

Winter D&S Requirements

Customers are warned not to rely on water left in channels at the end of the season to meet their winter domestic and stock needs. If you do not have enough water storage on-farm for the winter period you should consider increasing your storage capacity or explore other water supply options including groundwater, public stand pipe facilities or the carting of water from other sources. Without a substantial autumn break there may be delays to the start of next season and customers need to factor this into their planning.

WaterLine Internet Ordering

G-MW customers are increasingly placing their water orders using Water Online. In 2007/08 online ordering has nearly tripled with 22% of all orders placed via the Web and this has increased again this season. WaterLINE online offers the same features as the phone service, is available 24 hours a day 7 days a week and you can print your own Water Statements. In the near future you will be able to enter your meter readings via the Web providing up to date usage information to help with planning your water entitlements.

Confirm your order

Please ensure you have a confirmed water order before taking water from regulated systems. Taking water without a confirmed order is an offence under the Water Act. If you would like assistance to place an order online through WaterLINE contact your local G-MW team. Placing orders with the required notice and the confirmation process are vital to ensuring the system operates efficiently and the services meet customers' needs.

Don't take water illegally, use authorised extraction points

Before taking water from G-MW channels via a mobile tanker you must make application to do so at the local G-MW Irrigation Area office. You will be directed to take water from an approved site (there are a number of approved sites in each area) to ensure your safety and that the water is accounted for. You will also be provided with signage

Night Shift

Shepparton and Central Goulburn Irrigation Area customers can access planners from 7 am through to 11:30 pm 7 days a week as part of a trial program. The new rostering arrangements will also enable closer monitoring of the system for improved system efficiency, monitoring new automated sites and flows during the tuning and settling in period and quicker response times to emergencies and issues.

The trial comes in response to customer feedback through our recent customer survey and complements the introduction of automation across these Irrigation Areas. Following the positive response from customers we anticipate the extended operating hours will become permanent from next season and rolled out in other Irrigation Areas in line with modernisation and automation.

Pricing

In February the G-MW Board approved a schedule of prices for inclusion in the 2009/10 Water Plan. Following consultation with Water Services Committees a range of feedback has been provided to the Board and the Essential Services Commission and a final pricing recommendation has been presented to the April Board meeting. G-MW will prepare a further submission for the ESC, who will decide whether to approve or amend the G-MW's pricing schedule. 2009/10 prices will be published on or before 30 June 2009.

to display in the vehicle windscreen which clearly shows that the vehicle is authorised to take water from the channel system.

Customers are urged to report unauthorised taking of water to their local Area office.

contacts

To place an order go to Waterline online via G-MW's website or phone Waterline on 03 5833 5577

Internet

www.g-mwater.com.au

Hint Add the login page to your favourites.

G-MW can be contacted during normal business hours at any of its offices.

Central Goulburn Office:
03 5833 5705

Emergencies

Customers may contact G-MW to report emergencies and urgent matters such as reporting of pollution incidents and illegal activities by using the 24 hours emergency line.

24 hours emergency line:
1800 064 184

WSC MEMBERS

Ross Crawford (Chair)	03 5854 8356
Kelvin Bruce (Deputy Chair)	03 5826 0442
Ray Sellwood	03 5826 0322
Murray McDonald	03 5484 6226
Gerardo Fasano	03 5824 1128
Paul Quirk	03 5824 2589
Peter Costello	03 5859 0557
Kevin Fitzsimmons	03 5855 2220
Ken Wood	03 5855 2481



Central Goulburn IRRIGATION AREA

TMB 7772



The end of the 2008/09 season fast approaches and once again we reflect on what has been a very trying year. The continuation of low allocations has again presented all irrigators with many challenges. I would like to encourage irrigators to stay informed on issues relating to the irrigation industry to ensure that the decisions you make are made with the most accurate information available.

The process of annual elections will commence shortly, with terms expiring for Ross Crawford, Kelvin Bruce and Peter Costello. I commend the ongoing work of the WSC and trust that you will continue your support. If you believe you can make a contribution to the running of the Central Goulburn Area please consider nominating for a position on the Water Services Committee. Election details will be made available in the near future.

Chairs Message

Ross Crawford

The Central Goulburn Gravity Irrigation area will this winter be a part of the focus of the NVIRP modernisation works program. Planning for this program is progressing well with constant interaction between NVIRP, G-MW and WSC members. The initial focus will be on the installation of 260 FlumeGates in regulating structures with approx 1380 metering upgrades also to be undertaken. Many irrigators will have received an on farm visit from Farm Designers as part of this process to ensure that irrigators are involved in the meter design phase and can discuss future requirements which will ultimately achieve an improved outcome during the installation process.

Customers are reminded not to rely on water in irrigation channels for D&S requirements over the winter period. Please ensure you are making plans now to secure a sufficient supply for your requirements.

Once again the Central Goulburn WSC are consulting with various agencies regarding several immediate issues such as the Northern Region Sustainable Water Strategy, Modernisation, Pricing, Carryover and Drain Tariff

Review to name a few. We will continue to strive for the best outcome for our fellow irrigators. If individuals wish to raise any issues or concerns please contact a member of your WSC to discuss.

We would like to welcome Geoff Enever who has recently accepted the role as Manager Central Goulburn Operations. Geoff has 35 years experience with G-MW. Geoff has undertaken a number of Management roles in G-MW and now looks forward to applying his knowledge and skills to deal with the many new challenges presented by Central Goulburn.

I sincerely hope that we soon return to what most consider more normal conditions and receive the autumn break we are all desperately seeking, which will hopefully be the pre-cursor to a wet winter and spring allowing a degree of recovery in our storages.

End of season orders

The season for all gravity irrigation Areas ends on the 15 May. To enable the efficient planning of supplies, the last water order day for irrigation Areas is 8 May, with the exception of the Pyramid-Boort Area, where the last order day is 1 May because it is the furthest from the water storages.

New Manager

Geoff Enever: Geoff has 35 years experience with G-MW, and has undertaken roles in construction, maintenance, water distribution and supervisory roles in all of these disciplines. Geoff has previously been involved in early planning works for modernisation in Central Goulburn and Rochester. Geoff has undertaken Management roles in Rochester, Central Goulburn, Pyramid-Boort and Murray Valley. Geoff returns to Central Goulburn after 18 months in the Managers role at Murray Valley.



2009 Season Update

Modernisation update - FUTURE FLOW

FutureFlow has passed the halfway point of its modernisation program by completing \$160m of the \$278m project to the end of March 2009. Last year's works focussed on automating channel regulators across the GMID in order to reduce outfalls by more closely matching supply to demand from customers. The current phase of the project involves upgrading dethridge wheels in Central Goulburn and Shepparton to electronic meters. These meters improve measurement accuracy but also link to the automated regulators to provide a fully integrated delivery system.

The meter replacement program requires considerable consultation with customers. FutureFlow engages independent farm designers to undertake a Farm Irrigation Assessment which identifies rationalisation opportunities and determines the customer's irrigation requirements. This data is used by FutureFlow to design the new meter. A FutureFlow Customer Consultation Officer then contacts each customer to obtain acceptance of the new meter and arrange a time for the meter to be replaced. Generally a meter replacement requires a 5-7 day construction window for installation, commissioning and clean-up.

Other works being undertaken include the ongoing reconfiguration program in Shepparton, construction of the 27km Katandra pipeline and remaining regulator automation in Shepparton. The following table summarises FutureFlow's completed and remaining works.

The benefits of modernisation are beginning to take shape as the various works link together to provide a more efficient and modern delivery system. These benefits include:

- Water savings: the majority of the savings to date are outfall reductions from channel automation as well as seepage

Works complete	Shepparton	Central Goulburn	Murray Valley	Torrumbarry	Rochester	Pyramid-Boort
Reconfiguration	22km	775	127			
Channel automation (FlumeGate installation)	534					
Channel rehabilitation (HDPE lining)		470				
Meter replacement or rationalisation	290					
Katandra pipeline	4km					
Telemetry (ratio towers installed or upgraded)	1					

Works remaining	Shepparton	Central Goulburn	Murray Valley	Torrumbarry	Rochester	Pyramid-Boort
Reconfiguration	12 km					
Channel automation (FlumeGate installation)	264					
Meter replacement or rationalisation	1833	1384				
Katandra pipeline	23 km					

and leakage reduction in channels with plastic lining. Further savings will come from the reconfiguration, meter and pipeline projects.

- Remote system operation: the combination of channel automation, electronic meters and new radio towers allows G-MW to operate the system more efficiently from a central location. It also provides G-MW with the ability to monitor the system remotely and react to issues quickly.
- More consistent supply levels: automation provides more consistent supply levels, resulting in more constant flow rates for irrigators.
- Automation of meter operation: more than 50% of customers will receive upgraded meters with automated functionality. This means irrigation orders will be delivered on farm with out the need for manually operating a gate or valve. Flow rates through the new meter are also constant throughout the irrigation.
- Shorter ordering times: Channel automation allows ordering times to be significantly reduced. This benefit will be available to customers with the introduction of G-MW's Demand Management System in the 2009/10 irrigation season.

FutureFlow would like to take this opportunity to thank G-MW customers for their co-operation in such a challenging environment for irrigators. The program couldn't be delivered without your support and we look forward to working with you for the remainder of the project. We always value feedback so please don't hesitate to contact us if you have any questions or suggestions.

Modernisation update

Northern Victorian Irrigation Renewal Project (NVIRP)

The 2009 winter works will commence following the closure of the irrigation season on May 15. Last year in the dry winter conditions the Early Works undertaken by FutureFlow on behalf of NVIRP achieved the installation of 1000 regulator gates. This year a further 800 channel regulators will be modernised with the installation of a further 1200 gates. Work will be undertaken in the Central Goulburn, Rochester, Pyramid-Boort, Murray Valley and Torrumbarry Irrigation Areas.

Modernisation staff from NVIRP along with Farm Irrigation Assessors are talking with landowners in the areas where works are planned to be undertaken.

More than twenty kilometres of channel lining is planned to be installed in channels in the Central Goulburn Irrigation Area.

For further information regarding NVIRP's 2009 winter works please call 1300 163 006 or visit www.nvirp.com.au

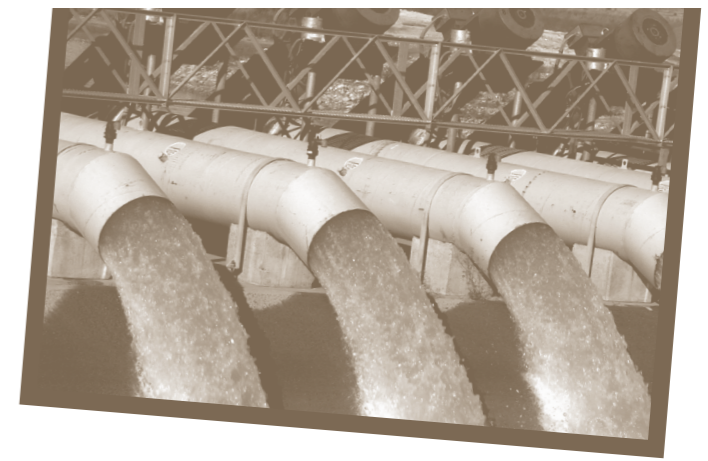
Project by region

	Gate Installations	Meter Installations (throughout 2009)
Central Goulburn	260	1350
Rochester-Campaspe	410	450
Pyramid-Boort	350	150
Murray Valley	80	70
Torrumbarry	120	260
2009 total	1220	2280

Customer feedback from survey

G-MW strives for a culture of continuous improvement and each year it conducts a survey of customers to determine and monitor the level of satisfaction customers have for the services they receive from G-MW as well as providing an opportunity for suggestions on ways these services can be improved. The 2008 survey has been analysed and overall the results are very positive and encouraging given the extreme conditions we are in. Some suggestions include:

- Communication of Customer Committees activities
- Inconsistent and fluctuating water supply levels in channels



Waranga Basin pumping (potential restrictions)

G-MW has installed two pump stations at Waranga Basin that will allow access to an additional 86,000 megalitres of much-needed water through the Basin's two channel outlets that cannot be released by gravity.

The project provides access to the 86,000 megalitres of water and underwrites 7% of the Goulburn system allocation, which currently stands at 31%.

A public open day is planned for 30 April and details will be advertised in local media.

G-MW is warning customers in the western part of the Central Goulburn, Rochester and Pyramid-Boort Irrigation Areas of the potential need to ration irrigation supplies during Autumn and encouraging all customers to discuss their irrigation plans with their local G-MW office.

Customers supplied downstream of Waranga Basin have allocation they are yet to use and many are delaying irrigation until the tail end of the irrigation season. The expected increase in demand will coincide with the start of pumping at Waranga Basin.

After pumping begins the available flows from the Basin will be well below normal channel capacity and this means customers may not be able to access their water as ordered if there is strong demand for irrigation. To ensure equitable access for all customers supplied below Waranga basin rationing of supplies may need to be implemented.

G-MW is already doing everything it can to minimise the need for rationing and maximise the flexibility of our water supply system, including moving water between Eildon, Goulburn Weir, Waranga Basin and Greens Lake.

Customers can help us delay or reduce the need for rationing by bringing forward their water use to take advantage of spare capacity. But more importantly, we are asking irrigators to discuss their irrigation plans with their local G-MW office so we can best manage demand across all users.

- Response to complaints and requests
- Keeping customers informed on issues affecting them
- Improved access to and availability of planners

G-MW has developed improvement action plans to respond to those issues highlighted through the survey where suggestions have been provided. Examples include the introduction of Night Shift and extended services via the Internet as described in the following articles.