

New Customer Communication Service Options Murray and Lower Darling Valleys

20 June 2007

A new range of communication service options will be available from 1 July 2007 for customers in the Murray and Lower Darling Valleys.

The new arrangements will replace the existing FaxStream service currently in operation. All existing FaxStream customers will need to re-register for the new service in order to continue to receive information by facsimile. Please note that payment for the new paid services is required in advance which is a change from the last year's procedures.

Options available to customers from 1 July 2007 include the choice of:

- e-mail (FREE Service)
- FaxStream (Fee for Service)
- SMS Alert (Fee for Service)

Fees for the FaxStream and SMS services are reflective of costs incurred to State Water to provide these services.

The communications services allow State Water to directly distribute operational information to Murray and Lower Darling valley customers. This typically includes:

- State Water Media Releases and Customer Notices (includes Supplementary and Uncontrolled Flow announcements)
- Department of Water and Energy Media Releases and Information papers (includes allocation announcements)
- Murray-Lower Darling Water Quality Alerts (eg Blue Green Algal Alerts)
- Relevant River Murray Water and Murray Darling Basin Commission Media Releases and Information Papers
- Ministerial Announcements impacting your area

During the 2006-07 water year, State Water directly distributed to customers about 70 separate items of advice, which included in excess of 140 pages of information. The new range of services can therefore assist you receive the right information, at the right time, delivered to the right place.

All customers that would like to take advantage of the new communication service options need to complete the attached registration form and forward it to State Water. If you would like to know more about the service, please contact the Duty Operations Officer on (03) 5898 3925.

Murray-Lower Darling Communication Service Registration

| | |
|----------------------------------|--|
| Name | |
| Postal Address | |
| Telephone Number (Work) | |
| Telephone Number (Home) | |
| Telephone Number (Mobile) | |
| Facsimile Number | |
| e-mail address | |

Please select your subscription requirements

- e-mail (Free service)
- FaxStream (\$110 including GST)*
- SMS Alert (Messages up to 160 characters) (\$55 including GST)*

* Payment is required in advance

(Subscriptions valid until 30 June 2008)

Please mail completed registration details with cheques (FaxStream and SMS only) made payable to State Water Corporation to:

**Duty Operations Officer
State Water Corporation
PO Box 453
DENILIQUIN NSW 2710**

If you are wishing to only subscribe to the free e-mail service, please mail your subscription form to the above address, return by fax to (03) 5881 5073 or email your details to murray.operations@statewater.com.au

Privacy Commitment: State Water is committed to preserving the privacy and personal information of customers. Personal information held by State Water will be treated in accordance with the Privacy Protection Principles set out in the *Privacy and Personal Information Protection Act 1998*.