

## Chair's Message

Torrumbarry Water Services Committee (WSC) has continued to evolve in 2009 welcoming newcomers Andrew Leahy (dairy farmer and contractor from Murrabit) and Paul Bethune (dairy farmer from Lake Boga) to the committee.

The water industry continues to experience major change locally, with Total Channel Control (TCC) now introduced and NVIRP's backbone upgrade due to ramp up significantly in 2010. The national politics will see a Basin Plan implemented with sustainable water diversions limits set in the next two years. The release of the Northern Region Sustainable Water Strategy also provides specific guidance to future water management issues.

The Torrumbarry Area has been instrumental in achieving changes to the Torrumbarry Murray Bulk Entitlement, which will see shared benefits of local storages including Kow Swamp, part funded by the entire Murray System Users and also reflects the implementation of the Mid Murray Storage Project.

Water Service Committees have been given great opportunity to meet with senior executives of G-MW, DSE, NVIRP etc. and influence policy change through the G-MW Board. However, the level of influence on pricing has been reduced in recent years with a more rigid

approach under the Essential Services Commission's five year Water Plan.

2009 has been another challenging year for irrigators with drought, low allocations, and high level of uncertainty, however the allocation, while still the third worst on record is an improvement on the last two years. Let's hope it continues to improve.

For those who haven't visited G-MW's website or tried ordering water via the internet, I encourage you to have a go. There is a vast amount of valuable information on G-MW's site and related links. Ordering water using WaterLINE Online is easy and straightforward and has many functions which are very useful including entering your own meter reads and checking your ABA statement.

I take this opportunity of thanking all customers for their patience and tolerance in managing through these extreme circumstances. Thanks must also go to G-MW staff for their ongoing commitment to customer service, and to my fellow Water Service Committee Members for their commitment to excellence and ability to challenge conventions in a positive manner.



Charlie Gillingham

Remember that if you are unsure or need clarification about anything related to irrigation issues then please contact the Kerang office on 54510111.

I wish all a safe festive season and a happy New Year.

Charlie Gillingham, Chair  
Torrumbarry WSC



# 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)

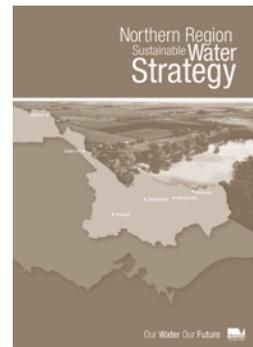


## New Water Register Application Fees

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.

## 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



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

I take this opportunity to thank customers for their increased cooperation and flexibility that has resulted in improved system operational efficiency, particularly with D&S supplies. We have again managed the system with up to 10 staff vacancies as a result of the drought and low allocations. This has significantly reduced our annual operating costs.

It is pleasing to see customers making use of internet facilities for Water Ordering with Torrumbarry having the highest use throughout G-MW – if you need assistance or want to be shown how to use the system, call into the office and staff will be happy to assist.

NVIRP will have an increased focus on modernising the Torrumbarry system in 2010 with major works proposed. The 4% exemption, Federal Government Buyback and removal of the 10% rule is likely to result in a loss of water entitlement from the Torrumbarry Area, a more rapid transition to the TRAMS prediction of a 50% reduction in water use in the coming years and a diminishing of the size of the Irrigation Area.

I welcome Paul Bethune and Andrew Leahy as new WSC members who have settled in quickly and are already making a valuable contribution. I also congratulate and wish Charlie Gillingham well in his new role as the WSC Chair.

I wish all customers, the community and staff, a safe and Happy Christmas, and all the best for 2010.

Lester Haw  
Manager, Torrumbarry Operations.



Lester Haw

## PLANNER AVAILABILITY

Irrigation Area	Availability of Planners	Contact Number
Torrumbarry Irrigation Area	7am–4pm Monday–Friday 7am–12 noon weekends & Public Holidays Messages checked till 8.30pm 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.

### Torrumbarry Office

03 5451 0111

### 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

Charlie Gillingham  
(Chairman) 03 5457 9232

Ross Gordon  
(Deputy Chair) 03 5456 2169

Margot Henty 03 5456 7372

Bruce Jones 03 5032 4216

Eric Boyd 03 5452 0215

Brian Boulton 03 5030 2244

Andrew Leahy 03 5457 2368

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