

## Chair's Message

Once again another year has flown past. Another year of difficult times with teasing rains to lift our allocations. Although not ideally timed, for some, this has provided renewed optimism hopefully leading to a more enjoyable Christmas period.

I would like to thank my fellow WSC members for the time and effort they dedicate on behalf of all irrigators as they continue to provide input to and influence decisions taken by G-MW. Over the past year the committee have provided detailed feedback through a series of forums on major issues including Modernisation - whole of life costs, Water Plan and Tariff, Business Pricing, Water Savings Calculations, and the Northern Regional Sustainable Water Strategy. These issues are all very relevant to the future of our businesses.

Modernisation in Central Goulburn is continuing and whilst all customers have not yet been contacted it will not be long until you are involved in this massive change to our irrigation system. I encourage all irrigators to think positively about the program, look at how this program can benefit your enterprise and ensure you seek advice on options presented. I congratulate G-MW staff and those customers who have already achieved positive and progressive outcomes.

Alongside the modernisation works other developments have been occurring particularly with the G-MW Website. There is a vast amount of valuable information on G-MW's site and related links. Being able to order water using WaterLine Online is straightforward and has many functions which are very useful including entering your own meter reads and checking your ABA statement. All available at any time that suits you! If you have difficulty with this please contact the staff at the Central Goulburn office who are willing to assist.

Another initiative is a new e-mail address for WSC's (refer back page). This provides irrigators an easy avenue to raise issues or provide feedback via the WSC to G-MW. If you have any ideas, feedback, either positive or negative, please let us know, via email or direct to one of your members. It's important for us as your representatives to be informed on the variety of issues and views held by irrigators.

I would also like to thank customers for being flexible and cooperative in water delivery and G-MW staff for their efforts in maximising the efficiency of the



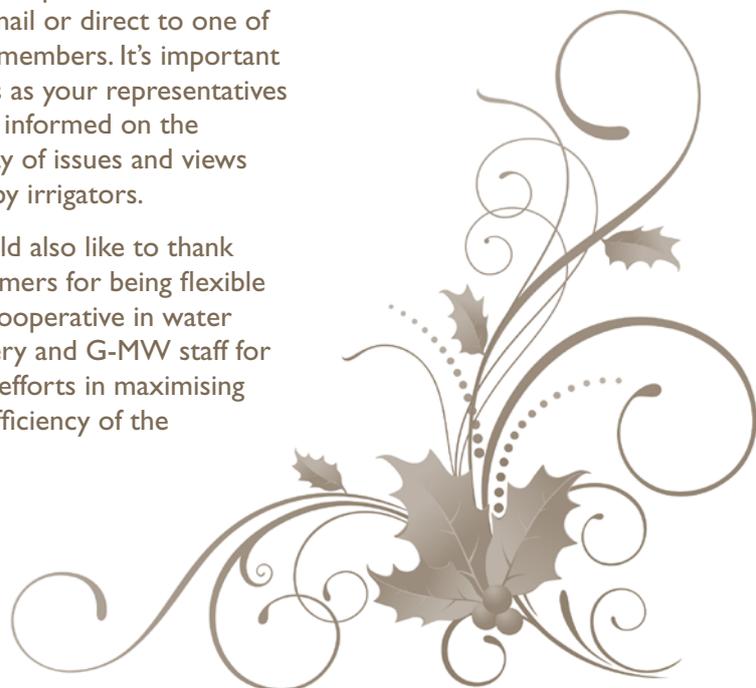
Ross Crawford

system whilst maintaining quality service. This cooperation ensures we as customers are being allocated the maximum volume of water possible.

Finally I wish all a very happy, rewarding and safe Christmas.

Yours Sincerely

Ross Crawford , Chair  
Central Goulburn WSC



GOULBURN-MURRAY  
WATER



Central Goulburn

# irrigation news

## Get the Latest G-MW Customer Updates Delivered Online

You can now register to receive G-MW news updates via email. Designed to provide you with clear, concise and timely **operational** information, "irrigator e-news" is our latest online initiative. The new e-newsletter will contain information on allocations, dam levels, outlooks, trading information, localised area information and much more.

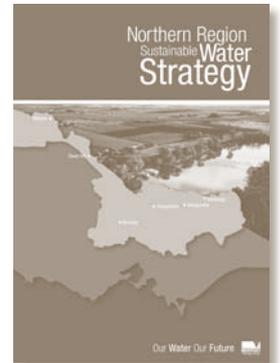
Available to all customers and sent fortnightly with allocation announcements, the e-newsletter will provide you the latest water information to help you make your business decisions.

To subscribe to the e-newsletter go to [www.g-mwater.com.au/subscribe](http://www.g-mwater.com.au/subscribe)



## Northern Region Sustainable Water Strategy

The Northern Region Sustainable Water Strategy was released this month. Copies are available online at [www.ourwater.vic.gov.au/programs/sws/northern](http://www.ourwater.vic.gov.au/programs/sws/northern)



The Strategy is the culmination of more than two years of community consultation and includes proposals to improve carryover and system reserve policies. G-MW would like to recognise the contributions made by customers and their Water Services Committees. We also thank Jim McKeown and John McNeil, Richard Anderson and recently retired Shepparton WSC member Rein Silverstein for their contribution and participation on the NRSWS consultative groups.

[www.ourwater.vic.gov.au/programs/sws/northern](http://www.ourwater.vic.gov.au/programs/sws/northern)

## New Water Ordering Book



## New Water Register Application Fees

Victorian Water Register fees for some applications to trade water increased on Monday 2 November 2009. The increases apply to fees charged when application forms are submitted to water corporations for approval to trade allocation and for a range of water share transactions. The new fees are available from the Water Register website at [www.waterregister.vic.gov.au](http://www.waterregister.vic.gov.au). Please note that G-MW cannot begin processing of an application until the correct fee has been paid.

Visit your local G-MW office and collect a copy of the new water order book to assist you in ordering water either over the phone or internet. WaterLINE is G-MW's new water communication system for all your water ordering requirements and inquiries. The book includes a step-by-step guide to ordering water online and over the phone and includes pages to record your water order information and important property water information. The WaterLINE books are free and available from your local G-MW office.

## Water Trading Update

Water transaction activity remains steady with approximately 60 Allocation transactions and 20 Water Share applications being received each day. Allocation trades within Goulburn-Murray Water are being completed within 5 days and Water Share transactions are being completed within 10 days of receipt

At the end of October the number of Allocation transactions processed was 1,674 compared with 2,167 at the same time last year. There have been 2,357 Water Share applications completed during the same period. The Allocation volume traded to date is 83,200ML and Water Share application approvals have totalled 218,370ML.

## Be Safe This Summer – Don't Swim in Irrigation Channels

G-MW along with water corporations Southern Rural Water and Lower Murray Water have launched an update to past summer safety campaigns. This year's campaign reminds the community and visitors to the region to be as vigilant around channels and farm dams as they would be around major roads and highways.

Channels, like major roads and highways, are vital delivery routes designed to deliver water as efficiently as possible. They are not safe locations to play or swim.

Channels and dams are dangerous places. Water levels can change rapidly. Pipes, siphons, rocks and debris can be hidden below the surface and are more likely to injure people, pets and stock.

G-MW is encouraging members of the community to swim at appropriate swimming locations including local public pools and to adopt safe swimming practices including not swimming alone or while intoxicated.



## Manager's Message

It is now just on 12 months since I returned to Central Goulburn as Operations Manager and what a busy time it has been. The constant change to our delivery system and the associated need for staff to continually improve their skills and knowledge to ensure that we get the most efficient use of the modernised system has been a constant task. One which has been both enjoyable, as we start to realise the benefits and work through the minor implementation issues and challenging, as both customers and staff struggle to keep up with the constant change and improvements. The cooperation of customers during this time has allowed us to maximise the efficient operation of the delivery system and maintain service levels.

The Central Goulburn WSC has been of great support and at the elections in July the standing members were returned unopposed. This is a great vote of confidence in these people from the customer's they represent.

It is extremely pleasing to see customers making use of internet facilities for water ordering. Many customers have commented on the ease of using the internet, all your order and usage details, including statements are there for you to see and print as required. Remember if you need assistance in using "WaterLine on Line" call in at the office and staff will be happy to assist, or we can come to you.

I remind customers of the need to monitor usage and ensure it remains within your available allocation; you are also reminded that your order is to be confirmed before taking any water. This is required to ensure that there are no service impacts on other customers and avoid the potential of being prosecuted for unauthorised taking of water.

Central Goulburn staff are happy to provide information on water related issues. However; customers must make their own decisions and take responsibility for those decisions. It is imperative that customers are aware of all options and implications, therefore we recommend customers seek professional advice.

Managing the irrigation system is a joint effort and I appreciate the support from customers in promptly reporting leaks and other maintenance issues. This allows maintenance staff to respond in a timelier manner and improve the efficiency of the system.

In closing a reminder that Planners in the Central Goulburn area are now available 24 hours a day 7 days a week, however staff may not be able to answer every call immediately. If the planner is on another call and is unavailable, please be prepared to leave a message and your call will be returned as soon as possible.

I wish you and your families a safe and Happy Christmas

Geoffrey Enever  
Manager, Central  
Goulburn Operations



Geoff Enever

## PLANNER AVAILABILITY

Irrigation Area	Availability of Planners	Contact Number
Central Goulburn Irrigation Area	24hr/day 7 days week	1300 469 469

## Three Year Price Path

G-MW is in the final stages of the required consultation process which will lead to the lodgement of the next three year pricing path for all water services. The process commenced early into this financial year, but has more recently involved meetings with each of the Water Services Committees (WSC's) to discuss the cost base and model prices under various scenarios for the three years from 2010/11 to 2012/13.

The requirements of the Essential Services Commission (ESC), the pricing regulator for the water industry, include the lodgement of an initial total revenue requirement for these three years in December 2009. G-MW will then need to add detail on the particular tariff arrangements and specific prices for each water service by early March 2010. In order to satisfy these requirements G-MW will also need to finalise discussions with WSC's regarding some proposals to change the tariff structure by modelling tariff levels under the new revenue requirements and lodge the detailed price paths with the ESC by the due date.

In addition G-MW is also consulting with other water corporations which are customers of G-MW that buy bulk water from our storages for distribution to their customers.

For more information on the ESC consultation and price determinations visit [www.esc.vic.gov.au/public/Water/Consultations/](http://www.esc.vic.gov.au/public/Water/Consultations/)

## Carryover – 100% Allocation Rule

Customers who carried over the maximum volume of allocation into the current 2009/10 season commenced with an allocation of 47.5% of their water share volume (50% less 5% evaporation) on 1 July 2009. The rules that apply until 30 June 2010 specify that the maximum allocation an entitlement holder can receive is 100% of their water share through carryover and the current season allocation.

When the allocation of high-reliability water shares in the Murray reached 53 % this season, customers who had carried over the maximum volume of high-reliability water share allocation reached the 100% allocation limit and no additional allocations were added to their Allocation Bank Accounts. With the current 60% allocation, some 5,378 ML has not been allocated to these customers because of the 100% allocation rule. This water has been returned to the general allocation pool. If and when the allocation on other systems exceeds 52% similarly the 100% allocation rule will apply to customers who had carried over the maximum volumes.

The rules for carryover will change for some systems on 1 July 2010 in line with the NRSWS details will be communicated during 2010. For more information visit [www.ourwater.vic.gov.au/programs/sws/northern](http://www.ourwater.vic.gov.au/programs/sws/northern)

## Rockets on the Web

On the 1st and the 15th of each month, when G-MW makes allocation announcements, 'rockets' or resource graphs showing the breakdown of water in store and commitments are updated and made available on G-MW's website at [www.g-mwater.com.au](http://www.g-mwater.com.au). Rockets are a useful indicator for systems without an allocation to see the shortfall before any allocations can be made.

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 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

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

You can now email your WSC on  
[centralgoulburnwsc@g-mwater.com.au](mailto:centralgoulburnwsc@g-mwater.com.au)