

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

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.

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 or from your local G-MW Customer Service Centre. The opportunity to provide feedback closes on Monday 30 July 2012.

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 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

Kerang office

78 Kerang-Koondrook Road, Kerang 3579
(03) 5450 5300

Don't forget you can order water online or over the phone, 24 hours a day at 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.



Pumped Districts

Nyah and Tresco

G-MW e-services



Online Payments:

To pay your G-MW account please visit our website at 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.

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

The end of the 2011/12 irrigation season has seen an increase in water use compared to last season, although a large quantity of water remains to be carried over for next season.

Customers need to be cognisant that there is potential for our storages to 'spill' next season, consequently the declaration of low risk of 'spill' will be later than the past two seasons. Water in your 'spillable water account' as of the 1st of July is unavailable for use until such time that a declaration is made. The water in the available balance of your Allocation Bank Account (ABA) however, is available.

Our resource manager recently informed us that under average inflow conditions, it is likely that we will have a seasonal determination of 46% High Reliability Water Share (HRWS) at the start of the irrigation season and 100% HRWS by February 2013.

A reminder that the G-MW winter works program is part of the overall operations of our irrigation area and a necessity in providing a sustainable and efficient system. These works may impact on the availability of water over the winter months. For more information on winter works taking place in the Central Murray region please call the G-MW Kerang Customer Service Centre on (03) 5450 5300.

Ten customer meetings were held across the Torrumbarry Irrigation Area recently with many poorly attended. A broad range of topics including carryover, trades and pricing were discussed. These meetings are an excellent way for customers to become better informed on a suite of operational and policy changes that continue to take place. They are held for your benefit. The number of venues for such meetings in the future may be reduced as a result of poor attendances.

Your WSC recently discussed pricing issues and were pleased to ascertain that price increases for next year in Nyah and Tresco will be minimal. We continue to question G-MW on justifying price increases and will continue to ensure that the impact to customers is minimised. Water Plan 3 is another process where customers currently have the opportunity to consult with G-MW on service



Charlie Gillingham
Chair, Torrumbarry WSC

standards and pricing. This relates to potential pricing for the period of 2013/14 to 2015/16.

The focus of the WSC in the coming year will be to provide input and consultation advice to G-MW in regard to the development of the Nyah and Tresco Asset Management Strategy.

For information on your account/s, entitlements, Service Point fees, Carryover and Spillable Water, please call G-MW on 1800 013 357.

Charlie Gillingham

SMS Service

From August 2012 customers in the Nyah and Tresco Irrigation Districts will be able to register their details and receive SMS notifications relating to Pipeline maintenance and shutdowns.

All Nyah and Tresco customers will receive further information relating to this new service in early August 2012.

Nyah and Tresco Asset Management Plan

G-MW will shortly commence a process to establish an Asset Management Plan for the Nyah and Tresco Irrigation Districts. This plan will assist G-MW program asset replacement in the coming years ensuring that replacement of assets are prioritised effectively, are fit for purpose and cost effective.

To ensure the plan is robust and practical G-MW has commenced collecting historical data to identify water delivery trends across the Districts.

Winter Pump Operations

G-MW has identified several maintenance issues to be addressed during the winter months in preparation for the next irrigation season.As a result there will be times where sections of, or the entire pipeline system maybe shut down or isolated. Customers are reminded of the need for on-farm storage for D&S requirements to ensure water is available during periods where maintenance works are required.

In Nyah a roster for the operation of the relift station will be implemented to ensure that the station is not operating unnecessarily.The relift station will operate between Thursday and Saturday to enable customers to replenish D&S storage or irrigate as per approved irrigation orders. If you require any further clarification please contact the Kerang Customer Service Centre on (03) 5450 5300.

Works near G-MW Assets

A reminder to customers who are undertaking works in the vicinity of G-MW assets to ensure that they adequately locate the asset/s to ensure it is not damaged in any way. Costs associated with repairs to G-MW assets resulting from private works will be recovered from the individual so that the entire customer group is not funding such repairs.

Please contact the Kerang Customer Service Centre on (03) 5450 5300 for information on asset locations prior to undertaking works.

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.

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.

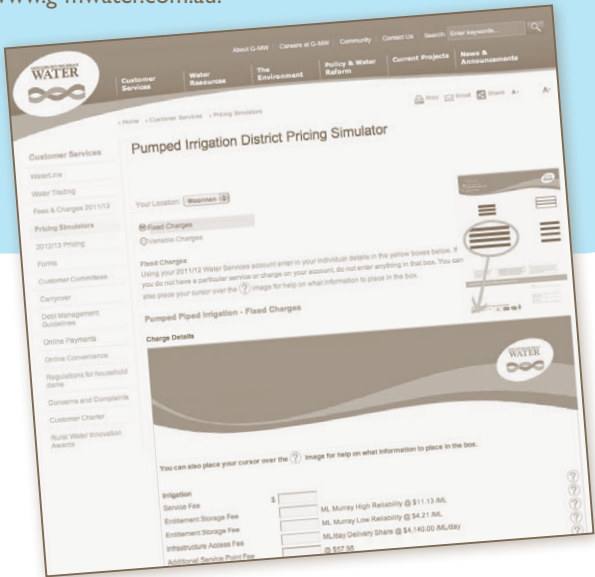
Water Quality

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.

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.



Water services prices 2012/13

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

Infrastructure use fees

Infrastructure use fees are being progressively adjusted to align with the actual costs of operating the system and to allow for how much water an individual user pumps. These will cover maintenance costs in Tresco and increasing costs in Nyah.

Nyah Fees & Charges

	2011/12 Current	2012/13 Approved	% Change	\$ Change
Storage				
Entitlement Storage Fee (HRWS)	11.13	11.60	4%	0.47
Entitlement Storage Fee (LRWS)	4.21	4.40	5%	0.19
Delivery				
Service Fee	75.00	80.00	7%	5.00
Additional Service Point Fee – Irrigation	57.98	60.00	3%	2.02
Infrastructure Access Fee	3,410.00	3,496.00	3%	86.00
Infrastructure Use Fee	17.57	19.00	8%	1.43
Casual Infrastructure Use Fee	102.82	107.00	4%	4.18
Drainage				
Service Fee	75.00	80.00	7%	5.00
Water Use Fee	3.16	3.30	4%	0.14

Nyah examples of customer impact

	Small	Medium	Large
Water Shares - Entitlement (ML) (HRWS/LRWS)	2	100/0	200/0
Delivery share (ML/day)	0.02	1	2
Additional service points (irrigation)	-	3	5
Drainage (ML)	-	20	40
2011/12	195.33	6,394.11	12,580.24
2012/13	205.42	6,667.10	13,114.20
Change %	5%	4%	4%
Change \$	10.09	272.99	533.96

brochure with this newsletter or visit www.g-mwater.com.au.

Tresco Fees & Charges

	2011/12 Current	2012/13 Approved	% Change	\$ Change
Storage				
Entitlement Storage Fee (HRWS)	11.13	11.60	4%	0.47
Entitlement Storage Fee (LRWS)	4.21	4.40	5%	0.19
Delivery				
Service Fee	75.00	80.00	7%	5.00
Additional Service Point Fee – Irrigation	57.98	60.00	3%	2.02
Infrastructure Access Fee	4,236.67	4,388.00	4%	151.33
Infrastructure Use Fee	10.00	10.00	0%	-
Casual Infrastructure Use Fee	116.00	121.00	4%	5.00
Drainage				
Service Fee	75.00	80.00	7%	5.00
Water Use Fee	1.24	1.30	5%	0.06

Tresco examples of customer impact

	Small	Medium	Large
Water Shares - Entitlement (ML) (HRWS/LRWS)	2	100/0	200/0
Delivery share (ML/day)	0.02	1	2
Additional service points (irrigation)	0	3	5
Drainage (ML)	-	-	-
2011/12	198.99	6,629.01	13,174.03
2012/13	207.96	6,848.50	13,604.96
Change %	5%	3%	3%
Change \$	8.97	219.49	430.93

*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