

## Web ordering / information

Web ordering offers a quick and easy way to carry out your water ordering transactions, and access information on your Allocated Bank Account(s). To access this facility, go to the G-MW website ([www.g-mwater.com.au](http://www.g-mwater.com.au)), click on WaterLINE, enter your usual User & PIN number, and follow the prompts.

## Need assistance with WaterLINE ordering?

A number of Torrumbarry customers returned questionnaires seeking some assistance on a variety of matters. The majority of these customers have now been contacted and have been given advice and training on whatever their needs may have been. If you think you would benefit from some help in online ordering or phone ordering etc please phone the Kerang Office on 54510111 and we will have a staff member contact you.

WaterLINE 1300 364 752

User Number .....#

PIN.....#

- 1 # To place an order
  - 2 # To find out start times
  - 3 # To speak to your planner
  - 4 # To leave a message for you planner
  - 5 # • Change PIN
    - Special orders
    - Standard orders
    - Allocated Band Acc Balance
    - Water use licence limit remaining
    - Annual Delivery Allowance
  - 7 # To enter meter readings
  - 9 # To speak to an operator (Kerang)
- NB This will not allow you to place a water order or be transferred to a Planner
- 0 # To end this call

## Confirm your water ownership now

Default ownership arrangements will take effect for any unconfirmed water shares from **31 December 2008** and this may not be the preferred structure for some customers. G-MW has been contacting customers and assisting them in confirming their shares - if you have not resolved your unconfirmed shares please contact G-MW and we will work with you to assist this process.

After 31 December, changes to the ownership structure will incur water register lodgement fees. You can check whether you have unconfirmed water shares by contacting G-MW on 03 5833 5533.

## Useful information

Where can I find my Allocation Bank Account (ABA) numbers or get a water statement?

You can find your ABA number via WaterLINE online at G-MW's website. Simply log in with your current user and pin number and follow the prompts.

## contacts

G-MW can be contacted during normal business hours at any of its offices. Customers may contact G-MW to report emergencies and urgent matters such as reporting of pollution incidents and illegal activities by using the after hours 24 hours emergency line: **1800 064 184**

### WSC MEMBERS

Geoff Williams (Chairman)	03 5037 6670
Margot Henty (Deputy Chair)	03 5456 8372
Bruce Jones	03 5032 4216
Brian Boulton	03 5030 2244
Eric Boyd	03 5452 0215
John McNeil	03 5457 0215
Charlie Gillingham	03 5457 9232
Ross Gordon	03 5456 2169



# Torrumbarry

## Message from WSC Chair

Irrigators have again faced the challenges caused by the drought and low allocations, just 24% to date on top of a final 43% last season in the Murray System. However, it is encouraging to see the high level of cooperation between irrigators and G-MW's staff. Flexible and creative supply arrangements, particularly domestic and stock needs are preventing excessive transmission losses. With staff currently at nine vacancies expenditure is being kept in check to reflect the reduced revenue.

The State Government's rate relief has also assisted irrigators and brought some cost relief. Although the climate conditions are against us, we are taking the opportunity to work closely with NVIRP to modernise the system, so that when we have water again we will have a system that will deliver more efficiently. These adverse conditions are resulting in hastening of the change.

The Water Services Committee (WSC) and Torrumbarry Reconfiguration and Modernisation working group (TRAMS) believe the Federal Governments Water Entitlement Buyback Program is the biggest threat to irrigation in our area. It will take water in an adhoc manner that will leave the area with expensive automatic stranded assets (The problem it is supposed to be helping to alleviate). The WSC and TRAMS strongly supports the concept of targeted zones which provide incentives to reduce irrigation in our area.

In conjunction with the modernisation and reconfiguration process, I strongly encourage all customers to consider these unique circumstances and their impact on your operations and provide comment or ideas back through WSC members. See the list at the end of this newsletter



Geoff Williams

or contact G-MW or NVIRP directly.

I take this opportunity to wish you all the best for the festive season and 2009.

Geoff Williams  
Chair  
Torrumbarry WSC

## Christmas trading hours

The Kerang Office will be closed to the public from 1pm on 24th as well as 25th and 26th December and 1st and 2nd January. Please use WaterLINE for all your ordering requirements or to leave a message for your Planner.

## Planning over the Christmas period

All irrigators are encouraged to plan their water needs for the coming Christmas and New Year period. If you are intending to trade water please confirm your brokers' and/or exchanges' operating dates and deadlines and allow sufficient time for your trades to be executed and processed.

G-MW is also interested to hear from anyone planning to take delivery of water over the Christmas and New Year period so we can continue to work with customers to run the system as efficiently as possible.

## Message from Operations Manager & staff

Management and staff of G-MW Torrumbarry Area thank customers for their high level cooperation in the past year in these adverse circumstances and wish all a Happy Christmas and fulfilling 2009.

Lester Haw  
Manager  
Torrumbarry Operations



# 2009 Season Update

## Start of season issues

Some customers may have experienced supply interruptions at the start of the season. This has been caused by two main factors;

1. Drought operation mode – G-MW is running the channel system differently to a normal year. We are keeping channels low between deliveries to minimise losses and make more water available to customers. This means we have to increase levels prior to irrigations and therefore consistent deliveries are more difficult, and
2. Manual operation of new regulators - In areas where we have installed new automated regulators they have to be operated manually before we commission them completely and then “tune” the channel system. When all regulators have been commissioned and the channels tuned the operation of these systems will improve. This should be completed on all systems prior to Christmas.

Thankyou for your continued cooperation and understanding during this time, and if you are experiencing any supply issues please contact your Area planner immediately.

## Improving customer service

### Coming soon - new WaterLINE online on the way

In 2007/08 the number of customers' using our online ordering service nearly tripled. To support your growing use of this service G-MW is planning a new web ordering facility with enhanced services. The new services will make the most of the online environment and the information that will be available to G-MW and its customers from the new modernised system. All the current features that make the current online ordering easy will remain plus;

- New improved look and easier navigation;
- Meter read entry – this will enable customers to enter meter readings and get updated entitlement remaining information
- Graphical channel capacity – customers can see available channel capacity to help ordering in advance
- Messaging – customers can send and receive messages and other important communications

The new WaterLINE will roll out in 2009 and will be accompanied by comprehensive customer information and training.

## NRSWS

The Northern Region Sustainable Water Strategy (NRSWS) is developing a 50 year blueprint to guide water management across northern Victoria to meet the challenges of a drier future. WSCs have been actively involved in this process, providing ongoing feedback and formal submissions. WSCs views on the proposed NRSWS strategy will be submitted to the NRSWS Committee in mid December. Visit <http://www.g-mwater.com.au/policy/> to find out more about the NRSWS and how you can provide input into this process.

## 2009 Works Program

In the Torrumbarry Area, it is planned to install an additional 120 automated gates in the 2009 winter period along the No 1 and 2 channel systems. An extensive consultation program will commence early in the New Year to provide property owners time-to-plan for these changes and to advise of precise locations for all planned works.

## CGI-4 modernisation delivers

A massive reduction in system outfalls, which include spills and releases that overtop channel banks, in the Central Goulburn 1 to 4 channel systems has been attributed to channel automation. This system was one of the first to be modernised and in 2007/08 we had only 25 ML of outfall compared to 1,850 ML in 2002/03 (in both seasons allocations were 57%). In 2002/03 deliveries were higher but the results are still outstanding - in 2007/08 G-MW delivered more than 1500 ML onto farm for every 1 ML of outfalls – in 2002/03 we delivered around 30 ML onto farm for every 1 ML of outfall. The technology has improved G-MW's ability to monitor, control and respond to changes in customer demand and the CGI-4 results are evidence that the new technology can improve system performance and reduce water losses in all seasons – including dry years.



## Future service standards under modernisation

G-MW and NVIRP have committed to principles that service levels must be improved under the modernisation of the system. The channel systems will still have capacity limits and so in peak periods everyone still won't be able to access water at the same time. All customers will need to order deliveries; however, the notice required for delivery in most circumstances will be significantly reduced. The more notice you give the better the chance of getting water when you want it. When a channel is fully automated then confirmation of the order delivery will be instantaneous via WaterLINE.

## NVIRP/G-MW Memorandum of Understanding

G-MW and NVIRP have signed a Memorandum of Understanding to define roles and responsibilities for the modernisation of G-MW's systems. NVIRP have been charged with the responsibility to modernise G-MW's system and deliver water savings while G-MW must allow access to sites and ensure that customer entitlements and service levels can be delivered while the work progresses. The document provides the framework and specifies cooperative arrangements to ensure efficient project planning and delivery.

## Aerial compliance activity

The Torrumbarry Area has recently been involved in an aerial surveillance flight, which identified a few issues that required follow up. Last year it proved beneficial and we will continue to use this as a tool for compliance issues.



## Modernisation and reconfiguration update

From 1 November 2008, G-MW's reconfiguration program has shifted under the management of Northern Victoria Infrastructure Renewal Project (NVIRP). This means all reconfiguration initiatives across the region will be funded, driven and delivered by the one organisation with a common approach and criteria on key aspects including financial compensation. To assist with the seamless transfer G-MW reconfiguration staff have been seconded to NVIRP and G-MW Reconfiguration Working Groups will become NVIRP's Modernisation Committees and will provide input on the entire NVIRP roll out. The WSC has been involved with discussions with NVIRP on the development guidelines and the extent of the proposed automated backbone and members will continue an active oversight role as the project progresses.

Reconfiguration offers submitted to G-MW before 1 November will be delivered by G-MW, offers received after that date will be delivered by NVIRP.

NVIRP has commenced their consultation program with a number of well attended community forums held across G-MW. An integral part of this process was the release of the location of the core automated-backbone system, further details of the connections program, and information of the year 2 works programs. Copies of the backbone maps can be obtained from NVIRP's new website at [www.nvirp.com.au](http://www.nvirp.com.au) or your local area office.

## Continued service during modernisation

G-MW will continue to operate the existing channel network to supply water to all customers - including customers not located on the NVIRP backbone. Modernisation of the Goulburn Murray Irrigation District channel system by NVIRP will continue through to December 2012.