



Newsletter

October 2023

From the CEO

WMI pumped 1,890 ML of water between July and September 2023, 66% more than the same period last year. This is not surprising as we move into a drier and warmer year following last year's summer floods.

Regional NSW is enjoying the best water security in years following years of La Nina rainfall leaving almost all WaterNSW major supply dam storages above 90% of capacity. NSW Murray High Security allocation is at 100% and General Security at 110%. On top of this unregulated conditions persisted along the River Murray downstream of Hume Dam through to the SA border for most of the quarter.

In anticipation of a warmer and drier spring and summer, WMI has completed its winter maintenance and planning for increased scouring as irrigation demand increases.

WMI would like to welcome new staff members Anthony Whitehair (Irrigation Officer) and Liam Christian (Finance Officer) and farewell Maintenance Officer Jim Watson.

Updated Customer Portal/Order Water

The updated Customer portal is a user-friendly, secure and contemporary design which includes:

- Water order system
- Orders – both current and historic
- Live flows (for 80mm meters and above)
- Water allocation
- Delivery allowance
- Warnings when over allocation
- Trading page – listing water allocation and delivery allowance

Customers received instructions on access and a user guide (which can also be found on the website) in September.

Contact the office staff if you require any assistance in accessing or using the new online system.

Water ordering & accuracy is important

To ensure WMI supply system works effectively, accurate water orders must be placed by irrigation customers (with meters 80mm and above).

It is important that a water order is placed correctly before commencing irrigation and that the flow rate and duration is adhered to. Over ordering can cause other irrigators' orders to be rejected, under ordering can overload the system causing a loss of water pressure or in the case of Buronga cause the pump station to shut down due to a leakage warning.

If a meter isn't recording correctly an estimate of water use will be used for billing purposes. Estimates are based on water ordered and/or historical use.

Water quality

Following the floods and lower irrigation demand last season WMI will be actively scouring and maintaining its low dose hydrogen peroxide treatment at each pump station as water demand increases.

The return of warm weather will likely lead to water quality problems such as blue-green algae.

Untreated irrigation water is unsuitable for drinking or food preparation and may also be unsuitable for stock.

First Quarter Invoice 2023/24

due for payment:
4.30pm on

Wednesday 15 November 2023

On-call Officer

24 hours / 365 days

Ph: 0428 596 428

Office Hours: 9.00am to 4.30pm

Monday to Friday, excl public holidays

Contact us:

T: (03) 5027 4953

E: enquiries@westernmurray.com.au

www.westernmurray.com.au

Upcoming office closures:

Christmas Service

Closed: Friday 22 December 2023 to
Monday 02 January 2024 inclusive

WMI will update our website with the latest alerts or use SMS if the alerts are heightened or urgent. It is important that customers manage water quality issues by ensuring they have tank storage with at least 2 weeks supply of water or where customers are leasing or renting out their properties to keep the leasee and/or agent up to date.

Please continue to keep outlets clean

WMI has invested significant resources over the last 6 months in downsizing or removing outlets as part of the new charging system. As well the recent warm weather has seen an abundance of plant growth including weeds and the emergence of snakes.

Customers are reminded to keep outlets free of weeds, equipment and rubbish, ensuring easy and safe access for our operations staff.

Winter Maintenance Update

Our scheduled winter maintenance program has been completed with the main tasks including:

Buronga

- Overhaul motor C (complete)
- Install vibration monitoring (complete)
- Replace control room air-conditioner (complete)
- Relift – upgrade PLC (complete); install vibration monitoring (complete).

Coomoalla

- Replace pump E with new KSB pump E (complete)
- Balance tower inspection and maintenance (complete)
- Pump F1 overhaul (complete).
- Pump F3 overhaul (complete).
- Remove auxiliary pumps for high river (complete and re-installed).
- Relift – overhaul pump/motor A (complete).

Curlwaa

- Pump A overhaul (complete).
- Balance tower inspection and maintenance (complete)
- Pump F suction/valve (complete)

Mourquong

- WMI continues to maintain the Mourquong pump station, pipelines and outlets based on a service agreement.
- Encasement of suction pipe in Pit 1 (complete).

WMI endeavours to minimise any interruptions and will alert customers to any planned or unplanned events.

First Quarterly Invoice Due for Payment

The first quarter invoice for 2023/24 is now available and due for payment on or before Wednesday 15 November 2023.

Please contact the office before the due date if there are any difficulties in prompt payment of accounts.

To have your quarterly invoices paid by direct debit from a nominated bank account, contact the office for a form and your invoice will always be paid on time.

Additional Water Fee Reminder

Water usage above allocation is billed quarterly at \$1,200/ML (or part thereof).

Please ensure you **always have a positive water allocation balance**. Customers should contact the friendly office staff for more information

2023 AGM

WMI is delighted to invite its shareholders to its 29th AGM being held as follows:

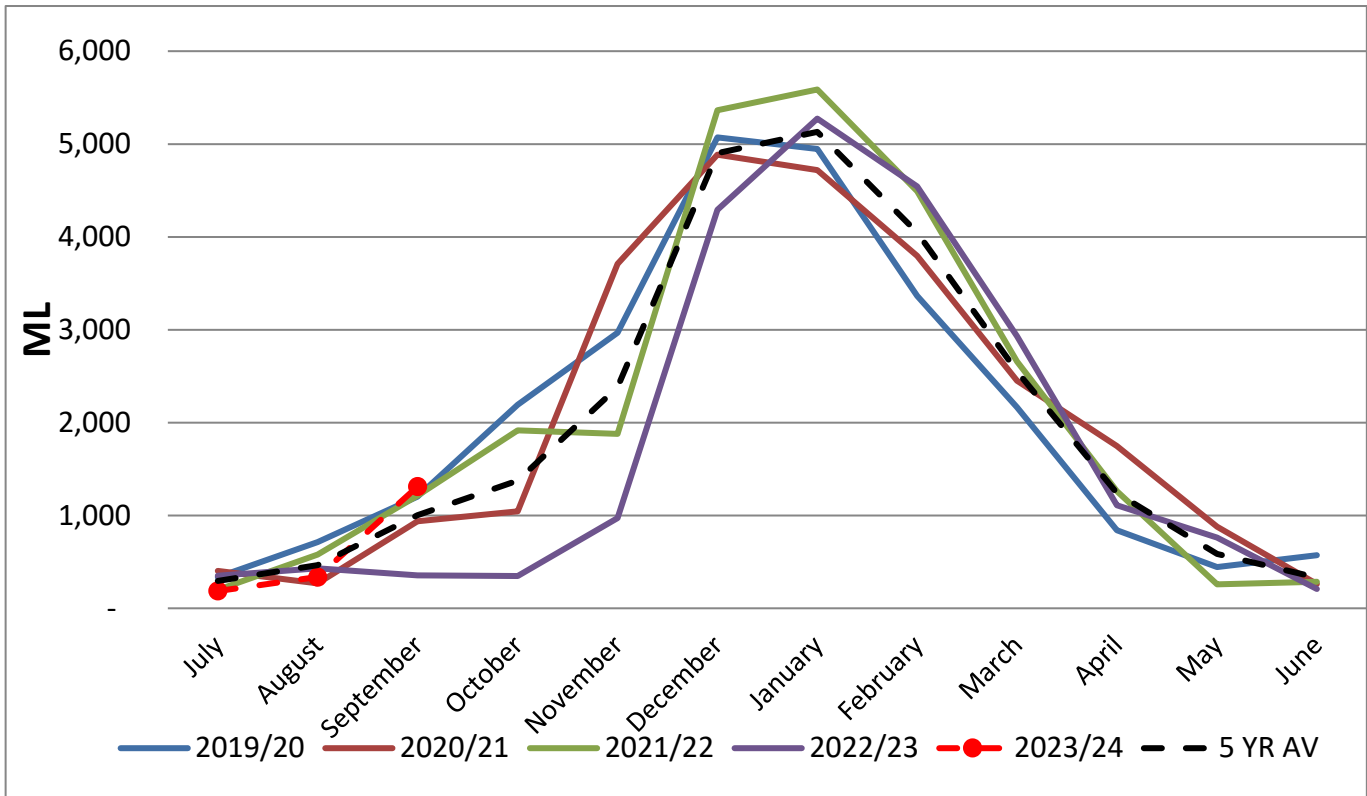
6.00pm
Monday 27 November 2023
The Midway Centre
Buronga NSW

The WMI Board will present items including:

- A declaration of the appointment of Member Directors; and
- The 2023 Audited Financial Statements

Shareholders will be receiving detailed AGM information and an invitation in the mail.

Total Water Pumped Over 5 Years; including Year to Date



Climate Outlook: November 2023 to January 2024

The Bureau of Meteorology is forecasting below average rainfall for many parts of Australia and above average minimum and maximum temperatures for all of Australia for the November to January period:

