

Dear Customer,

From 1 July 2026, Murray Irrigation Limited's (**Company**) fixed and variable fees and prices will change in accordance with the new Fee Structure announced by the Board of Directors on 1 May 2026.

Please find enclosed the Company's revised Fees and Prices Policy, and its Schedule of Charges for 2026-27 (Annexure A to the Fees and Prices Policy). The Schedule of Charges is effective from 1 July 2026.

Murray Irrigation is required by the *Water Charge Rules 2010* (Cth) to provide all customers with a copy of its Schedule of Charges 10 business days prior to the fees applying. The Company's Schedule of Charges is also available on our website under 'Customer Resources' then 'Finance and My Account'.

### Company fees and prices

The new Fee Structure is being implemented following the Company's recent Fee Structure Review, which commenced in September 2025. This review was undertaken in direct response to customer feedback that the fixed delivery fees associated with Delivery Entitlements have led to inequitable cost outcomes.

As part of this review, the Company undertook an extensive communication and engagement program between 23 March 2026 and 17 April 2026. This engagement program included a customer survey, the results of which demonstrated a clear mandate to proceed with the proposal.

The new fee structure will come into effect on and from 1 July 2026. It will:

- remove fixed fees associated with your Delivery Entitlement (DE) fee and the Annual Asset Maintenance Renewal Reserve (AMRR) fee,
- increase the Murray Irrigation variable water delivery fee based on volume used,
- align outlet fees to cost recovery,
- adjust fees each year based on Consumer Price Index (CPI) and change in Government charges, for the 2026-27 season through to the scheduled review in 2030-31,
- apply for 2026-27 the CPI rate of 4.6% to the fees and prices increase, and
- include a new Government fee - the Corporate Regulation Government Charges – which is a fixed fee to recover Government pass-through cost of corporate regulation. This is a non-IPART charge.

The Company's Quarter 1 invoices for 2026-27, distributed in October 2026, will incorporate the new fee structure.

The Board of Directors thanks all customers who have engaged with the Company regarding the new Fee Structure and who participated in the engagement activities held between 23 March 2026 and 17 April 2026. The Board is confident that the new structure will improve cost alignment across customers and ensure the fee structure is more equitable, while also allowing the Company to maintain its financial stability.

Further information on the Fee Restructure Review 2026 can be found in the Board update [here](#).

### **Government pass-through charges**

At the time of printing, the Company had not yet received formal notification of relevant Government pass-through charges. We have therefore maintained the 2025-26 Government pass-through charges unchanged on the 2026-27 Schedule of Charges and will update these as soon as formal notification of relevant Government pass-through charges is received. These charges are passed on by the Company to our customers and must be listed accordingly in our Schedule of Charges.

The NSW Independent Pricing and Regulatory Tribunal (IPART) published its Draft Report on 31 March 2026. Under the Draft Report the WaterNSW bulk water charges would increase by up to 10% per year plus inflation over the next three years, from 1 July 2026. At the time of printing IPART had not yet issued its final determination and report. Download the Draft IPART Report [here](#) and download a copy of the Company's response to the Draft Report [here](#).

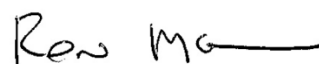
Please contact our Customer Experience team on 1300 138 265 with any queries or if you require further information.

Yours sincerely,



**Phil Snowden**

Chair



**Ron McCalman**

CEO