

At a Glance – in this newsletter:

- **Eton Irrigation progress for the first 3 months** – Most systems are up and running
- **Annual Shutdown** – Eton Irrigation will be having an annual shutdown mid-May to mid-June
- **Acrolein Injection Program** – Timing of Acrolein Injections for 2020-2021
- **Account Fee** – Each customer account will be charged an annual \$600 fee (\$150/quarter)
- **Bpay facilities** – Eton Irrigation now offers the option to pay accounts by BPay
- **Interest on Overdue Accounts** – Overdue accounts will now accrue interest at 6.49%pa
- **Water Statements** – Water statements will now be issued with your invoice
- **Website** – for all important Eton Irrigation information go to www.etonirrigation.com.au

Eton Irrigation progress for the first 3 months

It has been a very busy period since Eton Irrigation took over the operation of the scheme on 31st March 2020. Staff have been very busy getting the new systems in place to enable the effective operations of the scheme. This has been even more difficult with Covid 19 restrictions; however, we have been able to overcome these obstacles and move forward.

As customers hopefully you have not seen much difference as the same operators are still running the scheme on a day to day basis. If you do have or see any issues in the scheme, do not hesitate in contacting us and we will endeavor to get it resolved as soon as possible.

Annual Shutdown

Eton Irrigation has just gone through a 2-week shutdown to enable us to desilt a section of the channel. With the removal of the silt it increases the capacity of the channel and reduces the seed bank of aquatic weeds. By doing this work, it improves the efficiency and timeliness of deliveries through the system.

Going forward Eton Irrigation is planning to have an annual shutdown of the system for 4 weeks from mid-May to mid-June. This will enable us to complete such activities as desilting and other major works which require the system to be shutdown. Having a planned event for this extended period will reduce the number and time for shutdowns throughout the year.

Acrolein Injection Program

Eton irrigation will continue with the Acrolein Injection program for the removal of aquatic weeds from the channel. These are only completed if required and can be weather dependent.

The Planned dates at this stage are -

- 21st – 26th September 2020
- 2nd – 7th November 2020
- 7th – 12th December 2020
- 11th – 16th January 2021
- 15th – 20th February 2021

Prior notification of these events will be sent to customers closer to them occurring.

Account Fee

Going forward each customer account will be charged a \$600 per annum Account Fee which will be added to your quarterly invoice (\$150 per quarter). This fee will cover the administrative cost of maintaining and billing of your account. As a member owned system all our fees are designed to be as cost reflective and as close to “user pays” as possible. If you have multiple accounts and would like to combine them, please contact the office.

BPay Facilities

On the July invoice you will now see that you can pay your invoice by BPay which is something that customers have requested. Hopefully, this will make paying your account easier. Eton Irrigation’s Biller Code is 329664 and the reference number for each account is shown on the invoices. Note that this reference number is unique to each account and will remain the same for every invoice on that account.

Interest to be applied to Overdue accounts

Eton Irrigation is farmer owned and run cooperative, so in order to maintain our cashflow we will be enacting a debt recovery process. As per Clause 13.2 of the Eton Irrigation Cooperative Standard Customer Distribution Contract for the Eton Channel Scheme, it details that we have to ability to charge interest on outstanding debts. Under the rules this is currently 6.49%pa and will be charged on all overdue amounts after the due date starting from July 2020.

Prior to the charging of the interest, Eton Irrigation will send reminder notices and phone reminders to prompt payment. Further action will be taken if accounts are not paid including the suspending of access to water and further legal action if required.

Water Statements

Also, with the July invoice, Eton Irrigation is issuing Water Statements so that customers can track their water usage. The statement has details of each outlet (dates and meter readings), what has been used for the period, allocation announcements and how much allocation you have remaining.

Eton Irrigation Website

The Eton Irrigation Website is up and running. This is a great source of information for customers with news, updates, notices, links to Scheme Rules, fees and charges, contracts, and other important information. Check it out at www.etonirrigation.com.au

If you have any questions or queries, please do not hesitate in contacting myself or the Eton Irrigation team and we will endeavour to resolve any issues.

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