



FACT SHEET

# Maintaining the MI network

Regular and timely maintenance of the MI water delivery system is essential to make sure our system can deliver water when and where you need it, at any time of the year.

## WHAT WE DO?

Our maintenance program is comprised of both planned and reactive tasks. Planned maintenance tasks are set well in advance and prioritised through an annual program. Reactive tasks are prioritised and scheduled in response to issues as they arise.

All tasks are prioritised according to:

1. Safety of our customers, staff and community
2. Supply or drainage impacts
3. Works program efficiency

### Planned maintenance

Our annual program includes scheduled maintenance, as well as other planned works activities.

While some of these tasks can be done throughout the year, larger works programs are generally scheduled in winter where greater access to the network is available without impacting customer supply needs.

### Reactive maintenance

Reactive maintenance is in response to information we receive that something is not working or needs attention. This information can come from system alerts or field observations by staff, customers or the community.

Examples of reactive maintenance include supply channel blockage; accidental damage to structure (eg. motor vehicle accident); vandalism or malicious damage.

We leave room for reactive maintenance in our budget and workplan. Reactive tasks are assessed, prioritised and incorporated into our maintenance plan.



## HOW CAN I HELP?

You can help by reporting damage or system and safety concerns to us as soon as possible. **This is easy to do by calling our Customer Service team on 02 6962 0200 or emailing [info@murrirrigation.com](mailto:info@murrirrigation.com).**

When you report a maintenance issue to us, we will:

- Record the issue and acknowledge receipt, and
- Update you on the priority and timing of any works

You can also help us keep the system operating in top condition by addressing items within your control that can lead to problems, so that some maintenance issues never happen. For example:

- Keep channel banks clear of items that may blow or fall into channels causing blockages and damage to equipment.
- Provide watering points for stock away from channels to prevent erosion and damage to structures
- Control weeds like Roly Poly or Umbrella Grass, which block channels and drains.

