

Winter Operations explainer

These Frequently Asked Questions aim to explain key terms used as part of our Winter Operations each year.

What is an Operational Area?

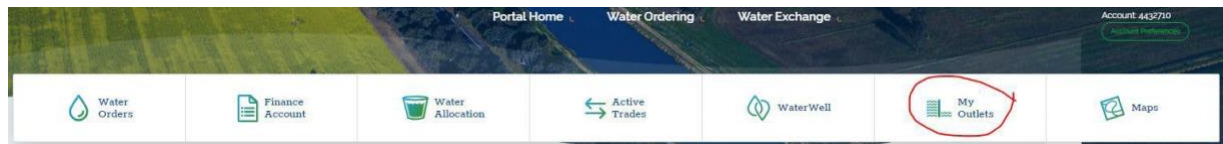
Operational Areas are your key to understanding how Winter Operations and guaranteed dates will affect you.

The channel system is divided into 30 Operational Areas, and these are used to manage orders, the time your water is delivered via the control system and to help complete the three-year maintenance strategy.

Typically, Operational Areas comprise the offtake and the channels within a channel network. For example, the Barooga, which is Operational Area 3, or the Mallan, Operational Area 29.

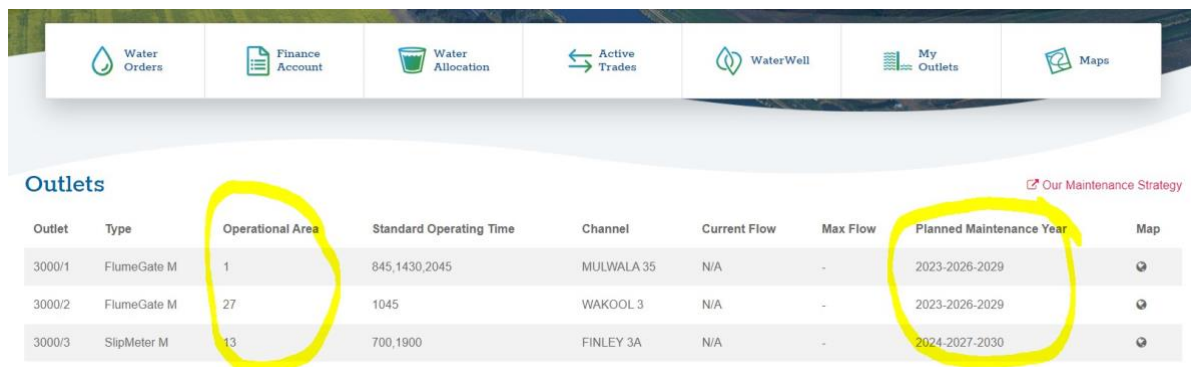
What Operational Area am I in?




To find out the Operational Area for your outlet(s) click on the “My Outlets” tab in your [Customer Portal](#), as shown in the screenshot below.



On the “My Outlets” tab in your Customer Portal you can view details about your outlet(s), including:

- Operational Area,
- outlet operating time,
- planned Maintenance Year, and
- GPS coordinates.

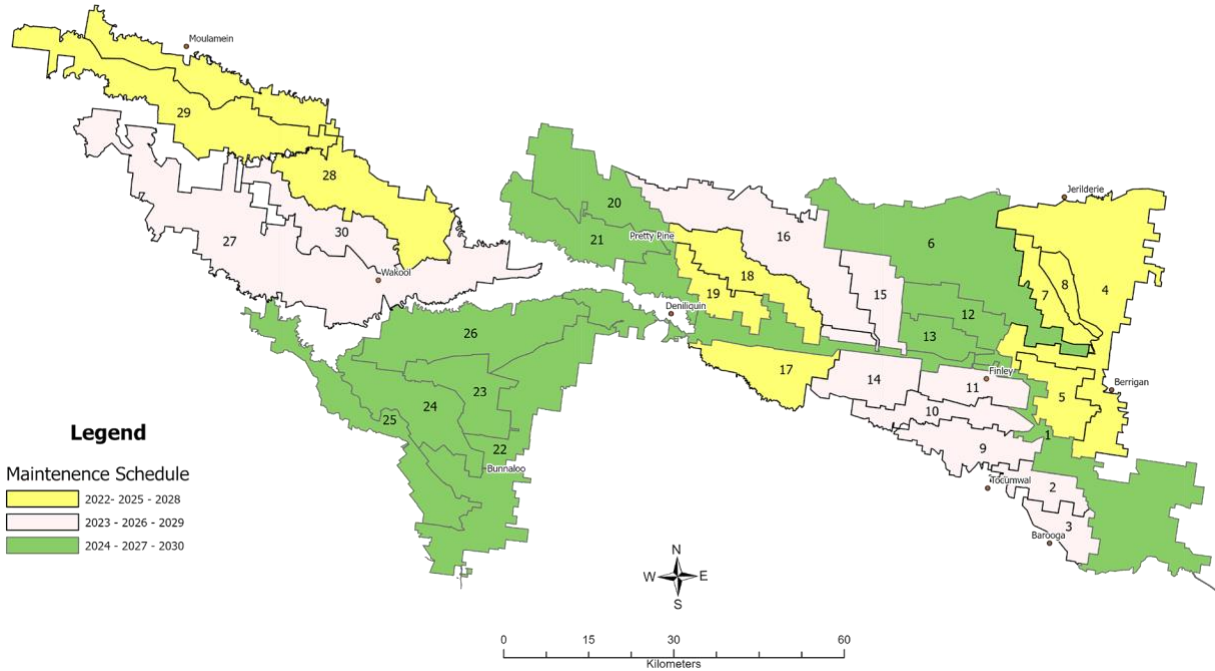


Outlet	Type	Operational Area	Standard Operating Time	Channel	Current Flow	Max Flow	Planned Maintenance Year	Map
3000/1	FlumeGate M	1	845,1430,2045	MULWALA 35	N/A	-	2023-2026-2029	
3000/2	FlumeGate M	27	1045	WAKOOL 3	N/A	-	2023-2026-2029	
3000/3	SlipMeter M	13	700,1900	FINLEY 3A	N/A	-	2024-2027-2030	

Check your Operational Area and your Planned Maintenance Year for each outlet by logging in to view your [Customer Portal](#) and following the steps above.

Am I in a maintenance area this year?

You can check your Operational Area and if your outlet is in a 2026 maintenance area via the “My Outlets” tab on your [Customer Portal](#) as shown above.



Read more about our Maintenance Strategy [here](#).

What are guaranteed delivery dates?

Guaranteed delivery dates are the final dates we deliver water under Regular Operation, when you can be sure you will get your order within the notice period timeframe, in line with the [Distribution Rules](#).

When we guarantee water delivery during Regular Operation, you receive your order within that timeframe.

Once water delivery in your Operational Area is non-guaranteed, it has entered Winter Operation.

Non-guaranteed delivery means access to water is subject to the available water in your channel section.

During Winter Operation, your orders may not be delivered in full, and flows may fluctuate based on the water available in your channel section.

Additional information and questions:

For more information about how we operate the channel system across the year, including information on the transition from Regular to Winter Operation, read the [Season Operating Plan](#).

If you have any questions or concerns regarding Winter Operations, please don't hesitate to contact Customer Experience on 1300 138 265 from 6.30am until 6.30pm, 7 days a week, or email us at customersupport@murrayirrigation.com.au.