



Murrumbidgee
Irrigation

CUSTOMER FACT SHEET

Automation - the next stage

Providing automatic channel flow control, monitoring and management of our supply system.

The implementation of the next stage of our automation program will enable us to more consistently deliver your water when you want it, and significantly improve the efficiency of our delivery network.

THE BENEFITS OF FULL AUTOMATION INCLUDE:

- Improved flexibility: notification periods will reduce with the start time for water orders requiring 24 hours' notice, and changes to orders requiring 6 hours' notice, compared with up to a two-day delay with the manually operated system.
- Improved reliability: your order will arrive on time, with automation removing the need to wait for a channel attendant to arrive.
- Improved control: you will see improved flow control, and we can also rapidly pinpoint supply interruptions and make adjustments remotely, meaning you get water back on quicker.
- Improved efficiency: new automation technology will result in reduced water losses, benefitting all customers through reduced costs associated with these losses.

HOW WILL THE SYSTEM DELIVER THESE IMPROVEMENTS?

A fully automated system will provide automatic channel flow control, monitoring and management of our supply system.

The system includes solar-powered channel control gates and water meters, which are integrated into a radio network controlled by MI's Operations Control Centre.

Our Total Channel Control system will process hundreds of water orders per day using real time flow and water level data.

Water orders are scheduled automatically using Demand Management System (DMS).

WHEN WILL FULL AUTOMATION BE AVAILABLE?

We conducted pilot testing of the next stage of our automation program on a selection of customer outlets from January to May 2020, and it will be rolled out across the rest of the network from June 2020.

WHAT DO I NEED TO DO?

An engagement officer will contact you before the DMS feature is enabled on your automated outlet, so there is no need for you to do anything.

For further information please contact us on (02) 6962 0200.

