

Guidance Note

Managing Irrigation Drainage in Flooded Areas

Lower Murray Water (LMW) is closely monitoring our irrigation drainage assets in flooded areas and responding to ensure minimal impact to customers occurs as possible.

LMW's irrigation infrastructure is designed for runoff and leaching and isn't built to manage high volumes of floodwater.

What is the condition of drainage assets?

- The majority of our irrigation drainage assets are installed higher than the predicted flood peak levels and in general, are performing well
- We have an irrigation drain management strategy which we are enacting to ensure our drainage network is performing as it is intended

What are we doing to respond?

- We have increased monitoring of our drainage network and put in place contingencies where drains become effected by floodwaters
- Where drainage assets have been impacted, we have isolated drainage pipes from the network
- We have installed temporary pumps in low lying drainage pits to discharge water away from irrigation properties

What are we doing to assist customers?

- We are consulting and communicating with our customers that have been affected by floodwaters
- We are here to help in any way we can, if you are experiencing difficulty, please contact our Customer Team to discuss your circumstances so we can work together

Who do I contact for more information or to report issues?

- For general information, assistance or if you are experiencing issues with your irrigation drainage, contact our Customer Team by:
 - Telephone - 1800 808 830
 - Email - contactus@lmw.vic.gov.au
 - Online service request - www.lmw.vic.gov.au

OFFICIAL



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