

Purpose

The purpose of the Operating Licence Policy provides the context for overall approach undertaken by Murray Irrigation Limited (MIL) to meet the expectations and regulatory requirements following amendments to the Water Management Act 2000 (NSW).

Scope

This Policy and related policies apply to all employees, contractors, volunteers and visitors (workers) across all worksites operated by the organisation. It covers activities, equipment and environments where health and safety risks may arise.

Annual notification is provided to all customers on the terms of customer contracts. This includes a summary of the key points of this Policy and each related policy, including any key changes.

Review

This Policy will be reviewed every five years or upon significant legislative, regulatory or organisational change. The Policy may be amended at any time, including as directed by the relevant NSW Department or Regulator.

Context

The NSW Department of Climate Change, Energy, the Environment and Water has undertaken a review of the conditions within irrigation corporation operating licences that will result in amendment to these operating licences. The review has established the need for regulatory improvement to ensure compliance with the Water Management Act 2000 (NSW).

As an irrigation corporation, MIL is required to implement these amendments.

The amendments impact:

- Dispute resolution;
- Consumer protections;
- Priority of supply; and
- MIL policy framework.

The Operating Licence Policy provides relevant information on these amendments.

Accountability

Role	Responsibility
Board	The Board is responsible for maintaining the conditions of the Operating Licence, and organisational policies, processes and operations covered by the Operating Licence. The Board is responsible for approving this Policy.
Chief Executive Officer	Promote a culture that maintains the conditions of the Operating Licence.

Role	Responsibility
	Ensure adequate resources are provided to maintain the Operating Licence conditions and the associated policies, processes and operations covered by the Operating Licence. Receive reports or complaints pertaining to breaches of the Operating Licence. Provide information to the Board to support Board oversight responsibilities.
General Managers and Managers	Ensure the implementation, review and compliance with the Operating Licence conditions and associated policies, processes and operations. Provide information to the Chief Executive Officer on issues arising in relation to maintaining the conditions of the Operating Licence, including reports or complaints pertaining to known or suspected breaches of the Operating Licence.
All staff	Day to day implementation of policies, processes and operations supporting compliance with the Operating Licence conditions. Provide feedback to management on any issues arising in relation to maintaining the conditions of the Operating Licence.

Entry to Land

As part of delivering water to customers, MIL requires entry onto private property. This supports operational activities such as inspections, maintenance, compliance checks and works carried out to upgrade or renew the irrigation footprint.

The provisions to enter land are governed under Section 120 of the Water Management Act 2000 (NSW).

Entry to land must only be carried out by authorised representatives.

MIL provides an overview of preventative, planned or potential reactive maintenance as part of an annual general notice on the proposed maintenance program for the year.

Prior notice of entry to land is required where MIL intends to undertake intrusive works outside the general maintenance program.

MIL has an obligation to ensure that as little damage as possible is caused while exercising rights to enter land. MIL commits to rectify or 'make good' any damage or disturbance to as-like condition.

Landholders have an obligation not to threaten, hinder, obstruct or delay authorised representatives carrying out operational duties or exercising MIL's functions as an irrigation corporation.

Water Take Meters

Meters are installed and commissioned to measure the delivery of water to customers. Under the same provisions for entry to land, MIL can enter land to read water take meters where meters are installed.

The primary purpose of water take meters is to measure the delivery of water. MIL aims to maintain water take meters to support accuracy of readings, through inspections, planned maintenance and improvements.

As appropriate, MIL may engage an independent third party to inspect or take water meter readings to confirm the accuracy of water delivery. This process may be initiated by MIL or through a formal request by the landholder where a dispute arises.

Suspension and Disconnection of Services

Suspension and disconnection of water services occur in limited circumstances.

This may include

- Non-payment by customers for services delivered; and
- Unauthorised discharge or contamination of Murray Irrigation network by the landholder.

A Stop Supply may be placed on a customer account once reasonable steps have been taken to resolve the circumstances impacting continued supply. Prior to disconnection through Stop Supply, MIL is committed to helping customers access support.

Stop Supply will not occur where a customer has an active payment arrangement in place and is adhered to.

Suspension of water services in response to discharge or contamination of MIL network by the landholder is separate from a Stop Supply issued in response to non-payment.

Payment Assistance and Support

Payment assistance can be provided to customers experiencing difficulties paying.

MIL provides modern and flexible payment options to customers to make this process simple and easy.

MIL invoices customers on a quarterly basis for the previous quarter in January, April, July and October. Payment is due within 60 days of the invoice date, after this interest is applied to the outstanding amount. The interest rate charged is as per section 356 of the Water Management Act 2000 (NSW).

Customers have access to payment arrangements where payment by the due date cannot be achieved.

Complaints and Feedback

MIL is committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products, and complaint handling. Refer to the **Complaints Handling Policy** on our website for more information.

Complaints and feedback can be submitted directly to MIL through a number of channels.

The complaints and feedback process is not intended to address urgent issues or incidents that may require MIL to take action to prevent flooding or damage.

MIL is a member of Energy & Water Ombudsman (EWON). EWON provides access to quality independent dispute resolution services. From 1 July 2026, any customer will be able to make a complaint using EWON's online complaint form or via their free call number, 1800 246 545.

How to contact EWON

 Freecall	1800 246 545 Calls to this number are free for most mobile users, but some networks may incur a fee. If you would like us to call you back, let us know. Calls to our office may be monitored for coaching and quality purposes. If you don't want your call monitored let us know. Our staff are here to help you - please treat them in a respectful and polite manner.
 Online	Submit a complaint or enquiry online.
 Free Post	Reply Paid 86550, Sydney South NSW 1234
 Interpreter service	We use the Translating and Interpreting Service (TIS). If you need an interpreter, please let us know.

**National Relay
Service**

If you are deaf or have a hearing or speech impairment contact us through the [National Relay Service](#).

- Speak and Listen number: 1300 555 727
- TTY number: 133 677
- SMS Relay number: 0423 677 767

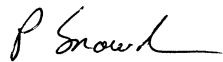
Breaches and Non-Compliance

Suspected or known breaches of this Policy, the conditions required to maintain the Operating Licence, or related policies and procedures will be reported to Executive Management or the Chief Executive Officer. Non-compliance constitutes a breach of MIL's Code of Conduct and will be managed in accordance with the Code, the Performance Management Framework, and may result in disciplinary action or termination of employment.

Authorisation

This Policy is hereby issued as a corporate policy of Murray Irrigation Limited with a commencement date of 1 July 2026. When a provision of this Policy is inconsistent with another governing instrument, the former shall prevail, and the later shall, to the extent of the inconsistency, be invalid.

SIGNED by Murray Irrigation Limited Board Chair:



Phillip Snowden – Board Chair
Murray Irrigation Limited