

At a Glance – in this newsletter:

- **Water Ordering** – Make sure you get your water orders in - phone **07 4977 5840**
- **On Call Number** – Now going direct to the duty officer – phone **0409 605 720**
- **Website** – for all important Eton Irrigation information go to www.etonirrigation.com.au
- **Customer Detail** – Please update your mobile number and emails with Eton Irrigation
- **Acrolein Injection Program** – Timing of Acrolein Injections for 2020-2021
- **Meter Outlet** – Keep the area around your meters clear.
- **Overdue Accounts** – Interest is now being charge on overdue accounts
- **Christmas Office Closure** – 2 weeks from 21/12/20 to 4/01/2021
- **Annual Shutdown 2021** – 17th May to 11th June – plan ahead.

Water Ordering

As we head into our hotter months, water use can ramp up if we do not get rain. Therefore, it is vital that all growers put in their water orders for their water usage requirements.

As per the “Scheme Distribution Rules and Service Targets” which is located on our website, customers are requested to place water orders using the telephone water ordering system at least 24 hours before taking water. This allows for the coordination of timely releases from the Kinchant Dam into the channel system and pumping stations to minimise water distribution losses. Water Ordering number is **07 4977 5840**.

On the other hand, if we get rain or a customer stops irrigating prior to the end date of their water order, they must ring the Water Ordering Number to cancel their order. This is vital for efficiencies to minimize overflows or surplus water in the system.

On Call Number

Since the transfer, the on-call number has been stuck forwarded to Peter Young and he has then been forwarding messages on to the duty officer. This has now been fixed and the calls will go directly to the duty officer. If you have an emergency and need help urgently, please call **0409 605 720**.

Eton Irrigation Website

The Eton Irrigation Website is up and running. It should be your first place to look if you require any information regarding the Annual Shutdown, Acrolein injections, Upcoming Events, and Meetings. It also provides links to Scheme Rules, Customer Forms, Fees and Charges Information and your Contracts. Check it out at www.etonirrigation.com.au

Customer Details - emails and mobile numbers.

If you have not updated your mobile numbers or emails with Eton Irrigation, could you please do so. Using emails and SMS is the most efficient and effective means to get messages and notification of shutdowns quickly to our customers. Also, going forward we would like to aim to send more invoices and statements via emails which would increase the efficiencies and in turn be a saving to the company.

Eton Irrigation is striving to provide efficient delivery of water to all customers, so all these steps go towards achieving this goal.

Acrolein Injection Program

Below are proposed dates for the upcoming Acrolein Injection program for the removal of aquatic weeds from the channel. These are only completed if required and can be weather dependent. Planned dates:

- 2nd – 7th November 2020 – Planning for this injection has commenced
- 7th – 12th December 2020
- 11th – 16th January 2021
- 15th – 20th February 2021
- 29th March – 3rd April 2021

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

Meter Outlets

As per your contract clause 12.5, Customers must make sure that Eton Irrigation staff have safe and convenient access to your meter. This means removing any trip hazards e.g. chemical containers and keeping it clear of long grass so that staff can see any hazards, especially snakes. Your meters form part of Eton Irrigation work sites and we wish to provide safe areas for both staff and customers.

Overdue accounts

Eton Irrigation (as stated in the last newsletter) has started to charge monthly interest on overdue accounts at the rate of 6.49%pa from the end of August and we will continue to do this each month on any overdue amount. We will send statements on overdue accounts and do phone reminders to prompt payment to enable the organisation to recover any debt owing to us. Any customer who has issues with paying their account, could they please contact the Eton office to discuss payment options.

Further action will be taken if accounts are not paid including the suspending of access to water and further legal action if required.

Christmas Office Closure

The Eton Office will be closed for 2 weeks over the Christmas and New Year period, starting the Monday 21st December 2020, reopening the 4th January 2021.

During this time, operations staff will still be delivering water as required. If you have any concerns or issues, please contact the on-call number, 0409 605 720 which will direct you to the duty officer. If you cannot contact the duty officer or if it is an emergency, please contact John Badger on 0417 798 913.

Annual Shutdown 2021

A reminder to please plan ahead for the 4-week system shutdown next year between the 17th May and the 11th June. This shutdown will allow us to complete some of the bigger maintenance works that the system needs very efficiently.

With the end of 2020 drawing to an end, I would like to take this opportunity thank all customer for their patience during this trying year with Covid 19 and the change over to Eton Irrigation during this period. On behalf of the staff at Eton Irrigation I would like to wish you all a very Merry Christmas and the best for 2021.

If you have any questions or queries, please do not hesitate in contacting myself or the Eton Irrigation team.

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