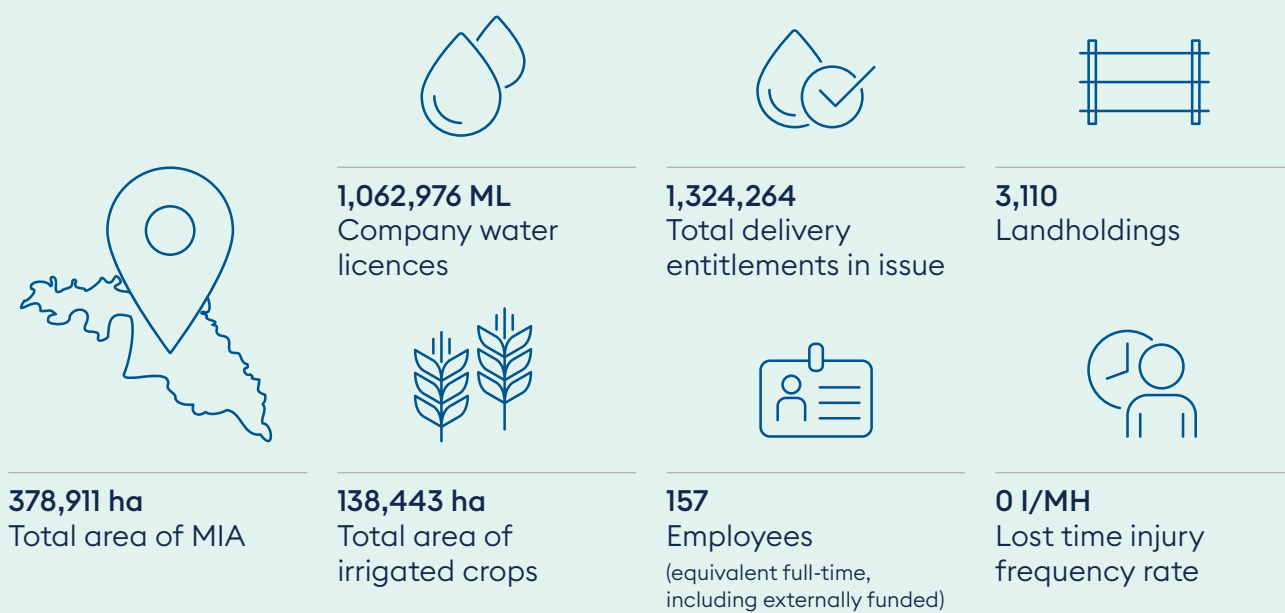


# 2024 At a glance





## Water summary

Measures for 2023/24 in total			Allocations		
Measure	2023/24		Measure	2023/24	
Government announced allocation (all licences)	ML	1,072,557	Special purpose high security (towns, S&D)	% of entitlement	100
Temporary transfers into MIA	ML	194,385	High security (HS)	% of entitlement	100
Supplementary flows from river	ML	33,291	General security (GS)	% of entitlement	100
Total water delivered (all licences; including surplus flows)	ML	797,951	Additional water <sup>1</sup>	ML	49,791
Temporary transfers out of MIA	ML	197,279			

Note 1: For eligible customers who hold more than 250 Delivery Entitlements (DEs) and issued as a proportion of DEs.

## Strategy in action

Murrumbidgee Irrigation exists to enable regional productivity through irrigation. Our job is simple – to deliver water in the best way possible. In line with our Corporate Plan, we organise our efforts to succeed under three pillars:

### 01

#### One team

We have a strong identity and are known for our great customer service.

### 02

#### Ahead of the game

We capitalise on connectivity and use our modernised system to drive the business forward.

### 03

#### Doing different

We have a continuous improvement mindset that transforms how we do business.

# How we delivered in 2023/24



## Customers

### Water when customers need it

Murrumbidgee Irrigation has automated the network and transformed operations to ensure efficient water delivery. The 24/7 Customer Operations Centre, especially during peak seasons, handles most supply needs instantly. New technologies, such as the customer impact alarm dashboard, have been introduced alongside a greater focus on preventative maintenance. The Engagement Team collaborates with customers to help select the best automation options for maximising water efficiency.



## Community

### Reflect Reconciliation Plan

Our Reflect Reconciliation Action Plan (RAP) was formally endorsed by Reconciliation Australia this year and will take around 18 months to complete. This plan supports our contribution to reconciliation and is a structured approach aimed at fostering understanding, respect and collaboration between Murrumbidgee Irrigation and Aboriginal and Torres Strait Islander communities.



## Operations

### Closing in on full automation

Following the completion of the 2023 winter works program, 94% of the MIA system is now fully automated. This was one of the largest winter works programs ever, with critical tasks completed to ensure readiness for a major water delivery season. The FY24 program included automating 275 outlets and 117 regulators, refurbishing 6.5 kilometres of channels and installing 5.5 kilometres of pipelines as part of the Automation Finalisation Project.



## People

### Employee wellbeing and safety

Wellbeing is more than a feel-good exercise, and we have taken a number of deliberate steps to embed a culture of care for our people. This includes safety in the workplace, a focus on the mental and physical health of our team, and awareness of psychosocial risks. We exceeded 12 months without any significant injuries across the business in 2023/24, with our safety-first culture continuing to be a focus. The approach is well supported by our employees who are invested in this culture of prioritising the safety of themselves, their co-workers, customers and the community.



## Environment

### Net Zero

At Murrumbidgee Irrigation, we are cognisant of the challenges of a changing climate and net zero emissions policies and are planning to play our part in the solution. The Solar Merungle Hill pump station was established as a demonstration site for the One Basin CRC "Decarbonising Irrigation" project (2025–2027). A key objective of this project is to conduct a system modelling and optimisation study to identify opportunities for energy integration, storage and management to enhance overall system efficiency, which will be applied to additional solar installations across our network.



## Stakeholders

### Big Water and One Basin CRC initiatives

Over the past year, the "The Murrumbidgee – Big water, big future" project has highlighted the river's value from the perspective of cultural, productive, environmental and social values, emphasising the importance of irrigation to the economy and environment. Murrumbidgee Irrigation has also been instrumental in establishing the Griffith Hub of the One Basin CRC, which supports innovation and adaptation through regionally based research. Key projects include improving irrigation reliability through anomaly detection and demand forecasting and enhancing water delivery decision-making with the Multiple Benefits Project.



## Bottom line – performance of your assets

	Measure	2023/24
Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA) from normal operations	\$'000	9,861
Government revenue	\$'000	53,893
Net assets	\$'000	709,356
Asset renewal capital expenditure	\$'000	4,071

## What our customers said

“The Murrumbidgee Irrigation infrastructure is extremely innovative, their technology and remote access operating systems form part of our success – sustainability, efficiency and innovation is a primary driver at ProTen.”

Nathan Reynolds, Regional Operations Manager  
Griffith ProTen, Griffith, NSW

“It was really good when Murrumbidgee Irrigation gave me the design as to what they were putting in at the outlet because I just gave that straight to my irrigation specialist and they knew what they were doing and what they had to connect to.”

Jess Hoskins, residential customer, Stanbridge, NSW

“Murrumbidgee Irrigation assisted us in preparation for works and creating plans for our drip irrigation system. This enables a slow, controlled system of delivering water to our trees, keeping moisture at optimal levels.

Murrumbidgee Irrigation are very good to work with. They're easy to get in contact with when we need, and their team are very friendly.”

Mavi Singh, citrus grower, Leeton