

## Blyth, Rebecca

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**From:** Katrina Heffer [REDACTED]  
**Sent:** Monday, 24 August 2020 11:31 AM  
**To:** Water Inquiry  
**Subject:** ATT [REDACTED] re water trading submission

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

[REDACTED]

With Murrumbidgee Irrigation and their Easy water account system if you order an outlet to be started at say 10 megs a day for 10 days that's 100 megs total and the moment you place that order Murrumbidgee Irrigation take your 100megs out of your account before any of it is delivered. Then you have issues with delivery and say that outlet is only running at 7megs a day or the old meter isn't working or is over reading you may only get 70megs delivered.....they don't give you your 30megs back and if the crop requires 100megs you would then need to run the outlet for another 3 to 4 days which requires you to extend the delivery period which may take another 30 to 40 megs and 3 to 4 days which your crop is going backwards, so potentially it has now cost you the irrigator 130 to 140 megs out of your account when you only needed 100. Remembering Murrumbidgee Irrigation is a big water trader. If you ask the company to supply records from the meter as we have done several times, they refuse. Now Murrumbidgee Irrigation has put in their member contract that a shareholder has no rights to question their decision as it is final. Remembering this company is still using outdated non-compliant metering that their staff are able to manipulate at any time they choose.

We have put these issues to [REDACTED], [REDACTED], [REDACTED] and their response has been to remove the memory cards from the meters and zero them and ultimately remove the meters and not to replace them. So we have been cut off.

[REDACTED] says the meters were removed because a modernisation project is going on in our area which to date isn't but the meters are gone.

Also that we haven't paid the fixed charges on the meters as we are unable to use them and cant account for our water usage. [REDACTED] said many years ago that if we make an issue about Murrumbidgee Irrigations dodgy old meters that he would cut us off. So what have we done wrong except expose the massive water theft in Murrumbidgee Irrigation that has been going on for decades.

We have given all the documents in the past to [REDACTED], [REDACTED], [REDACTED] and [REDACTED]. And we were shocked that some of the information got back to Murrumbidgee Irrigation within 48 hours!!

Kind Regards  
Stuart and Katrina Heffer