

End of Season Newsletter

2016/17

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Photo: Damian Janssens

April 2017



From the Managing Director



When I started with Goulburn-Murray Water (GMW) last October, we were all enjoying the benefits of some much-needed spring rain.

For our customers and our communities, sustained and timely rainfall means so much more than greening our parks and gardens. Last year, it meant our storages were at high capacity and we had a solid and optimistic start to the 2016/17 irrigation season.

While things have been a little drier of late, we have experienced steady conditions throughout summer. So as our customers near the end of the gravity irrigation season,

I am pleased to report that our water reserves remain high for this time of year, our delivery requirements are being met and the outlook for 2017/18 continues to be positive.

These healthy reserves and historic trends increase the chances of meeting all our high-reliability allocation commitments extending into next year's irrigation season. The newsletter also provides an update to our customers on some of their options as we near the end of this season. In it you'll find important information on carryover, trade and making the most of your unused water, as well as important dates on seasonal outlooks and determinations.

When the season officially ends on 15 May, GMW will get busy with the large Winter Works Program. Major engineering works in 2017 range from replacing dam spillway gates to clearing aquatic weeds and rebuilding many kilometres of irrigation channels. Meanwhile, our GMW Connections Project will see action right through the year including a large Winter Works Program as we continue to roll out state-of-the-art irrigation infrastructure.

I've really enjoyed my first irrigation season with GMW and look forward to delivering more good news as we work together for the future.



Summer harvesting

Season to end with positive outlook

Healthy reserves and historic trends continue to point to a positive outlook for water availability across all storages and irrigation systems going into the 2017/18 irrigation season.

The Northern Victorian Resource Manager makes seasonal determinations and outlooks on behalf of all Victorian water entitlement holders. These announcements throughout the year help our customers develop their seasonal watering plans.

Determinations are a calculation of how much water is available in storage plus expected inflows from rainfall, versus how much water is needed to meet delivery requirements. The difference provides allocation to entitlement holders. In dry years, only a small percentage of water may be available to entitlement holders in some systems.

Outlooks provide entitlement holders with a guide to what the season may bring in terms of water availability. Because the future volume of water that flows into the storages - or inflows - is highly uncertain, historical information is used to help determine the most accurate seasonal outlook possible.

By mid-October, the Resource Manager expects all northern Victorian systems to have seasonal determinations of 100 per cent high-reliability water shares (HRWS) under average inflows. This means that if we experience average inflows into our storages, the water available to meet all high-reliability allocation commitments appears secure to the end of next season.

The current outlook was made on 15 February. At that time the Resource Manager, Dr Mark Bailey, said the refilling of the northern Victorian storages during 2016 and continued

mild weather into 2017 helped to provide this bright outlook for water availability going into the next irrigation season.

“Healthy reserves were established this season, especially in the Murray, Goulburn, Campaspe and Loddon systems, and this is reflected in their outlooks for High Reliability Water Shares,” he said.

The current determination, made on 3 April, has HRWS at 100 per cent across all systems. Low-reliability water shares are at 0 per cent in the Goulburn and Loddon systems, 5 per cent in the Murray system and 100 per cent in the Broken, Campaspe and Bullarook Creek systems.



Lake Dartmouth

Key dates

15 May

The next seasonal outlook

3 July

Opening allocation and risk of spill announcement

Our Winter Works this season

Our 2017 Winter Works Program kicks off in May to complete a range of works across the GMID.

This year's capital works program, carried out during the irrigation shutdown period, will include more than \$8 million of channel remodelling, rock armouring and upgrades to about 40 of our structures.

These structures include replacement of large road bridges, road culverts, occupation culverts and drainage subways at a cost of approximately \$5.8 million.

It will also see approximately 11km of channel bank remodelling and 18km of rock armouring, at a cost of \$2.9 million.

The 2017 winter works program is similar in size to the 2016 works.

Works will be spread across each of the six irrigation areas from May 15 onwards.

The works will mean more traffic, earth-moving equipment and heavy vehicles will be operating in the GMID.

Members of the public are urged to remain vigilant about increased traffic.

Our ongoing metering program will continue throughout the year, with the replacement of

a number of meters in various locations as required. For diverters, work is taking place at Tea Garden Creek to see the Markwood levee repaired, while capital repairs are also taking place on the Mokoan Pipeline System.

In regards to work this year on our dams and weirs, three key projects will take place. The \$3 million Lake Buffalo spillway gate and hoist upgrades will see two gates upgraded this winter. The work will bring the spillway gates in line with current Australian dam design and standards, and ensure a reliable supply of water to our customers and the safety of downstream communities.

The second project is at Torrumbarry Weir, where an updated control system will monitor and manage water levels and flows, while also providing crucial data about the structure and other aspects of the river. Work started in March to install the new system which provides increased functionality and the ability to operate the structure remotely.

The Cairn Curran outlet works is the third, which will see mechanical and electrical works take place to improve functionality and reduce risk. A tender process is underway for this project.



2015 Winter Works, installing pipeline

Connections Project delivers

The GMW Connections Project has appointed John Holland to deliver a significant portion of irrigation modernisation works in the GMID, with much of this to be completed during this year's winter shutdown.

The total scope of these works is:

- Installation of 430 automated channel regulators
- Remediation of 60km of channel
- Laying of 160km of new pipeline
- 3700 meters treated (replaced, rationalised or retained).

Connections Project Control Group Chair Mike Walsh said the announcement was a significant step in implementing the project's Reset Delivery Plan and landowners could expect to see action on the ground soon.

"This announcement is the culmination of a huge amount of work done to reset the GMW Connections Project," Mr Walsh said.

"We're getting on with the job of delivering this vital infrastructure for GMID irrigators.

"John Holland will hit the ground running by constructing part of this year's Winter Works Program, ensuring more farmers benefit from state-of-the-art irrigation water delivery."

GMW Managing Director Pat Lennon said that the delivery of a major portion of the works by a qualified and experienced contractor was a major part of the Reset Delivery Plan.

"Our customers will soon see substantial activity right across the region, boosting local economies and farm efficiency, as we continue to roll out the Connections Project," Mr Lennon said.

Project Director Frank Fisseler said John Holland, together with the project's internal delivery team, could now focus on implementing the new landowner engagement process, which included reconfiguration of GMW's water delivery system.

"Through our consultation sessions and Stakeholder Consultative Committee, we know the importance to landowners of regular communications and listening to local knowledge and advice at every step," Mr Fisseler said.

He said a new Landowner Guide and supporting Operational Rules have been published on the project's website so landowners could easily understand the new engagement process.

"While having a main contractor on board will help us to deliver a significant portion of the remaining upgrades, we'll also be tendering smaller packages of works to be overseen by our internal delivery team, resulting in even more opportunities for local contractors," Mr Fisseler said.

The \$2 billion project is funded by the Commonwealth and Victorian governments and represents the most significant upgrade to the region's irrigation infrastructure in its 100-year history.

The project is the key to ensuring water for the environment is provided through infrastructure upgrades, not buybacks.

The project is on track to achieve its water savings target and be completed by October 2020.

Landowners can view the status of their works on the project's online portal at www.connectionsproject.com.au

Plan your winter water supply now

Each year we drain many of our channels during the irrigation off season (16 May to 14 August) so we can conduct important maintenance.

Due to this draining we cannot guarantee reliable water supply during this period.

Please ensure you have an alternate water supply and fill your water tanks or dams before 15 May.

The non-irrigation period is typically a time we carry out important works, such as weed control, channel maintenance, infrastructure repairs and replacement to ensure the efficient delivery of water to you during the irrigation period.

This Winter Works Program may mean you will see more traffic, earth-moving equipment and heavy vehicles operating in your area.

Please be aware of the increased traffic, obey all signs and drive safely.

For safety reasons, public access to these work sites is not allowed.

Please note this message applies generally to our customers who receive supply from our channel network.



Aquatic weed boat

Treatment of aquatic weeds in Shepparton

Aquatic weeds along sections of the East Goulburn Main Channel (Katandra West and Invergordon districts) will be treated this winter to ensure a more reliable water supply to our customers.

The treatment will take place from 16 May to 14 August.

Aquatic weeds affect water flow, promote silting and cause problems with automated regulators which can reduce delivery of water to customers.

We understand how important a reliable water supply is to our customers and this treatment will ensure better flow rates and return design capacity in our channels.

Being able to efficiently deliver water to our customers during the season is a priority for us.

Some water will remain in parts of the East Goulburn Main (EGM) Channel network as the treatment takes place. The static water will be injected with Endothall, a herbicide proven to effectively treat aquatic weeds.

Stock and Domestic customers who either receive water direct from the channel, or a pipeline from the channel, will need to make alternative arrangements for water supply.

It's important for customers to remember that water supplied from our channel network is only guaranteed during the irrigation season. While some water will remain in the EGM Channel, this will be treated water and will not be fit for use.

For more information on the treatment program please visit www.gmwater.com.au/endothall

Make the most of your unused water

Good spring rains, healthy supplies in our storages and historic trends suggest many of our customers will have some choices to make with regards to carryover water before 30 June.

Relatively dry conditions in recent weeks will result in some customers deciding they need to use all of their water allocation prior to the end of the irrigation season.

However for the many customers who won't use all of their allocation, it's important they know and understand their options with unused water.

Customers may trade their water as long as there is sufficient water in their account and is within the trading rules.

Customers can find a buyer, use a water broker or solicitor to find one for them. We provide application forms and information on end-of-season water trading on our website. We also have a list of brokers GMW has dealt with; while not an endorsement of their

services it may help customers find suitable trading assistance.

Trade applications must be lodged with us by 27 June, or 30 June if applying online.

Some customers have the option of carrying over their unused water allocation from this irrigation season into the next, where it can be used or traded as normal. This is termed "carryover".

Finally, if a customer does not wish to use, trade or carryover their unused water, they can apply to relinquish their allocation. There is no charge to relinquish water.

To relinquish water, applications must be lodged with us by 27 June, or 30 June if the application is made online.

For more information about carryover, using, trading or relinquishing water allocations, visit our website on www.gmwater.com.au/endofseason, the Victorian Water Register website www.waterregister.vic.gov.au, or phone our Customer Service Centre on 1800 013 357.

Carryover explained on page 9.



Delivering water for irrigation

Allowing time to volunteer benefits our communities

Donald Hughan jokes he was just in the wrong place at the right time when he was asked to join the local branch of the State Emergency Service.

“They picked me,” he laughs.

But his decision to say yes is certainly something he’s happy about.

Just three years on, he’s the Rochester branch’s deputy controller of administration and in times of crisis acts as the communications operator.

“As deputy controller of administration I make sure all our reports are done for call-outs,” Mr Hughan said.

“Then, when there’s a crisis like a storm event, I’m the key communications contact.”

It’s a challenging role and Mr Hughan’s involvement is all voluntarily.

“There might be a storm event at 3am and we’ll all be helping out, as part of my role I could be liaising with the police, CFA and other emergency services to ensure everyone knows exactly what’s going on and where they’re needed,” he said.

“I really enjoy volunteering. It’s giving back to the community and I think that’s important.”

Mr Hughan’s involvement in the SES is made possible through GMW’s commitment to providing staff time to volunteer for emergency activities.

As a Customer Service Administrator in the Rochester, Kyabram and Tatura offices, he has taken time off to work at flood events in Echuca and Mildura.



Donald Hughan and Michael Milburn

VICSES CEO Stephen Griffin said that SES volunteers play an important role in influencing and supporting community actions and decisions before, during and after emergency events.

“The SES relies on the dedication and commitment of our incredible volunteers who form the backbone of our frontline emergency response. Both volunteers and their employers embody the spirit of community service.”

GMW Head of Human Resources Michael Milburn said offering staff time to volunteer for emergency services was non-negotiable.

“We understand how important these services are to our communities,” Mr Milburn said.

“That’s because our customers and our staff are part of these communities.”

New Rosters and Restrictions tool now available on our website

Our unregulated customers can now head online to check the status of any rosters or restrictions in place on a stream.

It allows the user to select a region or catchment, select a stream and view any current restrictions on unregulated water access.

Find the new page at www.g-mwater.com.au/rosters-and-restrictions

Streams that do not have a specific Local Management Rule have a minimum threshold of three megalitres per day applied.

For more information about specific streams, please contact your local Diversion Inspector on 1800 013 357.

Customers are required by their licences to take water in accordance with any rosters and restrictions on their stream. It is an offence to take and use water at a level exceeding any roster or restriction.

Letters will still be issued to our Diversions customers in addition to the new webpage.

Carryover explained

- **WHO:** Customers in the Murray, Broken, Goulburn, Campaspe, Loddon and Bullarook systems are able to carryover unused water at the end of a season. Groundwater customers in the Loddon Highlands and Lower Campaspe Water Supply Protection Areas, along with customers in the Mid-Goulburn and Mid-Loddon Groundwater Management Areas, can also carry over water.
- **WHAT:** Carryover allows water entitlement holders to take their unused water allocation from this irrigation season into the next.
- **WHY:** Carrying over water means that the unused allocation is available to use or trade in the next season. It ensures early water availability in the season for the individual.
- **WHERE:** Different carryover rules apply to different systems. In the Loddon and Bullarook systems, a maximum 50 per cent of a customer's high-reliability water shares (HRWS) and 50 per cent of low-reliability water shares (LRWS) can be carried over. In the Broken system, 50 per cent of a HRWS only can be carried over. Water entitlement holders in the Murray, Goulburn and Campaspe systems can carryover up to 100 per cent of both HRWS and LRWS.
- **HOW:** To be carried over, your unused allocation must be in an allocation account (ABA) linked to your water share and within the carryover limits for your water system.
- **WHEN:** The last day for entitlement holders to ensure the water they intend to carryover is in a linked allocation account (ABA) is 27 June (for applications lodged on paper with us) or 30 June (for online applications).

For more information please visit <http://waterregister.vic.gov.au/CarryoverCalculator2014/index.html>

Healthy end of season for our lakes, dams and reservoirs

Our storages are expected to be more than half full – and in some cases much higher – as we move into the winter period.

While exact capacities will depend on both the weather and customer demand for water in the closing weeks of this irrigation season, the amount of water remaining in storage reflects the healthy inflows we had in August, September and October last year.

We are deliberately drawing down Lake Buffalo over autumn to 47 per cent of capacity. This is to allow safe access to the lake's three spillway gates, which are being upgraded to current Australian dam standards at a cost of \$3 million.

The Lake Buffalo construction works are scheduled to be finished by June and are not expected to impact irrigators before the next season starts.

As for our 21 other storages and lakes, normal inflows over winter for the Murray, Ovens, Campaspe, Broken, Goulburn, Loddon and Bullarook systems should result in a positive seasonal outlook as we go into the next water year.

Keep up to date with storage levels at www.gmwater.com.au/storagelevels

Managing the risk of flood

Full storages and heavy inflows can increase the risk of floodwaters impacting customers and communities in our operating region.

The lead agency for a flood event in Victoria is the State Emergency Service (SES). We assist the SES, other emergency services and the Bureau of Meteorology to prepare flood warnings by providing information about our lakes, dams and reservoirs and their operations.

We encourage our customers to prepare themselves by having a flood plan in place, monitoring rising river and stream levels and if necessary, be prepared to move stock and machinery to higher ground.

Flood warnings for rivers and streams are issued by the SES via the Vic Emergency website at www.emergency.vic.gov.au where visitors can also find flood preparation advice and information.



Risk of spill: what, where and when

In the Murray, Goulburn and Campaspe irrigation systems, entitlement holders are able to carryover up to 100 per cent of their High and Low Reliability Water Shares.

This may mean entitlement holders can have more than their total water share volume in a given season for personal use or trade.

If this happens, then the volume of water above a customer's High and Low Reliability Water Share is quarantined in a spillable water account. This water is subject to what is termed "risk of spill".

In other words, the water may be lost if the storage in the system fills and spills. Lake Hume stores for the Murray system, Lake Eildon for the Goulburn system and Lake Eppalock to the Campaspe system.

The Northern Victoria Resource Manager (NVRM) assesses the chances of the storages spilling in these systems on the 10th of each month. If the chance is less than 10 per cent, a "low risk of spill" will be declared and water in spillable accounts is returned to the individual allocation accounts.

If there is a spill, the Resource Manager will deduct a proportion of all the spillable water accounts based on the volume that is spilled from the storage.

The next announcement on the risk of spill and its effect on water availability will refer to the 2017/18 water year. This first assessment in the Murray, Goulburn and Campaspe systems will be announced on 3 July 2017.

It's not about flooding

The "risk of spill" assessment does not describe the chances of flooding in a system.

The Resource Manager's assessment relates to the availability of water in spillable water accounts. This information is for customers to factor into their seasonal watering plans and does not refer to flood risks downstream of the storages.



Goulburn Weir



We're scrapping our credit card surcharge

We will no longer apply a surcharge to bills paid by customers on their credit card.

The surcharge, common among many Australian businesses, was applied to customers to recover the commission charged to GMW by banks issuing the credit card.

"Following a review, we determined the surcharge is of less value to the business than the positive action of removing this impost on our customers," Managing Director Pat Lennon said.

We do not apply a surcharge to accounts paid over the counter at our customer service centres and at Australia Post shops. That policy will now apply to accounts paid over the telephone and on the internet, which previously did attract a credit card surcharge.

We're backdating this initiative to 1 September 2016 so any surcharge already paid by customers since that date has been credited to their account.

We are progressively removing all references to a credit card surcharge from our payment channels and accounts, however customers can be assured no surcharge will apply.

Gathering feedback for our future

While our core role of efficiently delivering water continues to the end of the irrigation season, we've been busy behind the scenes gathering facts and feedback for our future.

Over summer, we hosted a series of workshops dedicated to identifying our future challenges and opportunities. These have ranged from the way we do business to the changing needs of our customers along with water availability in a world impacted by climate change. Our Water Service Committees and Strategic Advisory Committee have played a key role in this consultation process.

This work helps form the basis for the development of a Strategic Plan to guide us in the next five, 10 and 30 years – a collaborative approach to ensure the future prosperity of our business and our region. We can't do this work alone and nor should we; working together with our customers and stakeholders is the best way to achieve better outcomes for all.

We know we need to adapt as a business to the change that is happening around us now. Our region's farms are consolidating into fewer, larger properties. New crop types mean there will be demand for water outside our traditional irrigation season. Flexibility – aided by unprecedented spending on our delivery network – will be crucial now and into the future.

Our customers will be hearing a lot more about the Strategic Plan process as we develop a findings paper outlining what we've heard so far and the challenges and opportunities we've identified. This will be shared, reviewed and revised this year as we finalise our plan for the future.

To stay up-to-date on the development of the Strategic Plan, and to provide feedback along the way, visit our website at www.gmwater.com.au

Public groundwater pumps play key role to protect orchards

A number of public groundwater pumps have been operating during the 2016/17 period to lower water table levels and maintain crop productivity across the region.

The pumps help to keep water table levels in check during times when high water table conditions exist.

Importantly, this provides protection to orchards and pasture, and has been required in recent months with the rise in shallow groundwater levels due to above average rainfall in 2016.

Wet conditions in late autumn and early winter led to water table monitoring in August showing that the area within the 0-1m depth range was at its largest since 2003.

Most of the increase was observed in an area between Lake Cooper and Waranga Basin.

More than 30 public groundwater pumps have been operating during the summer period within the Shepparton Irrigation Region, which takes in the Murray Valley, Central Goulburn, Rochester and Shepparton irrigation areas.

The pumps are designed to prevent loss of agricultural productivity and they do this by either lowering the water table to prevent waterlogging, or by providing an opportunity to improve the downward movement of salt through the soil with irrigation, or leaching.

Public Groundwater Pumps can be classified into two types: Phase A Pumps and Salinity Control Pumps. Phase A Pumps were installed during the late 1970s and early 1980s in horticulture areas across the region, while Salinity Control Pumps were installed from the late 1980s in areas of intensive irrigation.

Most of the public groundwater pumps dispose of saline groundwater into our channels or drains. For pumps that dispose groundwater into our channel network, we work to manage the surface water system carefully in order to ensure that adverse salinity-related impacts do not occur.

We do this by ensuring that channel-disposing pumps are only operated when sufficient dilution flows are present within the target channel system.



Groundwater pump

Lake Buffalo's \$3m upgrade

We're expecting all our storages to enter winter with healthy water volumes – though Lake Buffalo will be a little lower than the season's inflows and irrigation demands would suggest.

Over the last few months our River Operations team has methodically and deliberately drawn down the lake with controlled releases into the Buffalo River, bringing this storage down to 47 per cent capacity.

At this level, Lake Buffalo's spillway gates are free from water and can be safely accessed to complete one of our largest single construction projects in this year's Winter Works Program.

The project, which began last year, involves replacing all three existing flood gate lifting hoists and refurbishing the spillway gates to bring them in line with Australian dam design and construction standards.

The \$3 million upgrade is funded by our customers. It will strengthen the spillway gates and increase the structure's stability. This will enhance the long-term reliable supply of water to our customers and the safety of downstream communities.

Last year, work was completed on Gate 1 of the spillway. This year, we expect to refurbish Gates 2 and 3 and complete the project.

The works began in early April and will continue into June. We purposely timed the upgrade to first have minimal impact on the lake's ability to deliver water to our customers and secondly, to have the project complete prior to the traditionally wet winter season.

We've also maintained access to Lake Buffalo for boating and fishing, although recreational users have been warned to take extra care and be aware while the lake's water level remains relatively low.



Upgrades to Lake Buffalo's spillway gates

GMW defibrillators on hand for community use

Our 12 defibrillators are now available for community use as part of an initiative to increase public access to the life-saving devices.

The defibrillators, or AEDs (Automated External Defibrillator), are located at our offices at Eppalock, Cairn Curran, Wangaratta, Shepparton, Rochester, Kyabram, Cobram, Kerang, Pyramid Hill, Dartmouth and two locations in Tatura.

The defibrillators were initially purchased to help safeguard our staff in the event they suffer from heart failure in the workplace.

It now makes sense to widen the scope and provide members of the public and our communities with access to these life-saving devices too.



Cobram office employees with a defibrillator

Each of our defibrillators is registered with Ambulance Victoria.

This means if a member of the community phones 000 and a defibrillator is required, the operator will direct them to the nearest device to assist with the recovery of the patient until the ambulance arrives.



GMW customers take out state honours in Rural Water Awards

Two of our customers have been named state winners of the Rural Water Awards 2016 and a third runner-up.

Serpentine's Karl and Will Hooke and Cooma's Ian and Mary Hamono were named state winners, while Rochester's Tom and Emma Acocks were runner-up at state level.

The awards run every two years and are open to all Victorian rural water license holders. They aim to recognise rural water users who have developed or adapted clever ideas leading to better water use outcomes.

GMW General Manager Customer Operations Scott Barber said taking out the state awards was no mean feat.

"Nominations for these awards come from five rural water authorities across Victoria," Mr Barber said.

Karl and Will Hooke took out the groundwater category, with their Merino breeding enterprise recognised for improving the reliability of access to water.

Their investment in groundwater has provided an essential back-up water supply.

"Now even in dry seasons, such as 2015, we're able to water extensive areas of Winter crop and lucerne pastures and this takes the fluctuations out of our cash flow," Karl said.

"We've even been able to expand the area of irrigated land from 100ha to 400ha."

Ian and Mary Hamono won the irrigation water category for turning their property into a state-of-the-art irrigation system.

They have 160ha of land under sub-surface drip irrigation.

"Comparisons of water usage on the different type of irrigation systems have shown on average water savings of about 1.5ML/ha," Mr Hamono said.

The Acocks family were recognised as runner-up in the surface water category for a new connection to the Campaspe River, which replaced a redundant channel supply system.



Scott Barber, Fabian McCloy, Karl Hooke, Will Hooke, Mark Halden and Brendan Cossens

Stay vigilant about blue-green algae

During the warmer months in early 2017, a number of blue-green algae warnings have been in place at some of our storages and irrigation areas – this includes parts of our channel network.

While typically the number of warnings decrease as the weather cools down and we enter the irrigation shutdown period, we're reminding our customers to be vigilant of blue-green algae and its effects.

Blue-green algae contain toxins that are harmful to humans and animals.

If you accidentally come into contact with blue-green algae, you may experience: skin rashes, itchiness; sore eyes, ears and nose; asthma; numbness of lips and limbs; nausea, vomiting or diarrhoea.

This means you can't use the water for domestic purposes either – and by this we mean showering, bathing, washing, cooking, ice making or drinking.

Remember that water supplied by GMW is not suitable for human consumption without first being properly treated.

The Department of Health and Human Services has information on Private Drinking Water Supplies that we recommend you have a look at here: www.betterhealth.vic.gov.au/healthyliving/environmental-health

For animals, we recommend you find an alternative supply if possible.

Alternative supply options include dam water, bore water, tank water or purchasing water from a water carter.

If there is a cost for obtaining an alternative source of water, please note this is at the water user's expense.

If you do not have access to an alternate water supply, we advise you to keep a close eye on the health of your stock and pets.

For more information on how blue-green algae can affect your health, visit www.betterhealth.vic.gov.au/health/healthyliving/Harmful-algal-blooms

Warnings can be found 24 hours a day on our website at www.gmwater.com.au/bluegreenalgae-alert

You can also phone our blue-green algae hotline on 03 5826 3785.



Blue-green algae at Lake Eppalock

We want your feedback

We value your feedback and your suggestions on how we can improve our customer service.

Compliments

If you had a good experience while dealing with us, we'd like to hear about it to ensure that we can continue to improve your experience with us.

Please call on free call 1800 013 357 or email feedback@gmwater.com.au with your feedback and we will ensure that it is passed on to the relevant business unit or staff member.

Feedback and complaints

If you have a complaint please contact us:



Phone free call 1800 013 357



Email feedback@gmwater.com.au



Mail Write to us and/or complete our online complaints form and post to:
Customer Service Centre
Goulburn-Murray Water
PO Box 165
Tatura VIC 3616

Visit www.gmwater.com.au/customer-services/feedback for information about our feedback process.

Please note this is also the process for feedback on the Connections Project.

Please note these deadlines to make sure the water you use is deducted from the correct season's allocation. They also help you and us with next year's allocation planning.



Gravity customers - last day to submit water orders to ensure delivery



End of gravity irrigation season



Last day to submit land applications and delivery share transfers



Last day to submit water share applications



Last day to submit manual applications to trade or relinquish allocations



Last day to submit online applications to trade or relinquish allocations

Alerts for supply interruptions

If you're a customer in one of GMW's pumped irrigation or stock and domestic water districts you will receive a text message when there is an interruption to your water supply.

This service is provided so you have an opportunity to make alternate arrangements and minimise the impact on your property.

Planned interruptions

When we conduct planned maintenance or works a text message with the time and duration of planned interruption will be sent at least five days in advance.

Unplanned interruptions

If the interruption to your supply is unexpected we will send a text message with the estimated duration of the outage within two hours of the outage occurring.

You'll receive another text when the service has been restored.

To provide this service we will use the mobile number you have previously provided. If you are a pumped or water district customer in Normanville, Tungamah, East Loddon and East Loddon South, Nyah, Tresco and Woorinen we may contact you to ensure our systems are up to date and accurate.

Sign up for online and mobile services



With the **Start and Stop** SMS service, you can receive reminders of when your water order is to start and stop. You can subscribe for this service through your WaterLINE account.



WaterLINE is our 24-hour online and telephone water ordering system where customers can lodge irrigation orders, find out their allocation (ABA) balance and manage their accounts.

WaterLINE can be accessed by visiting www.gmwater.com.au/waterline, or calling 1300 469 469.



eNews is our monthly electronic newsletter, delivering the latest news, updates on our projects and activities, key dates and advice in relation to your account, picture galleries, handy information on the irrigation season, storage levels, plus so much more.

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e-dam updates provide you with water storage and dam levels information straight to your inbox on a daily, weekly or monthly basis.

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