



Access Charge (excludes Towns, Cudgel Creek and Gunbar)

Connection type	Flow rate	Charge per connection	Notes
Unmetered	-	\$1,180	Flow rate refers to the design flow rate
Mechanical Meter	-	\$1,390	
Low Flow Meter	0-2 ML/day	\$1,557	
Small Meter	0-6 ML/day	\$1,801	
Medium Meter	2-15 ML/day	\$1,959	
Medium Large Meter	2-30 ML/day	\$2,407	
Large Meter	2-60ML/day	\$2,781	
Extra Large Meter	2-100ML/day	\$3,122	
Custom Meter	>100ML/day	\$3,576	
Meter only (Inc. pumping licences)	Variable	\$1,695	

Network and Usage Charges (excludes Towns, Cudgel Creek and Gunbar)

Charge type	Charge	Notes
Customer Account	\$334 inc GST per account	This charge is applied at the customer account level. A customer with multiple accounts in the same name who receives a single invoice will be considered to have one customer account.
Delivery Entitlement (DE)	\$9.44 per DE	
Usage	\$10.84 per ML	
Casual usage	\$30.42 per ML	Casual usage applies to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements. A rebate of \$10.14 per ML will be applied to the casual usage charges of customers on parts of the system where no DEs are available to be issued.
Pressurised Supply Systems		
Energy (per ML used) Peak Off-Peak	\$75 to \$450 inc GST \$19 to \$110 inc GST	Prices will vary between pump stations. Customers will be billed within the range shown. Peak: Weekdays 7:00am-10:00pm Off-Peak: All other times
Filtration (per ML used)	\$11.71 inc GST per ML	Filtration charges apply to Stanbridge Pump Stations only

Government Bulk Water Recovery Charges

Bulk Water Charges are regulated State Government charges determined by IPART and passed through to all customers.

Fixed Charges (per ML of Water Entitlement)		Usage Charges (per ML of water used)	
High Security	\$6.18	Allocation	\$4.72
General Security	\$3.19	Conveyance [^]	\$1.38

[^] Conveyance Bulk Water charges are recovered by MI through this charge. Conveyance charges are based on an average year and are net of the Irrigation Corporation & Districts Rebate provided by WaterNSW.

This Schedule of Charges should be read in conjunction with our Schedule of Fees, our Water Entitlements and Water Delivery Contracts and the Charges Rules - all of which are available on our website



Access Charge (excludes Towns, Cudgel Creek, WWSD and Gunbar)

Connection type	Flow rate	Charge per connection	Notes
Unmetered	-	\$1,164	Flow Rate refers to the design flow rate
Mechanical Meter	-	\$1,372	
Small Meter	0-6 ML/day	\$1,777	
Medium Meter	7-15 ML/day	\$1,933	
Medium Large Meter	16-30 ML /day	\$2,375	
Large Meter	31-60ML/day	\$2,744	
Extra Large Meter	61-100ML/day	\$3,081	
Custom Meter	>100ML/day	\$3,529	
Meter only (Inc. pumping licences)	Variable	\$1,673	

Network and Usage Charges (excludes Towns, Cudgel Creek, WWSD and Gunbar)

Charge type	Charge	Notes
Customer Account	\$330 inc GST per account	This charge is applied at the customer account level. A customer with multiple accounts in the same name who receives a single invoice will be considered to have one customer account.
Delivery Entitlement (DE)	\$9.47 per DE	
Usage	\$10.70 per ML	A transitional rebate of \$2.08 per ML will be applied to the usage charges of customers in the former Large Area Wah Wah (LAW) pricing group. These customers will pay full price from 1 July 2019.
Casual usage	\$30.26 per ML	Casual usage applies to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements. A rebate of \$10.09 per ML will be applied to the casual usage charges of customers on parts of the system where no DEs are available to be issued.
Pressurised Supply Systems		
Energy (per ML used)	\$110 to \$450 inc GST	Prices will vary between pump stations Customers will be billed within the range shown
• Peak	\$30 to \$110 inc GST	Peak: Weekdays 7:00am-10:00pm
• Off-Peak		Off-Peak: All other times
Filtration (per ML used)	\$11.56 inc GST per ML	Filtration charges apply to Stanbridge Pump Stations only

Government Bulk Water Recovery Charges

Bulk Water Charges are regulated State Government charges determined by IPART and passed through to all customers. Where the rates invoiced to MI differ from those published below, we will pass through the actual invoiced charges.

Fixed Charges (per ML of Water Entitlement)		Usage Charges (per ML of water used)	
High Security	\$6.10	Allocation	\$4.66
General Security	\$3.14	Conveyance [^]	\$1.41

[^] Conveyance Bulk Water charges are recovered by MI through this charge. Conveyance charges are net of the Irrigation Corporation & Districts Rebate provided by WaterNSW.

This Schedule of Charges should be read in conjunction with our Schedule of Fees, our Water Entitlements and Water Delivery Contracts and the Charges Rules - all of which are available on our website www.mirrigration.com.au

Access, Network and Usage Charges - Towns, Cudgel Creek, WWSD and Gunbar

Category (descriptions below)*	Customer Account (per account inc GST)	Admin Fee (inc GST)	Landholding (per landholding)	Outlet (per outlet)	Delivery Entitlement (per DE)	Usage (per ML)	Casual Usage [^] (per ML)
Towns	\$330	-	-	-	\$22.16	\$10.70	-
Cudgel Creek	\$330	-	-	-	\$1.75	\$10.70	\$18.68
WWSD	-	-	\$1,895	\$1,239	\$97.70	\$10.70	-
Gunbar	\$330	\$540	#	#	#	#	#

* **Towns** - Towns have Special Purpose Access Licences with higher access priority than other customers.

Cudgel Creek - Customers along Cudgel Creek. These customers receive only limited offtake services.

WWSD - Customers with Stock & Domestic rights in Wah Wah, not including Gunbar.

Gunbar - Charges for the delivery of water for customers with an outlet from the Gunbar Water pipeline.

MI will pass through the actual charges from Gunbar Water plus a Customer Account Fee and an Administration Fee from MI.

[^] **Casual Usage** charge is applied to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements.

Prudent Discounts

Prudent discounts are applied to some infrastructure services to attract customers that would not otherwise use our services.

Prudent discounts lower the fixed costs for all customers by increasing network utilisation and revenue for the business.

Outlet charges	
Outlet	\$486 per outlet
Usage < 10,000ML	\$17.85 per ML
Usage ≥10,000ML	\$16.81 per ML

Environmental Watering Charges	
Customer Account	\$330 inc GST per account
Conveyance Contribution	0.2 ML per ML delivered
Usage	\$10.70 per ML (Water delivery charge only. Asset maintenance at cost)

Other Charges

Charge type	Charge
Garden Licence (includes up to 2ML water allocation)	\$1,674 per annum
Tanker Fill	\$55 per load
Drainage Reuse Licence[~]	\$6.67 per ML (minimum \$214 per water year)
Locking and Unlocking of Unmetered Supply for Water Allocation transfer	\$90 inc GST per application
Water Usage Outlet Investigation	\$270 inc GST per application
Waste Water Discharge: Application Renewal Incident investigation Incident investigation - Labour (per hour) Incident investigation - Laboratory	\$540 inc GST per application \$371 inc GST per annum \$135 inc GST per incident At cost + GST At cost + GST, capped at \$12,000 inc GST
Capital contribution to infrastructure Connection Disconnection	Determined on a case by case basis depending on location and engineering requirements. Customers will be advised of the costs prior to the commencement of Works
Interest - Charged on overdue accounts	At the post judgment interest rate set by the NSW Supreme Court

[~] **Drainage Reuse Licences** were formerly issued to customers on drains flowing south from the area of operations and outflowing to the Murrumbidgee River. New Licences are not being issued.



Access Charge (excludes Towns, WWSD and Cudgel Creek)

Connection type	Flow rate	Charge per connection	Notes
Unmetered	-	\$1,164	Flow Rate refers to the design flow rate
Mechanical Meter	-	\$1,372	
Small Meter	0-6 ML/day	\$1,777	
Medium Meter	7-15 ML/day	\$1,933	
Medium Large Meter	16-30 ML /day	\$2,375	
Large Meter	31-60ML/day	\$2,744	
Extra Large Meter	60-100ML/day	\$3,081	
Custom Meter	>100ML/day	\$3,529	
Meter only (Inc. pumping licences)	Variable	\$1,673	

Network and Usage Charges (Excludes Towns, WWSD and Cudgel Creek)

Charge type	Charge	Notes
Customer Account	\$330 inc GST per account	This charge is applied at the customer account level. A customer with multiple accounts in the same name who receives a single invoice will be considered to have one customer account.
Delivery Entitlement (DE)	\$9.47 per DE	
Usage	\$10.70 per ML	A transitional rebate of \$2.08 per ML will be applied to the usage charges of customers in the former Large Area Wah Wah (LAW) pricing group. These customers will pay full price from 1 July 2019.
Casual usage	\$30.26 per ML	Casual usage applies to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements. A rebate of \$10.09 per ML will be applied to the casual usage charges of customers on parts of the system where no DEs are available to be issued.
Pressurised Supply Systems		
Energy (per ML used)	\$110 to \$450 inc GST	Prices will vary between pump stations Customers will be billed within the range shown
• Peak	\$30 to \$110 inc GST	Peak: Weekdays 7:00am-10:00pm
• Off-Peak		Off-Peak: All other times
Filtration (per ML used)	\$11.56 inc GST per ML	Filtration charges apply to Stanbridge Pump Stations only

Government Bulk Water Recovery Charges

Bulk Water Charges are regulated State Government charges determined by IPART and passed through to all customers. Where the rates invoiced to MI differ from those published below, we will pass through the actual invoiced charges.

Fixed Charges (per ML of Water Entitlement)		Usage Charges (per ML of water used)	
High Security	\$6.03	Allocation	\$4.61
General Security	\$3.07	Conveyance [^]	\$1.38

[^] Conveyance Bulk Water charges are recovered by MI through this charge. Conveyance charges are net of the Irrigation Corporation & Districts Rebate provided by WaterNSW.

This Schedule of Charges should be read in conjunction with our Schedule of Fees, our Water Entitlements and Water Delivery Contracts and the Charges Rules - all of which are available on our website www.mirrigration.com.au

Access, Network and Usage Charges - Towns, WWSD and Cudgel Creek

Category (descriptions below)*	Customer Account (per account)	Landholding (per landholding)	Outlet (per outlet)	Delivery Entitlement (per DE)	Usage (per ML)	Casual Usage [^] (per ML)
Towns	\$330 inc GST	-	-	\$22.16	\$10.70	-
Cudgel Creek	\$330 inc GST	-	-	\$1.75	\$10.70	\$18.68
WWSD	-	\$1,895	\$1,239	\$97.70	\$10.70	-

* **Towns** - Towns have Special Purpose Access Licences with higher access priority than other customers.

Cudgel Creek - Customers along Cudgel Creek. These customers receive only limited offtake services.

WWSD - Customers with Stock & Domestic rights in Wah Wah Stock & Domestic District. These customers are supplied through large earthen open channels twice per year into above-ground tanks.

[^] **Casual Usage** charge is applied to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements.

Prudent Discounts

Prudent discounts are applied to some infrastructure services to attract customers that would not otherwise use our services. Prudent discounts lower the fixed costs for all customers by increasing network utilisation and revenue for the business.

Outlet charges	
Outlet	\$486 per outlet
Usage < 10,000ML	\$17.85 per ML
Usage ≥10,000ML	\$16.81 per ML

Environmental Watering Charges	
Customer Account	\$330 inc GST per account
Conveyance Contribution	0.2 ML per ML delivered
Usage	\$10.70 per ML (Water delivery charge only. Asset maintenance at cost)

Other Charges

Charge type	Charge
Garden Licence (includes up to 2ML water allocation)	\$1,674 per annum
Tanker Fill	\$55 per load
Drainage Reuse Licence[~]	\$6.67 per ML (minimum \$214 per water year)
Locking and Unlocking of Unmetered Supply for Water Allocation transfer	\$90 inc GST per application
Water Usage Outlet Investigation	\$270 inc GST per application
Waste Water Discharge: Application Renewal Incident investigation Incident investigation - Labour (per hour) Incident investigation - Laboratory	\$540 inc GST per application \$371 inc GST per annum \$135 inc GST per incident At cost + GST At cost + GST, capped at \$12,000 inc GST
Capital contribution to infrastructure Connection Disconnection	Determined on a case by case basis depending on location and engineering requirements. Customers will be advised of the costs prior to the commencement of Works
Interest - Charged on overdue accounts	At the post judgment interest rate set by the NSW Supreme Court

[~] **Drainage Reuse Licences** were formerly issued to customers on drains flowing south from the area of operations and outflowing to the Murrumbidgee River. New Licences are not being issued.



2017-18 SCHEDULE OF CHARGES

Effective 1 August 2017

Access Charge (excludes Towns, WWSD, Cudgel Creek)

Connection Type	Flow Rate	Charge per connection	Notes
Unmetered	-	\$1,142	Flow Rate refers to the design flow rate
Mechanical Meter	-	\$1,346	
Small Meter	0-6 ML/day	\$1,744	
Medium Meter	7-15 ML/day	\$1,897	
Medium Large Meter	16-30 ML /day	\$2,331	
Large Meter	31-60ML/day	\$2,693	
Extra Large Meter	61-100ML/day	\$3,024	
Custom Meter	>100ML/day	\$3,463	
Meter only (Inc. pumping licences)	Variable	\$1,642	

Network and Usage Charges (excludes Towns, WWSD, Cudgel Creek)

Charge type	Charge	Notes
Customer Account	\$325 inc GST per account	This charge is applied at the customer account level Where customers have multiple water allocation accounts but deal with MI as a single customer (including a single point of contact and a single bill) they are considered to have one customer account
Delivery Entitlement (DE)	\$9.60 per DE	
Usage	\$10.50 per ML	A transitional rebate of \$4.10 per ML will be applied to the usage charges of customers in the former Large Area Wah Wah (LAW) pricing group. These customers will pay full price from 1 July 2019
Casual Usage	\$30.15 per ML	Casual usage applies to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements
Pressurised Supply Systems		
Energy (per ML used)		Prices will vary between pump stations Customers will be billed within the range shown Peak: Weekdays 7:00am-10:00pm Off-peak: All other times
• Peak	\$143 to \$407 inc GST	
• Off-Peak	\$36 to \$93 inc GST	
Filtration (per ML used)	\$11.33 inc GST per ML	Filtration charges apply to Stanbridge Pump Stations only

Government Bulk Water Recovery Charges

Bulk Water Charges are regulated State Government charges determined by IPART and passed through to all customers. Where the rates invoiced to MI differ from those published below, we will pass through the actual invoiced charges.

Fixed Charges (per ML of Water Entitlement)		Usage Charges (per ML of water used)	
High Security	\$5.96	Allocation	\$4.55
General Security	\$3.06	Conveyance [^]	\$1.42

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Access, Network and Usage Charges - Towns, WWSD, Cudgel Creek

Category (descriptions below)*	Customer Account (per account)	Landholding (per landholding)	Outlet (per outlet)	Delivery Entitlement (per DE)	Usage (per ML)	Casual Usage [^] (per ML)
Towns	\$325 inc GST	-	-	\$21.75	\$10.50	\$30.15
Cudgel Creek	\$325 inc GST	-	-	\$1.70	\$10.50	\$30.15
WWSD	-	\$1,860	\$1,216	\$95.88	\$10.50	-

* **Towns** - Towns have Special Purpose Access Licences with higher access priority than other customers.

Cudgel Creek - Customers along Cudgel Creek. These customers receive only limited offtake services.

WWSD - Customers with Stock & Domestic rights in the Wah Wah Stock & Domestic District. These customers are supplied through large earthen open channels twice per year into above-ground tanks.

[^] **Casual Usage** charge is applied to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements.

Prudent Discounts

Prudent discounts are applied to some infrastructure services to attract customers that would not otherwise use our services. Prudent discounts lower the fixed costs for all customers by increasing network utilisation and revenue for the business.

Outlet Charges	
Outlet	\$477 per outlet
Usage ≤10,000ML	\$17.52 per ML
Usage >10,000ML	\$16.50 per ML
Environmental Watering Charges	
Customer Account	\$325 inc GST per account
Conveyance Contribution	0.2 ML per ML delivered
Usage	\$30.15 per ML

Other Charges

Charge type	Charge
Garden Licence (includes up to 2ML water allocation)	\$1,643 per annum
Drainage Reuse Licence[~]	\$6.55 per ML (minimum \$210 per water year)
Locking of Unmetered Supply for Water Allocation Transfer	\$85 inc GST per application
Water Usage Outlet Investigation	\$255 inc GST per application
Waste Water Discharge	
Application	\$510 inc GST per application
Renewal	\$364 inc GST per annum
Incident investigation	\$121 inc GST per incident
Incident investigation – Labour (per hour)	At cost + GST
Incident investigation – Laboratory	At cost + GST, capped at \$12,000 inc GST
Capital Contribution to Infrastructure	Determined on a case by case basis depending on location and engineering requirements
Connection	Customers will be advised of the costs prior to the commencement of Works
Disconnection	
Interest - Charged on overdue accounts	The post judgment interest rate set by the NSW Supreme Court

[~] **Drainage Reuse Licences** were formerly issued to customers on drains flowing south from the area of operations and outflowing to the Murrumbidgee River. New Licences are not being issued.



2017-18 SCHEDULE OF CHARGES

Effective 1 July 2017

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Connection Type	Flow Rate	Charge per connection	Notes
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Small Meter	0-6 ML/day	\$1,744	
Medium Meter	7-15 ML/day	\$1,897	
Medium Large Meter	16-30 ML /day	\$2,331	
Large Meter	31-60ML/day	\$2,693	
Extra Large Meter	61-100ML/day	\$3,024	
Custom Meter	>100ML/day	\$3,463	
Meter only (pumping licences)	Variable	\$1,642	

Network and Usage Charges (excludes Towns, WWSD, Cudgel Creek)

Charge type	Charge	Notes
Customer Account	\$325 inc GST per account	This charge is applied at the customer account level Where customers have multiple water allocation accounts but deal with MI as a single customer (including a single point of contact and a single bill) they are considered to have one customer account
Delivery Entitlement (DE)	\$9.60 per DE	
Usage	\$10.50 per ML	A transitional rebate of \$4.10 per ML will be applied to the usage charges of customers in the former Large Area Wah Wah (LAW) pricing group. These customers will pay full price from 1 July 2019
Casual Usage	\$30.15 per ML	Casual usage applies to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements
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Energy (per ML used)		Prices will vary between pump stations Customers will be billed within the range shown Peak: Weekdays 7:00am-10:00pm Off-peak: All other times
• Peak	\$143 to \$407 inc GST	
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Filtration (per ML used)	\$11.33 inc GST per ML	Filtration charges apply to Stanbridge Pump Stations only

Government Bulk Water Recovery Charges

Bulk Water Charges are regulated State Government charges determined by IPART and passed through to all customers. Where the rates invoiced to MI differ from those published below, we will pass through the actual invoiced charges.

Fixed Charges (per ML of Water Entitlement)		Usage Charges (per ML of water used)	
High Security	\$5.28	Allocation	\$5.44
General Security	\$2.94	Conveyance [^]	\$1.42

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Access, Network and Usage Charges - Towns, WWSD, Cudgel Creek

Category (descriptions below)*	Customer Account (per account)	Landholding (per landholding)	Outlet (per outlet)	Delivery Entitlement (per DE)	Usage (per ML)	Casual Usage [^] (per ML)
Towns	\$325 inc GST	-	-	\$21.75	\$10.50	\$30.15
Cudgel Creek	\$325 inc GST	-	-	\$1.70	\$10.50	\$30.15
WWSD	-	\$1,860	\$1,216	\$95.88	\$10.50	-

* **Towns** - Towns have Special Purpose Access Licences with higher access priority than other customers.

Cudgel Creek - Customers along Cudgel Creek. These customers receive only limited offtake services.

WWSD - Customers with Stock & Domestic rights in the Wah Wah Stock & Domestic District. These customers are supplied through large earthen open channels twice per year into above-ground tanks.

[^] **Casual Usage** charge is applied to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements.

Prudent Discounts

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Outlet Charges	
Outlet	\$477 per outlet
Usage ≤10,000ML	\$17.52 per ML
Usage >10,000ML	\$16.50 per ML
Environmental Watering Charges	
Customer Account	\$325 inc GST per account
Conveyance Contribution	0.2 ML per ML delivered
Usage	\$30.15 per ML

Other Charges

Charge type	Charge
Garden Licence (includes up to 2ML water allocation)	\$1,643 per annum
Drainage Reuse Licence [~]	\$6.55 per ML (minimum \$210 per water year)
Locking of Unmetered Supply for Water Allocation Transfer	\$85 inc GST per application
Water Usage Outlet Investigation	\$255 inc GST per application
Waste Water Discharge	
Application	\$510 inc GST per application
Renewal	\$364 inc GST per annum
Incident investigation	\$121 inc GST per incident
Incident investigation – Labour (per hour)	At cost + GST
Incident investigation – Laboratory	At cost + GST, capped at \$12,000 inc GST
Capital Contribution to Infrastructure	Determined on a case by case basis depending on location and engineering requirements
Connection	Customers will be advised of the costs prior to the commencement of Works
Disconnection	
Interest - Charged on overdue accounts	The post judgment interest rate set by the NSW Supreme Court

[~] **Drainage Reuse Licences** were formerly issued to customers on drains flowing south from the area of operations and outflowing to the Murrumbidgee River. New Licences are not being issued.

Access, Network and Usage Charges - Towns, Cudgel Creek and Gunbar

Category (descriptions below)*	Customer Account (per account inc GST)	Admin Fee (inc GST)	Landholding (per landholding)	Outlet (per outlet)	Delivery Entitlement (per DE)	Usage (per ML)	Casual Usage [^] (per ML)
Towns	\$334	-	-	-	\$22.46	\$10.84	-
Cudgel Creek	\$334	-	-	-	\$1.77	\$10.84	\$18.92
Gunbar	\$334	\$540	#	#	#	#	#

* **Towns** - Towns have Special Purpose Access Licences with higher access priority than other customers.

Cudgel Creek - Customers along Cudgel Creek. These customers receive only limited offtake services.

Gunbar - Customers with an outlet from the Gunbar Water pipeline.

Gunbar - MI will pass through the actual invoiced charges from Gunbar Water for the delivery of water plus a Customer Account Fee and an Administration Fee from MI.

[^] **Casual Usage** charge is applied to water deliveries in excess of 120% of the customer's delivery entitlements or where the customer does not hold any delivery entitlements

Prudent Discounts

Prudent discounts are applied to some infrastructure services to attract customers that would not otherwise use our services. Prudent discounts lower the fixed costs for all customers by increasing network utilisation and revenue for the business.

Outlet charges	
Outlet	\$492 per outlet
Usage < 10,000ML	\$18.09 per ML
Usage ≥10,000ML	\$17.03 per ML

Environmental Watering Charges	
Customer Account	\$334 inc GST per account
Conveyance Contribution	0.2 ML per ML delivered
Usage	\$10.84 per ML (Water delivery charge only. Asset maintenance at cost)

Other Charges

Charge type	Charge
Garden Licence (includes up to 2ML water allocation)	\$1,696 per annum
Tanker Fill	\$56 per load
Drainage Reuse Licence[~]	\$6.76 per ML (minimum \$214 per water year)
Locking and Unlocking of Unmetered Supply for Water Allocation transfer	\$90 inc GST per application
Water Usage Outlet Investigation	\$270 inc GST per application
Waste Water Discharge: Application Renewal Incident investigation Incident investigation - Labour (per hour) Incident investigation - Laboratory	\$540 inc GST per application \$371 inc GST per annum \$135 inc GST per incident At cost + GST At cost + GST, capped at \$12,000 inc GST
Capital contribution to infrastructure Connection Disconnection	Determined on a case by case basis depending on location and engineering requirements. Customers will be advised of the costs prior to the commencement of Works
Interest - Charged on overdue accounts	At the post judgment interest rate set by the NSW Supreme Court

[~] Drainage Reuse Licences were formerly issued to customers on drains flowing south from the area of operations and outflowing to the Murrumbidgee River. New Licences are not being issued.

GENERAL INFORMATION

How are the charges determined?

As a shareholder owned public company, where our shareholders are our customers, we operate as a cost recovery business. Our cost base is largely fixed and relates to the size and number of infrastructure assets we own and maintain. We run our 3,500km of supply and drainage infrastructure as an integrated network which means that customer charges do not vary based on location. Our access and network charges are essentially based on the size and number of assets and customer connections.

Our Board reviews our pricing structure annually and periodically undertakes an independent economic analysis of cost drivers and network costs throughout which customer participation is invited.

Feedback on our network services is welcome at any time by contacting us. This feedback helps us to identify areas for network development, reconfiguration or retirement and prioritise our asset management program.

When are my charges due?

Most of our charges including the Access, Network and Usage charges are billed annually in arrears. This is also the case for the Government Bulk Water Recovery charges. Other charges are billed in advance, except for interest charges which accrue daily and are charged monthly on overdue accounts.

If you are having difficulty paying your bill by the due date, please contact us on (02) 6962 0200. Payment arrangement options are available.

What if I have a question about the charges or my bill?

Questions and enquiries are always welcome and can be made via:

- **email** info@mirrigation.com.au
- **phone** (02) 6962 0200
- **letter** Locked Bag 6010 Griffith NSW 2680

or in person at either of our Hanwood or Leeton Offices.

In the event of a dispute over your charges, resolution mechanisms are outlined in our Contracts, which include mediation and expert determination.