



Central Irrigation Trust Customer Handbook

Berri, Cadell, Chaffey, Cobdogla, Golden Heights, Kingston, Loxton, Moorook, Mypolonga,
Sunlands, Waikerie Irrigation Trusts Incorporated & Lyrup Village Settlement Trust Inc.

“Watering the Heart of the Riverland”



Information for Customers

Office Hours: 8:30am to 5:00pm Monday to Friday 8580 7100

Water ordering using the telephone 8588 3277

Water ordering using the keypad 8588 1355

Website www.cit.org.au

Emergency assistance:

During Office Hours: 8:30am to 5:00pm Monday to Friday 8580 7100

Out of Office Hours: 8580 7100 will connect to on-call staff. Alternative number 0418 839 168

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1 ABOUT CENTRAL IRRIGATION TRUST

Central Irrigation Trust (CIT) pumps water from the River Murray through large diameter pipeline systems to 1,600 growers who irrigate 14,000 hectares of horticultural crops. CIT also supplies 3,200 Non-Drinking Water and 17 Industrial customers.

CIT, a private company formed in 1997, manages the assets and operations of 12 Irrigation Trusts: Berri, Cadell, Chaffey, Cobdogla, Golden Heights, Kingston, Loxton, Moorook, Mypolonga, Sunlands, Waikerie and the Lyrup Village Settlement Trust.

Each Trust is owned by its members, the local irrigators, who own the assets and infrastructure for their district. The CIT Board comprises a director from each district and the CIT Chief Executive Officer. For more information about the Board, visit the CIT website www.cit.org.au.

CIT's philosophy is to use technology to minimise water prices and to focus on the needs of customers. CIT also advocates on a range of issues relevant to its operations and interests of members including to ensure maximum possible water security for customers.

CIT provides a website with information on Trust services and other relevant issues which can be accessed by all. The website also provides a Customer Portal for use by Irrigation Customers. The Customer Portal has functions for irrigators to order water, provides irrigator account information as well as information on water consumption.

For more information about the irrigation trusts, customers can visit the CIT office in Barmera to talk with the staff or visit the website at www.cit.org.au.



2 GENERAL INFORMATION

2.1 TYPES OF SERVICES PROVIDED

CIT provides a range of services that are structured, operated and priced differently. The water supplied is non potable, not filtered or treated and should not be consumed directly.

Services include:

- Irrigation
- Non-Drinking
- Industrial
- Parks and Ovals
- Standpipes

For more information about CIT's services visit our website www.cit.org.au or contact (08) 8580 7100.

The Trust is responsible for any infrastructure upstream of and including the water meter. The Trust will maintain, rectify, repair and upgrade any of its infrastructure.

The customer is responsible for any infrastructure that conveys water to their property downstream of the water meter.

Customers are responsible for any maintenance, repairs or upgrades of their infrastructure.

The only exception to the above is where, in some cases, irrigators in Golden Heights and Sunlands Irrigation Trusts have filtration equipment installed upstream of the water meter. In such circumstances these Irrigators are also responsible for the maintenance and repairs of the filtration equipment and its connection to the pipelines.



2.2 ABOUT THE WATER SUPPLY

2.2.1 Water Quality

All water supplied by CIT is extracted directly from the river. The water is not filtered or treated, and it is not potable or fit for human consumption.

Occasionally, when there is limited irrigation demand for water in our piped systems, anaerobic conditions can develop within the pipelines and tanks resulting in water developing an unpleasant smell. In these events it is recommended that Non-Drinking Water customers switch to their backup storage. Once irrigation demand recommences the problem will normally dissipate.

An issue affecting all piped irrigation supply systems is fouling growths. Typically, these growths clog pipes and filters and damage pumps and valves. In the Riverland there are two types of growth that cause most of the problems. The first is freshwater shellfish and snails; the second are bryozoans, a range of microscopic animals which clump together in strands typically forming colonies. All these organisms thrive in warm water conditions and grow rapidly where constant water flow brings them a steady supply of microscopic food particles. Unfortunately, despite considerable research, no single effective solution has yet been found, with management of the problems achieved through implementing a range of responses at both Trust and irrigator level.

Irrigators can implement on farm filtration that prevents the growths entering their systems but should ensure that any filters are properly designed and of adequate capacity. Under certain conditions, such as the periodic increases in water demand, growth can be dislodged from the delivery pipework increasing the amount of material to be filtered out. Filtration systems need to be designed to cope with these sudden influxes and unfortunately many older installations either do not have adequate capacity or are less efficient. It is also extremely important to ensure that filters are properly maintained and regularly cleaned. Self-flushing systems are the most effective. These must be regularly checked to ensure that the velocity of water providing the flushing is enough to effectively clean out the blockages.



2.2.2 Supply Interruptions and Outages

CIT recommends an alternative storage supply for Non-Drinking Water services in case of supply interruptions.

Most customers use tanks and CIT recommends at least 7 days of peak use storage as a minimum.

Water is supplied through CIT systems 24 hours a day every day of the year.

However, supplies can be interrupted by:

- circumstances beyond our control such as electricity outages.
- planned maintenance, repairs, or upgrades.
- unplanned maintenance, repairs, or upgrades.
- pipelines bursts.

Supplies can be restricted or terminated by:

- water restrictions imposed by the Government or Trust.
- extended repairs or upgrades.
- nonpayment of accounts.
- irrigators taking water without a receipted order.
- irrigators who consume more water than they have allocated.
- customer’s infrastructure affecting the Trust supply system.

All pumping stations are electrically operated. If the electricity to the station is interrupted the plant will cease operations immediately, stopping supply to our customers. Such outages are infrequent and generally associated with thunderstorm activity in the area. Once power is restored water supply will recommence as soon as possible.

Catastrophic infrastructure failures can also interrupt supply without notice and stop supply to customers. Again, this is a rare occurrence, and our staff will rectify the problems as quickly as possible. Repairs in these circumstances may take a number of days.

2.2.3 Maintenance, Repairs, and Upgrades

To ensure that CIT’s equipment and infrastructure is in good working order, planned maintenance programs are periodically undertaken. This may interrupt or restrict customers’ supply. CIT endeavors to inform all customers of such supply interruptions including through our website and electronic communication options.

We also respond to unplanned faults which need repairing. These may interrupt or restrict supply to individuals, groups of customers or, in the worst case, whole districts. Whilst we will endeavor to carry out repairs as quickly as possible supplies may be interrupted without notice.



2.2.4 Operation of Outlet

Non-Drinking Water and Industrial customers have a tap on their outlet near the meter to open or close the outlet.

Irrigation outlet valves are geared to avoid fast opening and closing. These outlets must be operated steadily to avoid surge problems. Once your irrigation is complete please turn off the outlet valve. This minimises associated with surges in the Trust's pipeline damaging your on-farm pipework.

Irrigators' outlets in Sunlands and Golden Heights districts are operated remotely through the computerised water ordering system. Information on this system is available on the CIT website or by contacting the CIT Office.

2.2.5 Protection of Pumps

If you pump water from the Trust's system keeping your pumping plant in good working order will safeguard your crops or ensure that your storage tanks are full. As your water supply may be interrupted without notice we recommend that to minimise the risk of damage to your pumping equipment you install a no-flow protection device.

2.2.6 Electricity Cables

Water and electricity are a dangerous mix. Before installing electrical cables across or near any CIT pipe or drain, please contact the CIT office to seek approval prior to installation and if approved for information on installation standards and safety requirements.

2.2.7 Pipeline Easements

In many cases the Trusts have easements over their pipelines or have the land dedicated to their care and control. This enables them to undertake repairs and maintenance as required. Please help us by not putting rubbish, implements or buildings on this land, or otherwise impeding access.

2.2.8 Right to Enter

Employees of CIT and employees of our contractors have the right under state legislation to enter your property to read the meter or to perform maintenance or capital works to our infrastructure located on your property.

2.2.9 Dial before you Dig

If you are undertaking any work on your own infrastructure please ensure that you make a "dial before you dig" request which will provide you with the location of other infrastructure (e.g. electricity, telecommunications, gas, water) that may be near your works. For further information go to the "dial before you dig" website <https://www.byda.com.au/>



2.3 METERING WATER

All water that CIT extracts from the river and delivers to your land is metered. For each outlet CIT provides a meter to determine consumption. Differing meter types and sizes are used depending on service type and location.

2.3.1 Non-Drinking Water Meters

Most Non-Drinking Water customers are supplied with a 25 mm in-line mechanical meter. This meter is generally close to our pipeline and has a filter installed to stop large objects impeding or damaging the meter. It is the customer's responsibility to clean these filters periodically as needed. For information on filter cleaning please contact the CIT office.

2.3.2 Industrial Customers

Industrial customers will be supplied with a meter that is most suited to the volume of water they require. Industrial customers can have meters from 25 mm to 200 mm which can be either mechanical or electronic. When installing a new connection CIT will assist the customer select the most appropriate meter for their situation.

2.3.3 Irrigation Customers

Irrigation customers are supplied with an appropriately sized meter depending on their demand requirements. Most meters are electronic which are more accurate over a wider flow rate range and enables customers access to more information about their water use. Most irrigation meters have telemetry installed and irrigators have access to this data remotely (see 6.7). All electronic meters are permanently set to Central Daylight Saving Time with peak charge times from 7am to 9pm Monday to Friday inclusive. Golden Heights and Sunlands systems are different where the meters are mechanical meters that are operated automatically by a central control system.

2.3.4 Tampering with Meters

Tampering with your meter in any way is unacceptable, against trust policy and state legislation and may constitute water theft. Instances of meter tampering or removal will be referred to the relevant authorities, and an estimate un-metered water use will be determined to your water use record.

2.3.5 Meter accuracy

If you think your meter is inaccurate, you can pay a fee to have your meter tested, and where practical, watch the test procedure. A meter within $\pm 5\%$ accuracy is considered accurate. Retrospective adjustments for inaccurate meters will be limited to a maximum of the current financial year plus the immediately previous financial year. This extends to where Irrigation Trusts are either negatively or positively impacted.

2.4 CHECKING FOR LEAKS

CIT will maintain and repair the pipelines and infrastructure up to your meter. The customer is responsible for their infrastructure from the meter to the source of use. If you are concerned about your infrastructure there is an easy way to check for leaks:

- Turn all taps or valves off.
- Read the meter
- See if the meter is still recording consumption.
- Return 5 minutes later and see if the meter has recorded any consumption.
- If consumption has been recorded you have a leak.
- Search along your supply line and look for damp spots.

3 ACCOUNTS

Our fees and charges are invoiced quarterly in July, October, January and April. A new pricing schedule is ratified at the AGM of the Trusts and applies from 1 October each year. A Schedule of Charges is published annually on the CIT website and local newspapers.

3.1 INVOICE COMPONENTS

Your invoice will have several components.

- **Service charge**
There are separate service charges each service type e.g., non-drinking water, irrigation. The service charge(s) covers the fixed cost of service provision including infrastructure maintenance, meter reading and invoicing, even if you do not use any water. A quarter of the annual service charge appears on each invoice. For Irrigation customers the service charge varies on water delivery rights held with a minimum service charge, whilst other service types have a fixed service charge.
- **Consumption charge**
There are separate consumption charges for each service type e.g., non-drinking water, irrigation, industrial etc. This is for water used in the period shown on the invoice and is determined from the meter readings or where the meter is proved to be inaccurate or not functioning from estimates determined by CIT.
- **Landscape Board water levy**
This levy is only paid by customers who hold Irrigation Rights. The Trust collects this money on behalf of the Landscape Board who then invests in important projects aimed at improving the water flows and quality of the River Murray, improving the river floodplains as well as water planning and management through the state government.

3.2 DUE DATES

The due date for all invoices is the end of the month following the month of original invoicing. Invoices issued in July are due at the end of August, invoices issued in October are due at the end of November, invoices issued in January are due at the end of February, and invoices issued in April are due at the end of May.

You will minimise the cost of our service if you pay your invoices by the due date. Interest is charged on all overdue accounts.

If you have difficulty paying, please contact the CIT office as early as possible, prior to the invoice due date, to discuss an arrangement for a flexible payment plan.

3.3 NON-PAYMENT OF ACCOUNTS

If an invoice is not paid by the due date and a payment plan has not been agreed, or you have not honored your flexible payment plan, your water supply may be restricted or locked until the issue is rectified. A fee is charged to lock/restrict and to unlock/unrestrict supplies.

For irrigators you will not be able to order water and your outlet will be locked.

For Parks and ovals and industrial customers your outlet will be locked.

For Non-Drinking Water customers, a flow restrictor will be placed in your supply line that will significantly limit supply to only provide sufficient water for hygiene purposes.

The restricted flow rate for non-drinking water customers will be no less than 2 litres per minute.

Note that CIT will not restrict water supply:

- Without notification, either via letter or text message
- If water is needed for a life-support machine
- On a Friday or a day of or before a public holiday
- After 2pm on a business day

CIT will reinstate the supply of restricted services on the payment of all outstanding fees and charges, or in extenuating circumstances by the establishment of a mutually agreeable arrangement for the payment of outstanding amounts.

Where payments for reinstatement of restricted supply, including the restricting and unrestricting fee, are received before 12 noon, supply will be restored the same day. Where payments are received after 12 noon, supply will be restored on the next business day.

Where accounts continue to remain unpaid and the outstanding amount continues to increase without reasonable efforts by the customer to address the issue, CIT will pursue the other options to recover the debt, including legal action and sale of land.



4 FOR NON-DRINKING WATER CUSTOMERS

4.1 ON SITE STORAGE

Supply interruptions can occur, due to planned or unplanned maintenance, interruptions to power supplies and pipe bursts.

For this reason, CIT recommends that customers with Non-Drinking Water services have an alternative storage supply that they can use when the CIT supply is interrupted. Most customers use tanks and CIT recommends at least 7 days of peak use storage as a minimum.

4.2 WATER QUALITY

All water supplied by CIT is extracted directly from the river. The water is not filtered or treated, and it is not potable or fit for human consumption.

The water quality supplied to Non-Drinking Water customers can be influenced by the following:

- Water quality conditions in the River Murray
- Anaerobic conditions can occasionally develop within the pipelines and tanks when there is limited demand for water in our systems. When this occurs the water may develop an unpleasant smell. Once irrigation demand recommences the problem will dissipate.
- Fouling growths that affect all piped irrigation supply systems. Typically, these growths clog pipes and filters and damage pumps and valves.

During periods of particularly low water quality it is recommended that Non-Drinking Water customers switch to their backup storages.

4.3 WATER PRESSURE

Water is delivered from the pump stations through pressurised pipelines. The pressure provided by our systems will vary depending on where you are, the demand on the system, how far you are from the pump station and which pumping station you are supplied by. Whilst pressure does vary we attempt to deliver a minimum pressure at the center line of the CIT pipeline connected to your outlet. This minimum pressure is outlined in Section 5.2.

Pressure at your outlet will also vary during a day, from day to day, and from season to season as the demand on our water delivery system varies. The higher the demand the lower the pressure you will find at your outlet. The highest demand on the system occurs during the hotter days of the year.

The flow rate that Non-Drinking Water services can expect is ~0.5 litres per second.

4.4 CONTACT INFORMATION

CIT uses mobile phone numbers to send messages to customers about planned and unplanned supply interruptions.

Customers should ensure that their contact information held by CIT is current to ensure they are informed of supply interruptions and other information in a timely manner.

5 FOR IRRIGATION CUSTOMERS

5.1 CUSTOMER PORTAL

Irrigation customers can access the Customer Portal via the CIT website. The Customer Portal allows irrigation customers to access information about their account, order water, access previous meter readings and order history, link to telemetry information.

To access the Customer Portal an email address must be registered on the CIT Account. Please contact the office to confirm or change the email address that is registered on the account.

To set up **Account level** access, you need to create your password before you can login. Use the **Log-In** button located at the top right-hand corner of the CIT webpage. Go to the “*reset my password*” option, enter your email address and create a password. The email address used must match the email address registered for your CIT account. A link will be sent to the email address that you need to access to activate your password. Once you have followed the link that is emailed to you, you will be able to log-in at the Account level to the Customer Portal.

You can use the “*reset my password*” option if you forget your password or to change your password.

5.2 PIPELINE PRESSURE

Water is delivered from the pump stations through pressurised pipelines. Each customer is connected to the pipelines by an outlet. The outlet comprises a meter to measure the water and a valve to allow the customer to open or close the connection. Each outlet will have a maximum amount of water that it is allowed to draw from the pipeline. The pressure provided by the systems will vary depending on where you are, the demand on the system, how far you are from the pump station and which pumping station you are supplied by. Whilst pressure does vary we attempt to deliver a minimum pressure at the center line of the CIT pipeline connected to your outlet. This minimum pressure will vary by district and is outlined opposite:

Pressure	Metres of head	Kilopascals	Districts
Low	3	30	Berri, Cobdogla, Kingston, Lyrup, Moorook, Ral Ral, Waikerie
Medium	25	250	Cadell, Mypolonga
Medium High	25-35	250-350	Loxton district where supply pressure is continuously below 35 metres of head
High	35	350	Cooltong, Loxton
High Pressure High Lift	35	350	Golden Heights, Sunlands Higher lift pump stations

Pressure at your outlet may vary during the day, from day to day, and from season to season as the demand on our system varies. The higher the demand the lower the pressure you will find at your outlet. The highest demand on the system occurs during the hotter days of the year.

5.3 FLOW RATES

Flow rates that can be expected for the different services as follows:

- | | | |
|----------------------|-----------|-------------------|
| • Irrigation | 5 to 60 | litres per second |
| • Parks and Ovals | 5 to 30 | litres per second |
| • Industrial | 1.5 to 10 | litres per second |
| • Non-Drinking Water | 0.5 | litres per second |



5.4 ORDERING WATER FOR IRRIGATORS

Why do I need to order irrigation water? For the amount of water CIT delivers it is not commercially viable for customers for CIT to build a system large enough for everyone to access water on demand. To ensure that we can deliver water equitably to all irrigators we have implemented a water ordering system.

CIT provides a range of alternative options that irrigation customers can use to order water. You can order water via CIT's website, using the telephone keypad or by calling the office during business hours.

Before ordering water you will need to know the following information:

- Outlet number
- Starting date for irrigation
- Starting time for irrigation
- Flow rate
- Duration of irrigation event in hours

Golden Heights and Sunlands Districts water ordering is provided through a district specific system, with information available by contacting CIT or via the CIT website www.cit.org.au.

An Irrigator can only take water when they have a receipted order.

5.5 IRRIGATORS TAKING WATER WITHOUT A RECEIPTED ORDER

Irrigators taking water when they do not have an order can impact on the water flow rate and pressure received by all other customers. If irrigators take water without an order they can have their supply locked in line with the CIT policy.

5.6 DRAINAGE FOR IRRIGATORS

Throughout many districts there is a comprehensive drainage scheme to remove shallow groundwater from below and around the root zone. These schemes are not designed to remove surface water but do keep water tables from adversely affecting crops. Water is drained from the farms to a network of drainage caissons and then the water is directed to evaporation basins within the district.

5.7 QUARTERLY BALANCING OF WATER ACCOUNT

Irrigators cannot consume more water than they have allocated as a water allocation. Water consumption and water allocation must be balanced by the end of September, December, March and June.

If you have overused at the end of a quarter it is your responsibility to rectify the overuse immediately. Each account that you have must be balanced, even if you have multiple accounts. If the overuse is not rectified CIT will lock your supply until balanced. At the end of each water year (30 June) unbalanced water use will be fined in accordance with the published Schedule of Charges.

Where there is a pattern of non-compliance with the quarterly balancing policy, the customer may be required to hold water allocation on their CIT water account prior to its use.

Water use information is available to customers via the Customer Portal. Quarterly water use graphs are emailed for irrigation accounts to the email address registered on the account.

5.8 TELEMETRY

Irrigation customers are provided telemetry information on individual water meters including periodic flows and consumption. This is available through the Outpost Central website (<https://app.outpostcentral.com/english/login2.aspx>) or accessed through a link on the CIT website homepage. A mobile App, WildEye, is also available that provides the same telemetry information and can be downloaded from your mobile device app store.

To gain access to the telemetry functions contact the CIT office to obtain user details and password.



5.9 CUSTOMER'S INFRASTRUCTURE AFFECTING THE TRUST SUPPLY SYSTEM

If a customer's infrastructure or method of operating their infrastructure is defective or impacting adversely on the Trust delivery system, the customer may be asked to rectify any deficiencies. If a customer is not prepared to comply with CIT requests, the water supply may be restricted or discontinued.

