

## Step 1 Contact your irrigation corporation

When speaking with them:

- > clearly state your issues and concerns and what outcome you are seeking
- > keep a record of your conversation/s
- > if you are not satisfied, ask for the issue to be raised as a complaint.

Coleambally Irrigation Co-operative Limited [colyirr.com.au](http://colyirr.com.au)

Jemalong Irrigation Limited [jemalongirrigation.com.au](http://jemalongirrigation.com.au)

Murray Irrigation Limited [murrayirrigation.com.au](http://murrayirrigation.com.au)

Murrumbidgee Irrigation Limited [mirrigation.com.au](http://mirrigation.com.au)

Western Murray Irrigation Limited [westernmurray.com.au](http://westernmurray.com.au)

## Step 2 Contact EWON

Freecall (Mon - Fri, 9am - 5pm) [1800 246 545](tel:1800246545) | Complain online [ewon.com.au](http://ewon.com.au) | Interpreter services [tisnational.gov.au](http://tisnational.gov.au)

If your complaint **hasn't been resolved** by your irrigation corporation, contact us.

We provide free, fair and independent dispute resolution for **customers, landholders** and **community members** impacted by the irrigation corporations listed above.

Please provide us the **details** of your complaint, what **contact** you have had with the irrigation corporation, **their response** and what **resolution** you're seeking.

# Irrigation Corporations

## What should you do if you have a complaint?

If you have any concerns related to **water supply pricing, regulatory compliance** or **environmental impacts**, this resource is designed to connect you with the relevant agency.

### What can you complain about?

- > Customer service and complaint handling including delays, poor communication or not following the corporation's process.
- > Water delivery and operational issues eg delivery reliability, outages, interruptions, or infrastructure/maintenance impacts.
- > Billing disputes, fees and charges including incorrect charges, disputed invoices, payment arrangements or affordability concerns.
- > Metering, readings and allocations eg disputed readings or account information.
- > Access, connection, transfers or service requests including delays or administrative errors.
- > Asset management impacting customers.
- > Non-compliance with licence conditions.
- > Impacts on neighbouring landholders from irrigation infrastructure or operations, where the issue is linked to the corporation's actions or omissions.

If we can't resolve your complaint, **we'll refer you to the right organisation.** Turn the page to learn more.

## Step 3 Seek further guidance

If you need further assistance with something we don't cover, we can put you in touch with the right organisation:

### Natural Resources Access Regulator

NRAR  [nrar.nsw.gov.au](http://nrar.nsw.gov.au) |  1800 633 362

#### What they do

- > Enforces water laws under the NSW Water Management Act 2000.
- > Regulates the taking of water, building and use of water management works, how water is used and activities on waterfront land.
- > Ensures compliance with water access licences, metering requirements and approvals for water use and supply works.
- > Provides educational services to help people develop their understanding of water regulation.

#### Contact them about:

- > compliance matters
- > to report suspicious activities
- > learning more about the water rules.

### Australian Consumer Competition Commission

ACCC  [acc.gov.au](http://acc.gov.au) |  1300 302 502

#### What they do

- > Enforces the Water Market Rules and Water Charge Rules under the Water Act 2007.
- > Protects irrigators by ensuring fair conduct in water trading, transparency in pricing, and timely processing of irrigation right transformations.
- > It does not regulate allocation markets or resolve individual disputes.

#### Contact them about:

- > unfair trading practices
- > delays in transforming irrigation rights
- > pricing transparency
- > market conduct
- > water trading concerns and issues regarding the Intermediaries Code.

### Inspector-General of Water Compliance

IGWC  [igwc.gov.au](http://igwc.gov.au) |  134 492

#### What they do

- > An independent oversight body that monitors and enforces compliance with Commonwealth water laws that apply in the Murray-Darling Basin.
- > Primary focus is on ensuring water management agencies (generally government) meet their obligations under the Basin Plan and water resource plans and related obligations.

#### Contact them about:

- > non compliance with Commonwealth water take limits (called Sustainable Diversion Limits)
- > failure of agencies to meet metering or reporting obligations including in relation to water markets and trade
- > failure of irrigation infrastructure operators to meet reporting obligations for customers irrigation and delivery rights and trade
- > concerns about enforcement actions (or lack of enforcement) by other water agencies
- > Basin Plan and water resource plan compliance and accountability issues.

### Local Member of Parliament

#### What they do

- > Local MPs will advocate for constituents, raise issues with government agencies and influence water policy, legislation and funding decisions.

#### Contact them about:

- > escalation of unresolved issues with water agencies or irrigation corporations
- > advocacy on water allocations, drought or flood impacts
- > concerns about policy settings, legislation, or regulatory impacts on irrigators
- > requests for infrastructure funding or program support
- > Basin Plan, water reform, or community-wide impacts requiring political intervention.

#### Find your local MP

- > NSW:  [parliament.nsw.gov.au](http://parliament.nsw.gov.au)
- > Federal:  [aph.gov.au](http://aph.gov.au)

### Local councils

 [olg.nsw.gov.au/public/find-your-local-council](http://olg.nsw.gov.au/public/find-your-local-council)

#### What they do


- > Local councils manage town water and sewerage services, as well as local drainage and planning matters that can affect water access and impacts.


#### Contact them about:

- > drinking/town water supply or service issues
- > local water, drainage and stormwater issues
- > floodplain management or drainage works
- > land-use planning or development approvals affecting water.

## Got a question? Get in touch!

 **Website:** [ewon.com.au](http://ewon.com.au)

 **Freecall:** 1800 246 545\* | Mon to Fri, 9am to 5pm

 **Freepost:** Reply Paid 86550, SYD South NSW 1234

 **Interpreter:** 131 450

 **TTY/Voice:** 133 677

 **In person:** By appointment only

\* If you're calling from a mobile phone, let us know and we'll call you back.