

### From the CEO

#### Customer survey results

I would like to thank all those customers who provided a great response to our customer survey back in July.

Customer satisfaction, at 87%, was the highest for information provided electronically, by phone or in person followed by:

- Customer portal; water ordering; water or delivery trade – 85%;
- Outlet/meter fault; drainage; Availability Officer – 78%; and
- The standard of service for water delivery has improved – 72%

There were many positive comments and feedback along with constructive ideas for improvement.

High praise was consistently received for friendly staff, good communications and reliable water supply. Suggestions for improvement included simplifying invoicing, increasing water ordering functionality, containing costs and charges; and increased scouring.

The results have been communicated to staff and the Board and will form part of our planning and actions going forward.

#### Water buybacks continue

The Australian Government has called for Expressions of Interest (EOI) from water entitlement owners who wish to sell their entitlements in the southern connected basin in 2025.

This includes water entitlement owners who were ineligible under the July 2024 Open Tender and large portfolios of water of around 20GL or more. All responses must be made through the AusTender website by 27 November 2024.

The Government is in breach of its promises to take a steady, staged approach to water recovery by front-loading large buyback tenders in the very first year – against the Productivity Commission advice that this would maximise market and community damage and an Inspector General of Water Compliance audit released last month identifying multiple probity issues with the Government’s tender process.

#### 2024 AGM

WMI is pleased to invite its shareholders to its 30<sup>th</sup> AGM being held as follows:

**Tuesday 26 November 2024, 6pm**  
**The Coomealla Memorial Sporting Club**  
Function Room (ground floor)  
Dareton NSW

The WMI Board will present items including:

- A declaration of the appointment of Member Directors; and
- The 2024 Audited Financial Statements.

Claire Miller, CEO of the NSW Irrigators Council, will be our guest speaker.



Claire Miller, NSW Irrigators Council CEO, believes that irrigated agriculture and its towns are doing all the heavy lifting for the Murray Darling Basin Plan.

Shareholders will be receiving detailed AGM information in the mail.

**First Quarter Invoice 2024/25**  
due for payment:  
4:30pm on 15 November 2024

**On-call Officer**  
24 hours / 365 days  
Ph: 0428 596 428

(Call only, no text messages)

**Office Hours: 9.00am to 4.30pm**  
Monday to Friday

Contact us:

T: (03) 5027 4953

E: [enquiries@westernmurray.com.au](mailto:enquiries@westernmurray.com.au)

[www.westernmurray.com.au](http://www.westernmurray.com.au)

#### Upcoming office closures:

Christmas Service:

Closed: Tuesday 24 December 2024 to  
Wednesday 1 January 2025 inclusive

### Winter maintenance update

We have completed the major scheduled winter maintenance program which included:

#### Buronga

- Suction butterfly valves regrease (complete)

#### Curlwaa

- Pump/Motor D – remove for overhaul (complete)
- Pump C – replace check valve (complete)
- Balance tower inspection (complete)

#### Coomealla

- Main pump station
  - Air valves inspect/service (complete)
- Main pipeline
  - 6+ air valves replace, butterfly valves added (complete)
  - Balance tower inspection (complete)
- Scours
  - Scour upgrades Keenan Dr, Jacaranda Dr, Boggabilla Rd (complete)

#### Mourquong

- Pump 1 replace; check valve 1 inspect (complete)
- Pump 2 inspect; check valve 2 inspect (complete)
- Pneumatic valve 2 replace (complete)

### First Quarterly Invoice Due for Payment

The first quarter invoice for 2024/25 is now available and due for payment on or before 15 November 2024.

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.

Please note that your Delivery Entitlement Fee will be billed quarterly this year. Customers will now only

receive quarterly invoices. Statements will only be issued if there are any outstandings and/or if additional transactions are incurred, such as water or delivery trade. We believe this will simplify the billing process and make it more convenient for you to manage payments.

### 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.

### Delivery Allowance can be Temp Traded

The annual temporary transfer of delivery allowance from one customer in the same irrigation area to another customer in the same irrigation area is possible, at any time throughout the year.

The delivery allowance trading system offers increased flexibility and responsiveness for customers who exceed their delivery allowance within the quarter. Customers who surpass their allowance or expect to, can trade delivery allowance to avoid paying the Usage Above Delivery Allowance Fee (Casual User rate).

**Delivery Allowance is balanced on the last day of each quarter** (30 September, 31 December, 31 March, 30 June), therefore trades must be successfully completed prior to the above dates.

### Trading Page via Customer Portal

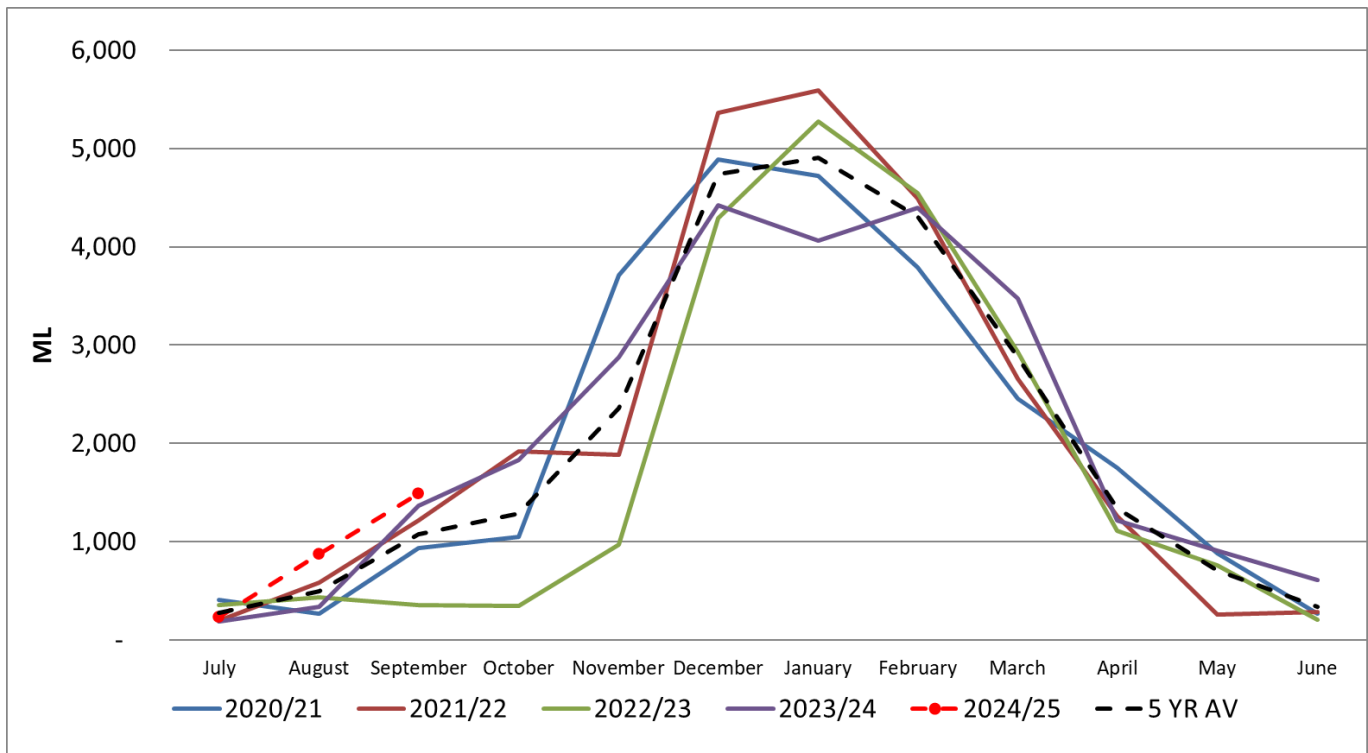
The Trading Page is a service operated by WMI to facilitate the sale and purchase of tradable water allocation and delivery allowance. Customers may list water allocation or delivery allowance to Buy or Sell.

It is advised to check the trading page regularly as it is updated daily, especially during peak trading times.

WMI staff are available to assist customers with application forms and to explain the temporary transfer system.

### Total Water Pumped Over 5 Years

WMI pumped 2,591 ML of water between July and September 2024, 37% more than the same period last year.



### Climate Outlook: October to December 2024

The Bureau of Meteorology is forecasting above average rainfall and warmer days and nights across much of Australia:

