30 November 2018

Burrinjuck	41%
Blowering	51%

EASYWATER

www.mirrigration.com.au

Freecall 1800 822 450

Schedule of Charges update

Customers will soon receive an updated 2018/19 Schedule of Charges. The revised schedule reflects changes to our area of operations as a result of us handing over ownership of Gunbar Water Pipeline to Gunbar Water in December.



OFF PEAK

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

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

NEWS IN BRIEF

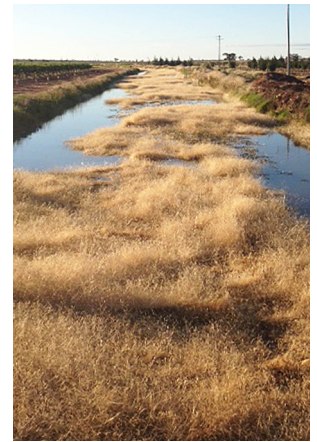
NOVEMBER 2018 Newsletter

Operation blow grass removal

We have been kept busy removing blow grass from channels this season, especially over the past few weeks.

Blow grass is an ongoing issue throughout our network and has been particularly troublesome recently due to the dry and windy conditions.

The build-up of blow grass in some channels has resulted in blockages at regulators. Our staff worked over the weekend and into the night to ensure customers supply needs were met, removing the blow grass with the use of several excavators.



Tabbita works in season without impacting supply

To ensure customers supply was not impacted, we have been pumping water around our channel works in Tabbita. MI staff have been managing the pump, working in conjunction with contractors. The works will be completed by the end of November.



Getting connected: radio towers supporting change to automation

Radio towers are being installed across the MIA network to support our change to automation.

There are several areas now operating under full automation and we are already seeing reductions in escape losses and improved delivery efficiency. Testing of these systems will continue over the next few months.



IHS customers

IHS billing: Customers will receive their IHS energy accounts in early December and they will be due by 11 January 2019. If you'd like to discuss payment options, including payment plans, please contact us on 6962 0200.

Tip to lower costs: 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.

Peak and off-peak times clarified: Peak/off peak times for our pumping stations are AEST or AEDST meaning they follow the clock so whether it is daylight savings or standard times, off peak starts at 10pm as per your clock. Public holidays are not off-peak (i.e. 7am-10pm on public holidays is a peak period).

Weeds update

Weather conditions for weed growth are optimal at this time of the year. We are well into our annual weeds management schedule, which is determined by our monitoring programs and by notifications from MI staff, customers, local councils and the community.

You can assist us by reporting outbreaks of weeds, especially Alligator weed and Sagittaria, by calling us on 6962 0200.

Customer survey

We have been conducting our annual customer satisfaction survey throughout November. The 10-minute survey is being conducted by an independent agency, the NTF Group. If you have already been contacted thank you for taking time to help us shape the services we provide into the future.

The survey will ask about your level of satisfaction as it relates to our service, products, pricing, operations and value for money. The person on the phone should identify themselves by name and that they are working on behalf of the NTF Group for Murrumbidgee Irrigation. If you are concerned about the legitimacy of the calls, contact us on 6962 0200.

Snake Bite First Aid

As the weather heats up and snakes are on the move, it's time to brush up on your snake bite first aid. Snakes do not always leave two puncture wounds, so if you think you have been bitten, take action as if you were.

If you are bitten by a snake, immediately call 000 and stay as calm and as still as possible until medical help arrives. Applying direct firm pressure to the site helps prevent the venom from entering the bloodstream. The 000 operator will direct you in what to do, which may include applying a pressure immobilisation bandage. Snake bites can also cause severe allergic reactions where CPR may be necessary.

To download a Fact Sheet on snake bite first aid visit:

<http://www.nifat.com.au/snake-bite-fact-sheet-released-australian-venom-research-unit-avru/>

INDUSTRY NEWS

Bitterns in Rice Incentives Survey

SunRice recently emailed growers a link to an online survey about bitterns in rice, for those who had a crop last season. The survey takes about 20-30 minutes and the results are being used to help design a program to reward growers for accommodating bittern. For more information contact Matt Herring 0428 236 563 or mherring@murraywildlife.com.au



Getting connected: A Radio tower being installed.