

Measuring Every Drop

Murrumbidgee Irrigation (MI) has a long history of investing in metering and water delivery technology. This helps us measure water use, operate the system fairly, and make sure water taken from the MI system is properly recorded and paid for.

Why accurate measurement matters

The meters we use are selected to suit different outlet sizes, irrigation systems and flow rate needs. All meters have an optimal operating range. If a meter is operated outside that range, such as at persistently low flow rates, measurement accuracy may be reduced.

Metered outlets that have not been used for some time, or that are regularly operated at low flow rates, may also be affected by silt build-up. This can impact how water is measured and may affect the flow rate you receive.

Simple steps to ensure you get the flow rate that you order:

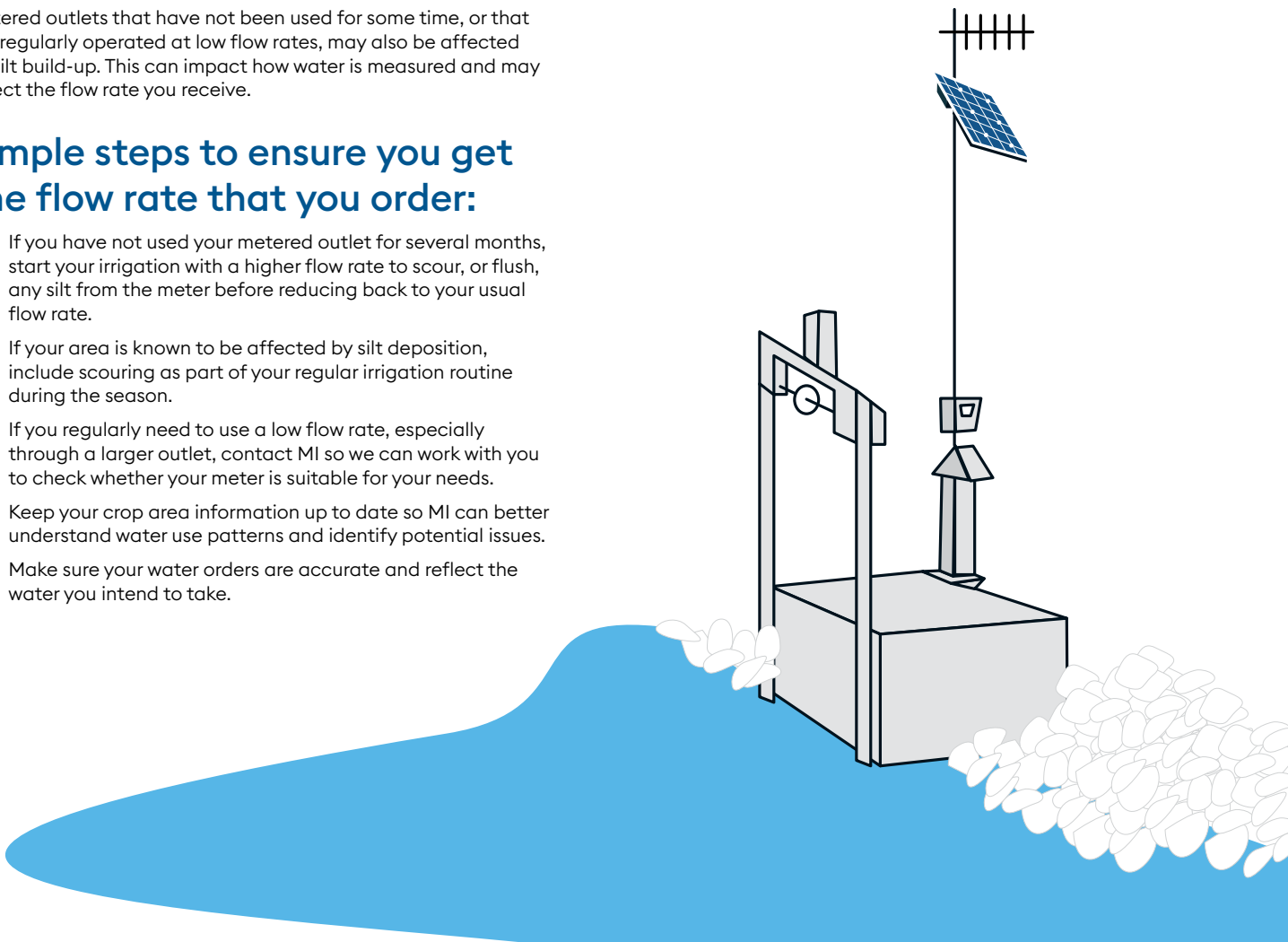
- If you have not used your metered outlet for several months, start your irrigation with a higher flow rate to scour, or flush, any silt from the meter before reducing back to your usual flow rate.
- If your area is known to be affected by silt deposition, include scouring as part of your regular irrigation routine during the season.
- If you regularly need to use a low flow rate, especially through a larger outlet, contact MI so we can work with you to check whether your meter is suitable for your needs.
- Keep your crop area information up to date so MI can better understand water use patterns and identify potential issues.
- Make sure your water orders are accurate and reflect the water you intend to take.

What is unauthorised water access?

Unauthorised water access occurs when water is taken from any part of the MI system without the access being properly recorded or paid for.

This can include access points, outlets, connections or works that are not recorded on an active MI account, are not covered by a valid rights of access arrangement, or are not metered and debited to the correct water allocation account.

Unauthorised access impacts the fairness and reliability of water delivery for everyone.





Why access must be authorised

For MI to deliver water fairly and reliably, all access to the irrigation system must be authorised. This helps ensure:

- water is measured and accounted for accurately;
- customers pay the correct charges for the services they use;
- water delivery is fair for all customers;
- MI infrastructure is protected; and
- the system can be operated safely and efficiently.

How unauthorised access can be resolved

If MI identifies an access point that appears to be unauthorised, we will contact the property owner or customer to confirm the details and discuss the available options.

Depending on the circumstances, options may include formalising the access, applying for an appropriate authorised connection or licence, installing or updating metering, or removing the unauthorised connection where access cannot be approved.

If unauthorised access continues, or if there are concerns about deliberate, repeated or significant water take, MI may take further action. This may include removing the connection, applying relevant fees in accordance with [MI's Schedule of Charges](#), or referring the matter to the appropriate regulator where required.

What can customers do?

- Check that all outlets, connections and access points on your property are authorised and recorded on your MI account.
- Contact MI on 02 6962 0200 if you are unsure whether an outlet or connection is authorised.
- Let MI know early if you need to change, add or remove an access point.
- Do not use, alter, reinstate or connect to MI infrastructure without approval.
- Contact MI if you have concerns about water access, metering, flow rate or your account.

We are here to help

MI understands that some access issues may have occurred unintentionally or may relate to older property arrangements. Our aim is to work with customers to resolve unauthorised access wherever possible and ensure everyone receives and pays for their fair share of water.

If you have questions about your meter, flow rate, outlet, connection or access arrangements, please contact Customer Services on 02 6962 0200.