

June 2012

# newsletter



## Loch Garry FLOOD PROTECTION DISTRICT

### With your newsletter you'll also find:

**G-MW 2012/13 pricing schedule** - This schedule is for your information and allows you to compare prices across all of G-MW's different services. G-MW is required to mail out the full schedule by the Australian Competition and Consumer Commission (ACCC) as part of the ACCC transitioning to regulating water prices for water infrastructure operators in the Murray-Darling Basin.

G-MW has extracted pricing data specific to your Area and included it in this newsletter to make it easier for you to identify your costs.

## Chair's Message

In 2004 Goulburn-Murray Water completed an upgrade of the footwalks and safety of the structure. This worked well during the operation of the structure during the flood event in late 2010. Currently there is a plan for a security fence to be erected to keep interested onlookers off the structure during a flood event. This will save in operation costs during an event because currently there is staff onsite 24 hours a day to prevent someone from removing or adding bars or vandalising the site.

I am disappointed that the levee bank below the Loch Garry structure is in need of repair and no Authority will take ownership of these levees and repair them. Hopefully this anomaly is sorted before the next flood or before the levee banks fail completely.

**Jim Grinter**

Chair, Loch Garry

## 2012/13 Tariff Change

Earlier this year G-MW consulted with the Loch Garry Flood Protection District WSC about the future fee structure for the Loch Garry Flood Protection District. The WSC considered options and supported the adoption of a Service Fee instead of a Minimum Fee. This will result in a price increase for an average customer of approximately 3%, a little more than CPI. If you would like to know exactly how this will affect you and your next bill please call the Billing Enquiry team on 1300 553 200.

## Integration

From 1 July this year, the Northern Victoria Irrigation Renewal Project (NVIRP) will be integrated into G-MW.

The combined organisation will be called Goulburn-Murray Water and will continue modernising irrigation infrastructure throughout the Goulburn Murray Irrigation District.

Although the integration of the 2 organisations will occur from 1 July 2012, it may be a year or so before we realise all the efficiencies and benefits of a single organisation.

The connections program is by far the largest component of the remainder of the project and this will be managed by a separate team within G-MW. We are currently finalising a connections implementation plan to ensure the process is clearly understood by all involved.

G-MW is currently undergoing a transformation to ensure it delivers the project and continues normal operations. To achieve this G-MW needs to become more efficient, and will be a very different organisation at the end of the project.

## G-MW Water Plan 3 update

G-MW has released the first in a series of discussion papers to help inform the development of its three year Water Plan which commences July 2013.

The Water Plan is the mechanism for the Australian Competition and Consumer Commission / Essential Services Commission to approve water corporations' service standards, revenue and prices.

G-MW has produced 4 separate consultation brochures for its customer groups including:

- Irrigation District customers (including pumped)
- Bulk Water customers and Headworks users
- Water District and Loch Garry Flood Protection District customers and
- Licensed Diverters

These consultation brochures outline proposed levels of service, capital expenditure, cost saving measures and the projected amount of revenue required.

Key points about the first discussion papers:

- Proposed that revenue be capped at CPI plus 1.5% annually.
- To achieve this, a \$6 million efficiency saving from within G-MW over the three year term of the Water Plan must be achieved.
- A 25% reduction in G-MW operational staff in the coming years, recognising that the full benefits of modernisation of G-MW's infrastructure cannot be achieved until the project is complete. It is anticipated that this reduction will occur through natural attrition.

The second discussion paper in the series, to be released in July, will be focused on the design of our tariff system. Water Services Committee Chairs will guide the development of a tariff strategy for the longer term and help inform G-MW's Water Plan. The final in the series, scheduled for late September, will be our Water Plan with proposed pricing.

Copies of G-MW's 4 Water Plan consultation brochures are available online at [www.g-mwater.com.au/water-plan-3](http://www.g-mwater.com.au/water-plan-3) or from your local G-MW Customer Service Centre. The opportunity to provide feedback closes on Monday 30 July 2012.

## Water services prices 2012/13

2012/13 prices have now been approved by the Essential Services Commission.

### Fees & Charges

Loch Garry	2011/12 Current	2012/13 Approved	% Change	\$ Change
Storage				
Service Fee (per property)	N/A	80.00	N/A	80.00
General Fee (per hectare)	1.80	1.30	-28%	-0.50

### Examples of customer impact

Loch Garry customer with 145 Hectares	2011/12 Current	2012/13 Approved	% Change	\$ Change
Service Fee (per property)	n/a	80.00	n/a	80.00
General Fee (per hectare)	261.00	188.50	-28%	-72.50
Total Charge	261.00	268.50	+3%	7.50

\*Examples provide an indication only.

All prices referenced in this newsletter are inclusive of CPI. For G-MW's complete 2012/13 price schedule please see the enclosed brochure with this newsletter or visit [www.g-mwater.com.au](http://www.g-mwater.com.au).

## Amalgamation of Property

As requested by your water services committee, G-MW has been asked to provide an update on amalgamation of property. You can influence your service fee with amalgamation of property but there are some implications to consider. We encourage you to seek advice about how this may impact you and your business. For further information contact Shepparton office of G-MW on (03) 5822 7900.

## contacts

**Rural Support Line** 1300 655 969

**Lifeline** 131 114

**Beyondblue** 1300 224 636

**Shepparton office** 03 5822 7900

**24 hour emergency line** 1800 064 184

### Emergencies

To report emergencies and urgent matters such as pollution incidents and illegal activities call by using our 24 hour emergency line.

## G-MW e-services



**Online Payments:**  
To pay your G-MW account please visit our website at [www.g-mwater.com.au](http://www.g-mwater.com.au)



**eDams:**  
Water storage levels emailed to you daily, weekly or monthly.



Online offers additional features such as the ability to view spare channel capacity and adjust flow rates and duration – all with 24 hour, 7 days a week convenience.



**Pricing Simulators:**  
To help you understand the charges that may apply for your services in 2012/13.