



## NOIC NEWSLETTER

MARCH 2018

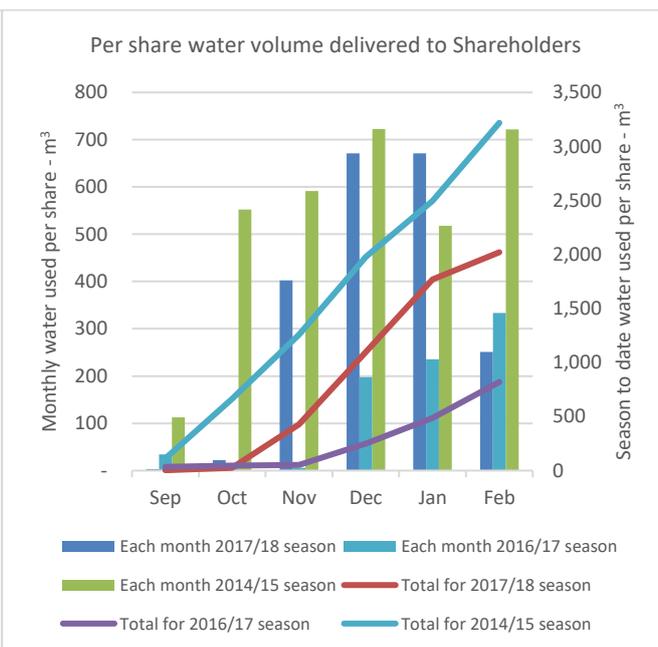
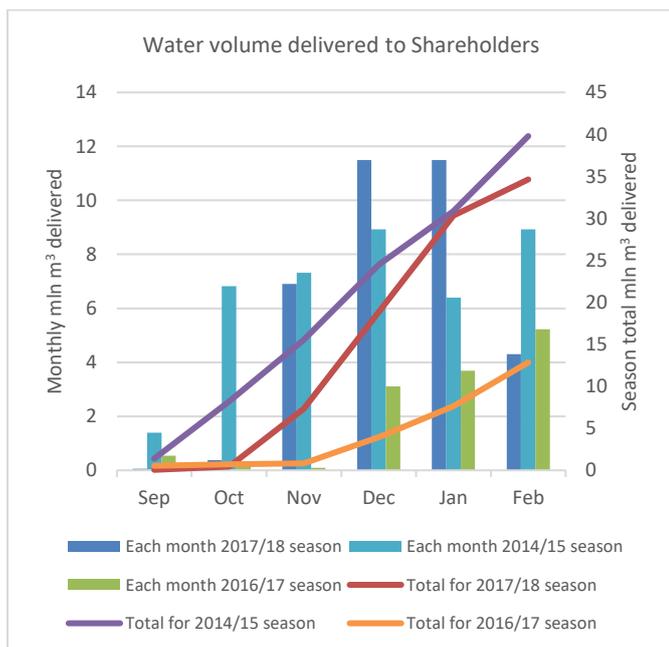
### Welcome

*In this month's newsletter we give you a view of the water deliveries so far this season with the expansion lines operative; we ask that you read some information on our operations processes and expectations; we provide feedback on the annual review of our Rostering Policy; and provide environmental advice on upcoming training and exclusion of cattle and deer in waterways.*

### Season in Review

This season has seen the largest ever volumes of water delivered to shareholders in one month. In December and January 11.5 million m<sup>3</sup> was delivered each month. December 2017's monthly volume was 30% more than the previous monthly record in set December 2014. December 2017's monthly volume was almost three times the volume delivered in the same month last season. The wet spring meant that total volumes this season to date are 10% less than the driest ever season (2014/15) over the same period.

On a per share basis, this season's monthly volumes peaked in December 2017 at 670 m<sup>3</sup> of water per share which was only 7% less than previous peak in December 2014 of 720m<sup>3</sup> per share. Use per share for this season to date is down a third on driest ever season in 2014/15. The 2014/15 season was marked by an early start of the season as well as a dry autumn with water use in February 2015 almost matching that in December 2014. This season however we have had a wetter spring than normal and use in February 2018 is now down two-thirds on the peak December and January months, and is down 25% on February 2017.



### Operation Team Response Time

There are five members of the NOIC Operations team that maintain and manage the practical aspects of the scheme in the field. If you experience any water delivery issues that are related to the off-farm infrastructure or your offtake box, then this team is here to assist.

So that all shareholders are aware of the process in logging issues and the expected response time the following protocol has been developed:

**Always phone the 0800 number (0800 333 437)** whether it is during office hours or not. The 0800 number is manned 24 hours per day by an external answering service provider –

Timaru Answering Service (TAS). Phoning this number will ensure your issue is recorded and directed to the team member responsible.

- Phoning the operation team members directly won't get the job done any sooner and may possibly miss having it logged in the system.
- Identify the severity of the issue and consider that after hours complaints will be triaged and if not urgent, responded to the next day.
- Health and safety concerns, environmental concerns, or the loss of stock water will be treated as urgent and attended to promptly.
- In most cases an Operations team member will be on site that day or the next depending on the time

of the phone call. Phoning in the morning will assist in your chances of the issue being addressed that same day.

All pump houses and some offtakes have real time monitoring equipment installed. The Operations team are able to monitor many aspects of the scheme remotely, which assists in identifying issues sometimes before irrigators have experienced any challenges.

When outages occur that impact one or more lines, you may receive a text and/or email from NOIC via TAS advising what is happening and when service will be resumed. We use TAS to communicate during a large-scale outage as it frees up operators to focus on fixing the problem.

### ***Shares for Sale or Lease***

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**Up to 50 NOIC Shares available for immediate sale  
(subject to hydraulic check with Ben Stratford)  
Contact: Shaun Wilson  
General Manager Craigmore Farming  
027 4826600**

**30 NOIC shares for lease  
Contact: Stephen Strachan - 021 261 8647**

### ***Leasing Shares***

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NOIC supports shareholders using leasing to get the most value from their shares. Leasing shares or land and shares between farmers allows flexibility and use of water to suit the needs of both parties. Contact the office if you wish to enter into a lease so we can help in ensuring the proper processes and protocols are followed.

### ***Cattle and Deer in Waterways:***

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NOIC has had a policy of no cattle and deer in waterways for a long time now. This year's Environmental Farm Plan audit results reflect this. Any farm where cattle and deer are not excluded from waterways and wetlands will automatically fail the audit (regardless of how well the rest of the audit goes).

Over the past fortnight the NOIC Environmental Manager Dylan has called a number of shareholders to ask them to remove cattle from waterways.

Please be fastidious in your farm management around this area.

If you had wet gullies through December/January, these would probably be best fenced off permanently. Any wet gullies which have emerged as the result of rain may be dealt with by erecting a temporary electric fence or grazing a different paddock until the gully dries up.

However you choose to exclude cattle and deer, make sure it keeps them out of the water.

NOIC considers anything with water, which is connected to downstream creeks, to be a waterway. Wetlands are swamps and bogs with wetland vegetation growing in them.

### ***Bucket test App training day 13 March***

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The Waitaki irrigators Collective alongside LWIC and Irricon are holding a Bucket Test App training day on 13 March.

If you are interested in attending, please RSVP to Waitaki Irrigators Collective (03 434 6721) on or before the 8<sup>th</sup> March.

**Venue: Rogan Borrie's Runoff (940 Georgetown-Pukeuri Road)  
Start Time: From 10am**

A light lunch will be supplied following the demonstration.

All are welcome to attend. This training day may be great for staff and will help you meet the requirements of both your pasture and Environmental Farm Plan.

### ***Rostering Policy and Plan***

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In the event the scheme or any section of the scheme has a breakdown or power failure the company has a Rostering Policy and Plan in place.

While the Operations Team work to repair the fault efficiently the Rostering Policy and Plan guides the process of ensuring as many shareholders as possible receive water at sufficient pressure.

Prior to the expansion line being commissioned some lines and offtake boxes experienced low pressure during the summer peak and rostering was used. This was a frustrating time but please be assured, before returning any load back to the old lines, a thorough assessment of their delivery capacity will be completed. The company aims to deliver reliable pressurised water 24/7 during the irrigation season unless there is a breakdown.

Attached to this newsletter is the Rostering Fact Sheet summarising the steps and rules that will be used if required. Please read it and file it safely for future reference if ever required. We have no reason to believe a breakdown is imminent. This is simply an information update for all shareholders on one of the policies the company has in place.

The Rostering Plan and Rostering Policy can be found on the NOIC website. Both documents were developed and reviewed with co-operation and input from a shareholder group and the Rostering Policy has been adopted by the Board. The shareholder input is much appreciated.

***With kind regards from the NOIC team***