

Media release

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MI welcomes expansion of EWON powers to support irrigators

Murrumbidgee Irrigation (MI) has welcomed the expansion of the Energy and Water Ombudsman NSW (EWON) powers, which will provide customers with access to independent assistance in resolving water-related issues.

MI Chief Executive Officer, Philip Holliday, said the reform is an important step in strengthening confidence in water management across regional NSW.

“We are supportive of this change and welcome EWON’s role in helping to bring any disputes to a speedy conclusion,” Mr Holliday said.

“Our focus is on delivering water efficiently and working with customers to ensure our services are simple, transparent and affordable. Having EWON’s assistance helps us maintain this focus and continue to lead the way in customer experience.”

The reform gives farmers and irrigators in regional NSW the same protections as other water and energy consumers, ensuring fair and consistent processes for managing complaints.

In the event that customers are not satisfied with the response from MI, EWON will now provide an escalation point for issues such as billing, affordability, metering, customer service and land access.

MI plays a vital role in supporting agriculture across the region, operating one of the nation’s largest and most advanced irrigation networks. The water MI delivers to irrigators enables productive farming, which contributes significantly to Australia’s economy.

MI has been working closely with the NSW Government and EWON to finalise operational arrangements ahead of the July 2026 start date.

“This is a positive step for our customers and the industry,” Mr Holliday said.

“We look forward to continuing to collaborate with EWON and the NSW Government to ensure a smooth implementation.”

Media contact: Communications Coordinator Peter Duncan 0427 235 646