

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 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.

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.

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.

NRSWS System Reserve Policy for Loddon and Campaspe Systems

The draft Northern Region Sustainable Water Strategy (NRSWS) proposes amending system reserve policies to ensure water is available to operate the distribution systems in every year under the climate change scenarios considered. Modelling shows that setting aside water when the allocation reaches 30%

(as planned for the Goulburn system) does not provide enough reserve to allow either the Loddon or Campaspe systems to operate every year. The DSE is undertaking impact assessments to see if the benefits can be achieved by adopting lower allocation thresholds and taking other measures.

contacts

To place an order go to Waterline online via G-MW's website or phone Waterline on 03 5455 7411

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.

Pyramid-Boort Office:
03 5455 7100

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

- John Nelson 03 5455 2255
(Chairman)
- Laurie Maxted 03 5455 1244
(Deputy Chair)
- Col Fenton 03 5457 6275
- Paul Gill 03 5457 8210
- Dean Harrington 03 5455 2168
- Chris Harrison 03 5455 1251
- Murray Haw 03 5455 1236
- Pat Quinn 03 5455 9273
- Ken Pattison 03 5494 7324



Pyramid-Boort IRRIGATION AREA

TMB 7772

Chairman's Comments

It has been a trying season so far and I thank all irrigators and G-MW staff for their co-operation and achievements in delivering the available water efficiently and effectively. We are experiencing yet another year of extremely low allocations. Temporary water trading prices have remained relatively steady and much lower than at similar times last year. There is still a large volume of water not yet used in the our system which is available for use or trade. I encourage all irrigators to ensure they make arrangements early for carryover and advise G-MW of their intention regarding use of their current allocations.

This winter Northern Victoria Irrigation Renewal Program (NVIRP) will be undertaking a significant works schedule along the backbone in the Pyramid Boort Irrigation Area as part

of the modernisation project. Consultation with customers along these parts of the backbone is currently occurring.

Landowners cannot rely on water left in channels at the end of the season to meet their winter domestic and stock needs. As landowners we all need to carefully plan for winter domestic and stock requirements now and if necessary consider additional on-farm storage and other water supply options. This is particularly critical given the scope of works happening in the Area and the potential for another late start to next season.

Pyramid-Boort Water Service Committee elections are coming up in May/June. Two positions will become vacant. If you feel you can make a contribution to the running of the Pyramid-Boort



John Nelson

Irrigation Area please consider nominating for a position on the committee - look out for ads in the local papers.

I sincerely hope that we soon return to what most consider more normal conditions and I wish you all the best for the remainder of the season.

Yours sincerely

John Nelson

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

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.

2009 Season Update

Providing Certainty in an Uncertain World

G-MW's seasonal allocation outlooks indicate possible allocations during the season for dry, average and wet inflow conditions. The actual allocations will vary with the weather, water use and catchment conditions. With the outlook information and other weather and market forecasts, customers can decide how best to manage their business into the future. The first outlook for the 2009/10 season was produced on 15 February and this information will be updated on 15 May, 1 July and at each subsequent allocation announcement during the irrigation season. The outlooks will be released via various media sources, included in drought newsletters and can be found on G-MW's website.

Drought response

- The staff have been very flexible, by undertaking increased section sizes and working a variable weekend roster
- This flexible roster (differing from normal roster) has allowed reduced staffing levels
- From September to February, freeing up staff for redeployment, maintenance, long service and recreational leave
- Pyramid-Boort produced an Operation Plan for each of its regulated river systems, gravity irrigation districts and also pumped irrigation districts for the 2008/09 irrigation season.
- This plan has been developed in response to the current extremely dry conditions and will continue to be developed in consultation with customers. The plan will be updated after each allocation announcement
- A rostered schedule of deliveries was introduced in an effort to reduce losses
- A series of customer meetings were held throughout the district at the commencement of the season

Last order dates

Pyramid-Boort Irrigation Area last order date:
Friday 1 May 2009



Waranga Basin pumping

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 33%.

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

PB staff happenings

- Congratulations to staff who have recently completed some study
- Doug Lobley & Ashley Meehan who have completed their Certificate II in Water Industry Operations
- Lawrence Cameron has completed his Diploma of Business
- Robert Ervin has been employed at G-MW for 25 years
- Managed by Rob Chant, the Construction and Maintenance team have completed 50 reconfiguration projects to date as well as continuing normal duties

Rationing of deliveries

Last season Pyramid-Boort enforced rationing of supplies for a two week period commencing mid April at .7 of 1 Delivery Share per 15 days, during the operation of the Waranga Basin pumps, designed to draw down the basin and deliver more water to customers in the form of allocated water.

The same scenario faces the area this season, and customers are encouraged to plan their irrigation deliveries accordingly.

Staff redeployment

As part of the drought response, staff have been redeployed to other areas;

- Shane Trethowan spent some time at the Rochester office as a Field Operator
- Glenn Mercer has been redeployed to the Assets team working on assets in the Pyramid-Boort Irrigation Area
- Jamie Noles has been working offline, monitoring loss data forwarded by field operators and meter testing

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
- 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 suggestion have been provided. Examples include the introduction of Night Shift and extended services via the Internet covered in this newsletter.

WaterLine online 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.

Night Shift

Shepparton and Central Goulburn Irrigation Area customers can access planners from 7am through to 11:30pm 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.

Farewell to a long serving staff member

After 28 and a half years, Graeme Linklater has decided to move on from G-MW. Graeme started work at G-MW in October 1980 and has been apart of the field staff and planner teams. We wish Graeme and his wife Anne, all the best for their future in Geelong.