

## Customer Satisfaction Survey 2012

During June G-MW completes its annual Customer Satisfaction Survey. The 2012 survey will include 750 telephone interviews with customers across the G-MW area. This year we have also added an online survey to ensure all customers have the opportunity to provide feedback on our services. The online survey will be available at [www.g-mwater.com.au](http://www.g-mwater.com.au)

The survey is a key tool in measuring customers' views on our water management and delivery as well as customer service, communications and consultation processes. The survey results help us to identify areas for improvement as well as areas where we are doing well.

The final results will be shared with the Water Services Committees over the coming months as we identify ways to further improve the services we deliver.

## Water Quality

Please be on the lookout for changes in water quality as rainfall, warm weather or floods may cause changes. Please monitor your water supply source and make alternative arrangements if water quality deteriorates.

**Water users are reminded that water supplied by G-MW is not fit for any use that may involve human consumption, either directly or indirectly, without first being properly treated.**

## Fixed Charges Account key payment dates for Loddon Valley Irrigation Area and Loddon Valley Water Districts

16 October 2012	• 1st instalment
16 November 2012	• 2nd instalment
16 January 2013	• Payment in full • 3rd instalment
16 February 2013	• 4th and final instalment

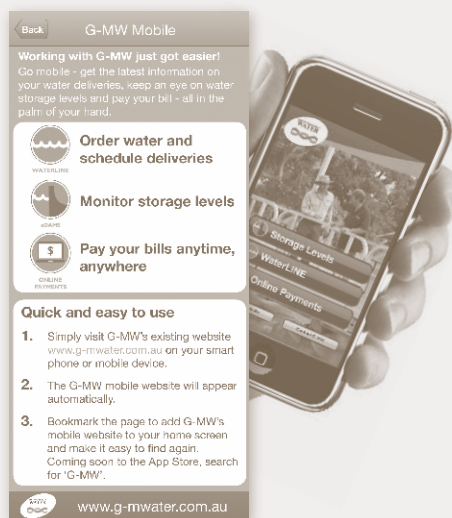
## Water Information goes mobile!

G-MW has launched a new mobile platform for some of its most popular online information.

You can now get the latest information on water storages including current levels, weekly changes and average levels right in the palm of your hand.

G-MW customers can also use the mobile site to check on water deliveries and pay bills.

Simply visit G-MW's existing website [www.g-mwater.com.au](http://www.g-mwater.com.au) on your smart phone or mobile device and the new mobile website will appear automatically.



**Rural Support Line** 1300 655 969

**Lifeline** 131 114

**Beyondblue** 1300 224 636

## G-MW contacts

### Pyramid Hill office

24 Barber Street, Pyramid Hill 3575  
(03) 5451 6800

Don't forget you can order water online or over the phone, 24 hours a day at [www.g-mwater.com.au](http://www.g-mwater.com.au) or on 1300 469 469.

For all emergencies please call 1800 064 184 (24hr).

For all general enquiries please call 1800 013 357.



## 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)



### SMS Allocations:

Allocation announcements sent direct to your mobile phone.



### SMS Start/Stop:

Reminders of when your water order will start and stop.



### Irrigation eNews:

Allocation and irrigation updates emailed to you twice a month.



### 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.

Loddon Valley  
IRRIGATION AREA

## With your newsletter you'll also find:

**The 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).

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

**Privacy notice** - G-MW is obliged to inform all its customers about the use, disclosure and handling of their personal information in the delivery of the Northern Victoria Irrigation Renewal Project (NVIRP) that effective from 1 July 2012 will be delivered by G MW.

## Chair's Message

The irrigators and irrigation industry face many challenges at the moment and in the future. Low commodity prices, high input costs, Government buyback of water, continual rise in the price of water and understanding the constant changes in everything to do with water have dampened the enthusiasm of some irrigators.

Some of these challenges are outside of our control, but we can and will have influence on others.

The second \$billion is an opportunity to continue to upgrade and modernise our system that will not come along again. It is up to the Goulburn-Murray Water Board and your Water Services Committee to make sure this money is spent wisely, that we set up the irrigation industry to the benefit of all irrigators and other stakeholders for a prosperous future.



**John Nelson**  
Chair, Loddon Valley

**John Nelson**

## Customer Reminder

Stock damage to channel banks

- Repair of channel bank damaged by stock is costly and impacts directly on customers prices
- Customers are reminded to keep livestock off channels to avoid damage and costly repairs. If you require information on fencing channel boundaries please contact your local Customer Service Centre.

Operational Update

The Loddon Valley Irrigation Area has delivered approx 153,000 ML this season which is a significant increase from recent seasons; this is equivalent to 109% of High Reliability Water Share. An efficiency of approx 81% has been achieved with a combination of increased automation and improved operational practices. In addition there is approximately 173,000 ML that remains unused in customers Allocation Bank Accounts. For information on Carryover please refer to the G-MW website or contact the local Customer Service Centre.

Winter Works update

G-MW will only be draining channels where required for winter works. As part of the G-MW winter works currently underway in the Loddon Valley Irrigation Area a bridge downstream of Chalmer’s Lane, Wychitella on the Waranga Western Channel is being replaced.

G-MW encourages customers and members of the public to take extra care when travelling in the vicinity of works sites and to be aware of change to traffic conditions and construction traffic. Customers are also reminded not to enter a worksite under any circumstances unless authorised.

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.

Safety around the G-MW network

G-MW customers interact with our assets in many ways across the season. Your safety is vital so please ensure you understand the hazards and risks associated with G-MW infrastructure. Call your local G-MW customer service centre or talk with a staff member onsite to find out more.

Where G-MW are undertaking works on assets, please observe all safety precautions, signage requirements and site restriction requirements implemented by the corporation.

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 Diversers
- 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.

Service point fees

Service point fees have increased from \$200 to \$250 for 2012/13. This increase reflects the increasing costs of maintaining the meter fleet and is the start of a longer term price signalling approach to ensure that meter infrastructure is only replaced where it is required.

Fees & Charges

Loddon Valley Gravity Irrigation	2011/12 Current	2012/13 Approved	% Change	\$ Change
Storage				
Entitlement Storage Fee (per ML/HRWS)	9.00	9.40	4%	0.40
Entitlement Storage Fee (per ML/LRWS)	4.39	4.60	5%	0.21
Delivery				
Service Fee (per property)	75.00	80.00	7%	5.00
Service Point Fee – Irrigation (each)	200.00	250.00	25%	50.00
Service Point Fee – D&S (each)	50.00	50.00	0%	-
Infrastructure Access Fee (per ML/d delivery share)	3,044.11	3,154.00	4%	109.89
Infrastructure Use Fee (per ML delivered)	7.85	7.85	0%	-
Casual Infrastructure Use Fee (per ML delivered)	76.83	90.00	17%	13.17
Primary surface drainage				
Service Fee (per property)	75.00	80.00	7%	5.00
Water use Fee (per ML delivered)	2.71	2.90	7%	0.19
Area Fee (per hectare)	3.13	3.30	5%	0.17

Examples of customer impact

Loddon Valley Gravity Irrigation	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	400/192	900/432
Delivery Share (ML/day)	0.06	4	9
Service Points (Irrigation)	0	5	10
Service Points (D&S)	1	0	0
2011/12	338.99	21,985.72	49,030.37
2012/13	351.39	22,984.20	51,201.95
Change %	4%	5%	4%
Change \$	12.39	998.48	2,171.58

\*All examples provide an indication only and assume a customer has storage, delivery and drainage services.

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)

Pricing Simulators

G-MW has developed pricing simulators that can help you understand the charges that will apply for your services in 2012/13. G-MW’s simulators are available at [www.g-mwater.com.au](http://www.g-mwater.com.au).

