

GOULBURN-MURRAY  
WATER

# Central Goulburn

IRRIGATION AREA



*Another August has come upon us, another zero allocation as we lead into the recognized irrigation season. After so many years of zero starts to the season you would think that this is becoming the norm. However; we must hold on and hope that the weather gods will eventually turn our way. With the shortage of water it is even more important that we continue to modernise our system and ensure that the most improvements possible are made. Any improvements to efficiency will assist in our allocation and ensure we have a long term future in Central Goulburn.*

This winter has seen the continuation of the modernisation in our area and whilst there will always be concerns about the value of some works or whether works should be undertaken, we must remember that every individual has the right to a service if they currently have delivery share and we cannot be aware of all the issues in each circumstance.

## Chairs Message

### Ross Crawford

We must trust the work being undertaken by those entrusted with the task. Of course we should not hesitate to raise our concerns and your Water Services Committee (WSC) members and local Management are only too willing to listen to your concerns and take them up with the appropriate people.

Recently 3 members of your WSC were re-elected to represent you in discussions and to provide advice to Goulburn-Murray Water. Whilst it is good to have some stability in the WSC, it is quickly coming to a time when new members are required. Some members have indicated that their current term is going to be their last. So if you think you have something to offer, please contact one of the current members to see if you can be a contributor, to help take our irrigation system into the future. WSC members' names and contacts are shown on the back of this newsletter.

Central Goulburn Operations Management undertook all operations over the last season with a reduced workforce and the coming season will again provide management with a challenge to deliver the service

we all request whilst reducing the cost as far as is practical. We must all remember that this may reduce our service on occasions during the season and I ask that you take this into account in any discussions you have with G-MW staff.

The WSC have been working closely with G-MW on pricing, within the confines of the Essential Services Commission guidelines and are also being proactive in the discussion on costing for the modernized system. Whilst any price rise is not a good thing at this time, the WSC are confident the outcome for 09/10 is sustainable for our customer base.

In closing; I recently suffered an injury from an on farm accident and I believe it is timely to remind my fellow irrigators to take care on your farm. It is your workplace and it should always be a safe workplace. Be proactive and don't let your safety be the last thing you think of or the first thing you take a shortcut on.

May the season in front of us be an improvement on the past few years.

**Ross Crawford**  
Chair  
Central Goulburn Water  
Services Committee

## Water Services Committee Change

The Central Goulburn Water Services Committee had 3 members up for re election just recently, they were Ross Crawford (current Chairman), Kelvin Bruce (current Deputy Chairman) and Peter Costello. All three have been re-appointed.

# Central Goulburn Irrigation Area

## Irrigation News

### Carryover changes and delivery

The use of carryover as a method to help manage security during times of low allocation has been well accepted by G-MW customers since its introduction in 2007/08. The maximum volume that can be carried over from one year to the next has increased from 30% to 50% of High and Low Reliability Water Shares. The Northern Sustainable Water Strategy has proposed that this limit be increased to the equivalent of 100% of HRWS and 100% of LRWS in a concept called a spillable water account.

Along with proposed changes to allocation policies these key concepts should be understood by all irrigators and interested community members. Information is available on the website [www.ourwater.vic.gov.au](http://www.ourwater.vic.gov.au).

Delivery of carryover is dependant on the delivery system operating. Refer to Operations Plans on G-MW's website for more details.

### NRSWS Update

The Northern Region Sustainable Water Strategy aims to analyse all aspects of water management in the region, share the findings with the community, and determine a fair and sustainable balance between urban, industrial, agricultural and environmental water needs.

The major urban centres covered by the Northern Region are Mildura, Swan Hill, Echuca, Bendigo, Shepparton, Seymour, Benalla, Wangaratta and Wodonga.

The final strategy is due shortly. Copies of the draft strategy and project updates are available on: <http://www.ourwater.vic.gov.au/programs/sws/northern>

### Web Use Increase

The end of the 2008/09 irrigation season marked a 50% increase in ordering over the internet by irrigation customers. As customers become aware of the new features available and how easy it is to use, G-MW anticipates the use of internet ordering will continue to increase.

On average, 350 orders were processed each and every day of the 2008/09 irrigation season, with one third of those orders placed through the internet.

Placing orders via G-MW's traditional WaterLINE phone service continues to be available and used by many customers, but we are seeing a larger proportion of our customers take up internet as their preferred method of ordering water.

### Operations Plans

With low water allocations again likely for the 2009/10 season G-MW will continue to provide Operation Plans for each of its Irrigation Areas and regulated systems to provide customers information on how these systems will be operated.

These plans will be updated following each allocation announcement which occur on the 1st and 15th of each month (or the next business day). The Operation Plans specify how customers can access water for essential household needs, domestic and stock, and where delivery of any water in Allocation Bank Accounts might be possible, including allocation carried over from 2008/09.

Operation Plans are especially important when the seasonal allocation is less than 1% of HRWS as any operation of the system must be within the water available for system operating requirements. Operating Plans are available on the G-MW website [www.g-mwater.com.au](http://www.g-mwater.com.au).



### G-MW Case Studies

Modernisation of northern Victoria's irrigation network is already delivering dividends for farmers and other water users across Northern Victoria according to five case studies released by the region's system manager G-MW.

At this early stage of the 5-10 year modernisation program G-MW wanted to provide the broader community with some tangible examples of how channel automation, channel lining and new meters are improving the operation of the system, improving water efficiency and also enhancing our services to our customers. Losses like spills, seepage, leakage and meter error all delay allocations and also reduce the amount of water that is available for allocation and delivery to farmers, local communities and the environment.

All case studies are available from the G-MW website [www.g-mwater.com.au/modernisationcasestudies](http://www.g-mwater.com.au/modernisationcasestudies)

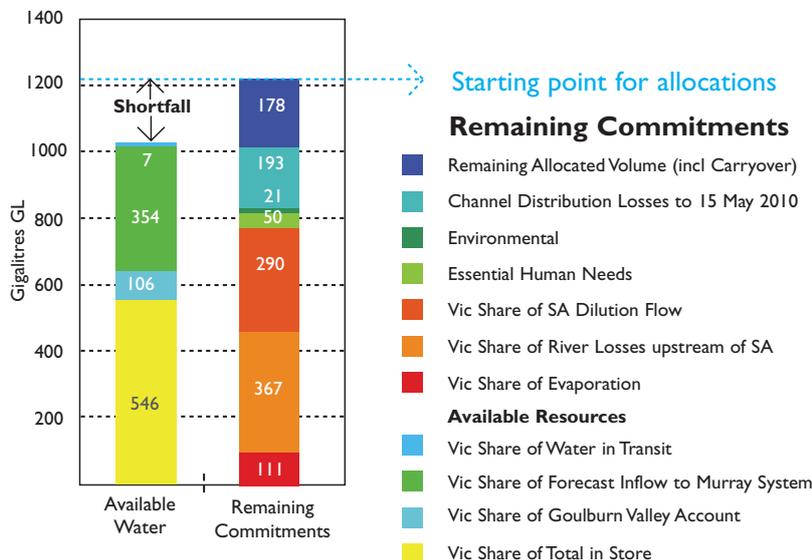
# Central Goulburn Irrigation Area

## Irrigation News

### Water Allocations - Information On Resource Position

G-MW released the first information on 2009 allocations and resources on the 1st of July 2009 and will provide updates on the 1st & 15th of each month or next business day. At 1 July 2009 there was insufficient resources to enable allocations on any of G-MW's six regulated systems including the Murray, Goulburn, Broken, Campaspe, Bullarook and Loddon Systems.

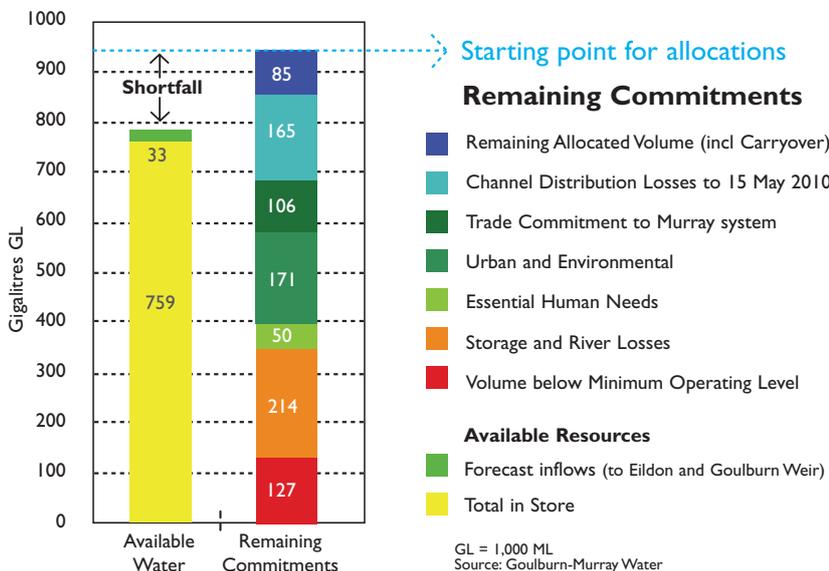
To provide customers access to detailed information on the resource position, in particular what is the shortfall before allocations are made, G-MW has established "Rocket Diagrams" indicating details of the volume of water available and commitments to be met prior to allocations being made. The two diagrams included below indicate the position on the Murray & Goulburn systems as at the 17 August 2009. Current information on all systems is available on G-MW's website [www.g-mwater.com.au](http://www.g-mwater.com.au) under the Customers Services/G-MW Drought Response tabs.



GL = 1,000 ML  
Source: Goulburn-Murray Water

Breakdown of water in store and commitments  
17 August 2009

Murray System

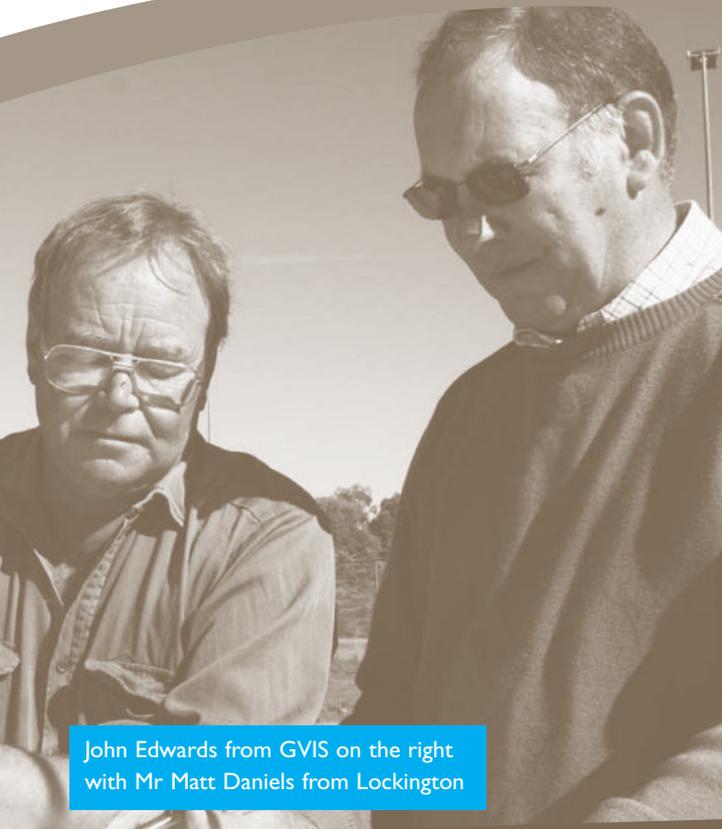


GL = 1,000 ML  
Source: Goulburn-Murray Water

Breakdown of water in store and commitments  
17 August 2009

Goulburn System

# 2009 Season Update



John Edwards from GVIS on the right with Mr Matt Daniels from Lockington

## NVIRP Update

The 2009 winter works for Stage 1 of the \$2 billion irrigation upgrade is now complete with over 1000 more regulator gates installed during the current winter shut-down.

Northern Victoria Irrigation Renewal Project (NVIRP) CEO Murray Smith said, although we had a slow start to the works this winter because of rain, we have been able to install another 1000 gates in backbone channels throughout Torrumbarry, Murray Valley, Rochester, Pyramid-Boort and Central Goulburn Irrigation Areas.

"We are now two thirds through the replacement of these regulator gates and the replacement of on-farm outlets is continuing.

"NVIRP's Modernisation Coordinators will continue to work with G-MW customers to make sure that the connections program is assisting them to review their farm operation and to take advantage of the modernised backbone.

"This is a time of great change in the irrigation industry and we encourage all landowners to rethink what will make their enterprise more profitable in the future and discuss these options with our Modernisation Coordinators and Farm Irrigation Designers.

**Modernisation Coordinators for all Irrigation Districts can be contacted by phoning NVIRP on 1300 163 006.**

## Winter Projects Within Central Goulburn

### NVIRP Works

Work completed this winter – 160 regulator bays replaced with automatic doors, on backbone spurs. Approximately 20km of plastic lining was also installed on channels around Tongala. These channels included the CG 28/9, CG 9 (below Edwards) and the CG 19/6

### G-MW Works

During the winter works period Central Goulburn staff replaced 6 regulators, one road bridge, one road culvert, one occupation crossing, 5 new outlets and 12 FlumeGates.

## Sinclair Rd Culvert CG 8 Kyabram/Lancaster

### Background

The existing Sinclair Road Crossing on CG 8 is located approximately 600m west of the intersection of Trevaskis and Sinclair Roads, providing access from the north east to the Kyabram township. The structure was a concrete arch structure with evidence of cracking in the headwall, extending longitudinally into the arch. It was in poor condition and had a limited remaining life of 5 years. The structure was set high in the waterway causing a significant hump in the road profile at the crossing and is a potential road safety hazard.

**Bottom left:** road crossing as at 1 June 2009

**Bottom right:** same crossing as at 10 August 2009 - Replaced with two rows of 2100mm concrete pipes, concrete headwalls poured on site. Works completed by Central Goulburn staff.



# Long Serving Employee

## Max Cail –

Started in June 1980 with the State Rivers and Water Supply Commission as Relieving Bailiff living in Mooroopna.

Promoted to a Section Bailiff in June 1981 and continued in that position until 1987 living at Lancaster.

Moved into Kyabram and was promoted to Planner when Centralised Planning was introduced in 1988.

Promoted to position of Customer Services Coordinator 2001.

Currently working as a Special Projects Officer since June 2008 in Central Goulburn.

### This position involves:

1. Liaising with FutureFlow and NVIRP regarding automation of regulators and installation of new irrigator outlets
2. Customer contact for issue resolution
3. Instructing Customers on operation of new outlets
4. Quality Control Supervisor



## FutureFlow Update

FutureFlow G-MW's Alliance is delivering a significant portion of the overall irrigation renewal works in the Goulburn Murray Irrigation District. These works are being delivered through three projects; CG1234 Project, Shepparton Modernisation Project and NVIRP Early Works.

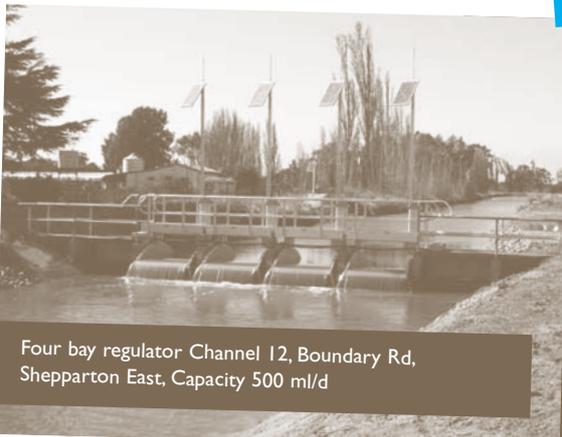
The current status of FutureFlow's component of these projects are:

- NVIRP Early Works – All works are now complete. 1000 FlumeGates, 1200 meter outlets, 5km of plastic lining and 18 radio towers have been completed.
- CG1234 – 22km of plastic lining and 70% of the 620 meter outlet upgrades are complete. Meter outlet upgrades are continuing and will be completed by December 2009
- Shepparton Modernisation Project – All 700 FlumeGates, 27km of pipeline at Katandra, 35km channel rationalisation and 40% of the 1800 meter outlet upgrades are complete. Meter outlet upgrades are continuing and will be completed by December 2009

Using G-MW's telecommunications network, FutureFlow will be reviewing the performance of each new meter outlet once customers have irrigated through them. To date, the vast majority of meters have performed to design and customer expectations. Where performance issues are identified, FutureFlow will resolve these issues in consultation with the customer.

Once completed, the FutureFlow project will have delivered \$290 million of work, integrating 2,000 kilometres of irrigation channel and 3,800 irrigation infrastructure assets into G-MW's automated IT-based channel delivery system.

FutureFlow's works have been completed ahead of time and under budget. This has been achieved through the dedicated alliance staff, contractors and suppliers. FutureFlow would also like to take this opportunity to show our appreciation to G-MW's customers who have demonstrated remarkable co-operation in challenging times. Your support has been crucial to the success of the project.



Four bay regulator Channel 12, Boundary Rd, Shepparton East, Capacity 500 ml/d



New metre outlet, Slip gate with magflow meter and Rubicon pedestal



Katandra channel 24, laying 120mm diameter HDPE pipe – location between Inverness and Sidebottoms Road

# Costs of Modernisation

## “Whole of Life Project”

G-MW has now completed the “Whole of Life Project” which looked at the Impacts that modernisation will have on our irrigation network and how this will shape the future price path for customers. The Whole of Life Project involved extensive modelling covering three primary scenarios.

1. A Base Case which looked at G-MW in its current form, including the Shepparton and Central Goulburn I-4 Modernisation Projects, however assuming no further modernisation. ie without NVIRP.
2. An NVIRP Stage 1 Scenario, which modelled the system where the backbone is established, automation of the backbone and replacement of all dethridge meter outlets on the backbone with magflow meters undertaken. This scenario also assumed the rationalisation of 28% of channels, not on the backbone and the movement of delivery share associated with these assets to the backbone.

3. This scenario assumed G-MW would only operate the backbone and that all “spur” channels are rationalised, with the associated delivery shares transferred to the backbone. These customers would either be “connected” through 1 to 1 connections or syndicates.

This work identified the key cost drivers in the modernised system. Assets such as magflow meters, automatic regulators, the software and hardware associated with running these assets have been identified as major cost items. The combination of these costs with the reduction in future liability for assets rationalised, and connections established were modelled to demonstrate the impact on future prices.

We will now be working through the results of this project with our Water Service Committees and NVIRP’s Modernisation Committees over the coming weeks.

Copies of G-MW’s Whole of Life cost review Executive Summary are available from [www.g-mwater.com.au/wholeoflife](http://www.g-mwater.com.au/wholeoflife). The full report will be available in the near future.

Rural Support Line 1300 655 969

Lifeline 131 114

Beyondblue 1300 224 636

## contacts

To place an order go to Waterline online via G-MW’s website or phone Waterline on 1300 469 469

### Internet

[www.g-mwater.com.au](http://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 it’s 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

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

## Drainage Tariff Review

A review of the way G-MW recovers the cost of providing drainage services has commenced. The tariff review will cover Surface Drainage, Community Surface Drainage and Drainage Diversion Services.

The process has been initiated following requests from Water Service Committees and individual customers for G-MW to review the current Drainage Diversion tariff. Ongoing drought, modernisation and improved farming techniques have resulted in the water available in drains for diversion being dramatically reduced. In these changing times it is timely for a fresh look at the way costs are recovered for drainage services.

Stakeholder Reference Committees that include customers have been established to ensure customers have input into the future tariff options. A significant amount of preliminary work has already been done and several options developed for discussion. Some initial consultation with WSC’s has also occurred.

Prior to more formal and extensive consultation, financial modeling of the different options will be completed to provide information for a selection of practical options. Following consideration by the Reference Committee, options considered practical, will be progressed to formal customer consultation.

Board approval is required for any changes to the existing tariff. It is expected that the process will be completed in time for any proposed changes to be implemented in the 2010/11 year.

Customers wanting to have an input into the process will be able to attend one of the public information sessions which will be advertised once details are confirmed or can contact the local Area office for details of Reference Committee members.