

WATER ALLOCATIONS

NSW Department of Planning, Industry & Environment as at 15 October 2019:

- Stock & Domestic 100% ▪ Towns 100%
- High Security 95% ▪ General Security 6%
- MI +1% to eligible customers.

STORAGES

31 October 2019:

- Burrinjuck 33% ▪ Blowering 56%

EASYWATER

www.mirrigration.com.au

- Freecall 1800 822 450

AGM date

The twenty first Annual General Meeting of shareholders will be held on Monday 11 November 2019 at the Leeton Soldiers Club, Yanco Avenue, Leeton. Registration is from 7pm for a 7.30pm start.

2019 Annual Report

Our 2019 Annual Report is now available on our website.

Working together to count every drop Water delivery

With the ongoing dry conditions and low allocations, we have been operating the network differently to ensure we account for every drop.

By using our automated structures to maintain pool heights in this low allocation year we can more easily move water around the network. To avoid water losses some channels may remain empty, or at low supply levels until customer orders are confirmed.

Getting our river orders right means we need to predict customer water needs a week in advance. You can assist us to count every drop by making sure your order is accurate. Please also take care when setting your start and stop times and make sure that you take the flow rate that you order.

If you would like assistance in using our EASYWATER ordering system, please contact us on 02 6962 0200. Your Division Operator can also assist you to provide a more accurate water order.



Photos: Typical unauthorised access points.

Unauthorised outlets

We have increased our compliance on unauthorised access points, and our engagement team has been proactively working together with customers to ensure all customers get, and pay for, their fair share.

Our inspections of outlets are ongoing so please help us make every drop count by ensuring your supply outlet is properly authorised. If you are unsure, please contact us, on 6962 0200 to discuss your options for connection or removal.

Automation Pilot Program

With the continuing dry conditions, automation is enabling us to deliver water in a way that best meets customer needs while optimising system efficiency.

Over the coming months we will be piloting full automation on two discrete areas of our network. This will give us the opportunity to work with customers in these areas to get this right before the full rollout in 2020/21.

Weeds update

Weather conditions for weed growth are optimal at this time of the year. We are well into our annual weeds management schedule, which is determined by our monitoring programs and by notifications from MI staff, customers, local councils and the community.

Customer survey

We will be conducting our annual customer satisfaction survey throughout November. The 10-minute survey is being conducted by an independent agency, the NTF Group. If you are contacted we would greatly appreciate you taking time to help us shape the services we provide into the future.

The survey will ask about your level of satisfaction as it relates to our service, products, pricing, operations and value for money. The person on the phone should identify themselves by name and that they are working on behalf of the NTF Group for Murrumbidgee Irrigation. If you are concerned about the legitimacy of the calls, contact us on 6962 0200.

Snake Bite First Aid

As the weather heats up and snakes are on the move, it's time to brush up on your snake bite first aid. Snakes do not always leave two puncture wounds, so if you think you have been bitten, take action as if you were. If you are bitten by a snake, immediately call 000 and stay as calm and as still as possible until medical help arrives. Applying direct firm pressure to the site helps prevent the venom from entering the bloodstream. The 000 operator will direct you in what to do. To download a Fact Sheet on snake bite first aid visit:

<http://www.nifat.com.au/snake-bite-fact-sheet-released-australian-venom-research-unit-avru/>