

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.

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.

Key payment dates for your Fixed Charges Account

| | |
|------------------|--|
| 16 October 2012 | • 1st instalment for the Murray Valley Irrigation Area |
| 16 November 2012 | • 2nd instalment for the Murray Valley Irrigation Area |
| 16 December 2012 | • Payment in full due date for the Murray Valley Irrigation Area |
| 16 January 2013 | • 3rd instalment for the Murray Valley Irrigation Area |
| 16 February 2013 | • 4th and final instalment for the Murray Valley Irrigation Area |

Getting to know and recognise G-MW staff

At G-MW we have a number of staff who have devoted many years to providing customer service. In the Murray Valley Operations Area Russell Terry has achieved a significant milestone of 30 years of service. Congratulations Russell on your achievement.

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

Cobram office

Dillon Street, Cobram 3644
(03) 5873 3800

Wangaratta office

Murrell Street, Wangaratta 3677
(03) 5723 3200

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.



Murray Valley
IRRIGATION AREA

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:

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) 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.

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

I think the season just past has completed the trifecta! From droughts, moving on to a year where summer rains and allocations increased late leading to a fair amount of water being carried over, then to this year with floods in the Murray Valley some of the biggest in living memory. There is no quick fix, we must work together and lend a hand if you see your neighbour in need. Murray Valley's greatest asset is the people who live here, and that shone out through the floods and must continue in the recovery phase.

The Draft Murray Darling Basin Plan has been out for comment and your WSC provided comment back through G-MW on aspects of the plan they felt impacted on our area. No plan will ever be embraced by all the stakeholders and we must fight to keep ourselves viable in an ever changing world market.

G-MW is currently developing Water Plan 3 which will be a blueprint of how the organisation will operate from July 2013 through to June 2016. When fully developed it will give a guide on revenue requirements (and therefore pricing) for that three year period. Visit the G-MW website for more information and keep your eyes and ears open as opportunities for customer feedback will be widely advertised.

Change is starting to sweep through G-MW. A number of the senior executives have decided to move on and new Managing Director, Gavin Hanlon is looking outside G-MW for new recruits to re-energise the organisation in a process he has named "Transformation". Part of this transformation includes a tariff review. He has asked chairs and deputies of each of the WSC's to be involved in this process aimed at arriving at and leaner, meaner price but keeping in mind the service standards irrigators want to receive.

The modernisation of our channel system continues to roll out although there will be some delays in reaching full automation of the channel system. This should improve with the integration of NVIRP into G-MW. These two organisations must be as one if we

are to arrive at the best outcomes as we move towards offering a fully automated service to irrigators on a reduced supply network but still servicing all those that wish to continue irrigating.

The recent round of customer meetings conducted in our area saw low attendances in most cases. I take this to reflect the overall satisfaction among irrigators with the service they receive and the price they pay. I also hope it reflects the faith you have in the WSC representatives you have in place who really do go out of their way to ensure your views are made known to G-MW and the Board of Directors. If I'm wrong, can you please tell a member of the WSC just how you would like to be consulted on issues that affect you.

Let's hope for a good winter and a profitable spring to set us up for the next 12 months.

Jim McKeown



Jim McKeown
Chair, Murray Valley

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 Murray Valley Irrigation Area has delivered approx 215,000 ML this season which is a significant increase from recent seasons; this is equivalent to 110% of High Reliability Water Share. An efficiency of approx 75% has been achieved with a combination of increased automation and improved operational practices. In addition there is approximately 222,000 ML that remains unused in customers Allocation Bank Accounts. For information on Carryover please refer to the G-MW website or contact your local Customer Service Centre.

Winter Works update

G-MW will only be draining channels where required for winter works.

G-MW winter works are currently underway in the Murray Valley Irrigation Area to help improve service delivery for the coming season. G-MW will undertake the following works this winter:

- Replacement of on farm access crossing on the MV9/5 Channel downstream of Shinnicks Rd.
- Subway replacements on the MVI Main Channel on the Murray Valley Highway and MV4 Main Channel downstream of Lorenz’s Rd.
- Replacement of road crossings on MV Drain 16/16 at Labuan Rd and MV Drain 13/13 on Boals Rd.

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 changes to traffic conditions and construction traffic. Customers are also reminded not to enter a worksite under any circumstances unless authorised.

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.

2012 flood event

The heavy rain events of late February/early March triggered one of the largest flood events seen in living memory in the Murray Valley Irrigation Area. The unusual nature of the flood was that it arose from local rainfall not from flows in the Murray River. Many of our customers were inundated by water levels they had not thought possible. What was pleasing throughout and since the floods has been the willingness of customers and G-MW staff to work together to solve problems as they arose. Luckily there was very little damage to the channel infrastructure and when customers required water the channel system was back up and running quickly. Recovery for customers will be a long slow process and G-MW will help out where possible. Customers are reminded that at all times they must request permission before pumping any water into irrigation channels.

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 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

| Murray Valley Gravity Irrigation | 2011/12 Current | 2012/13 Approved | % Change | \$ Change |
|---|-----------------|------------------|----------|-----------|
| Storage | | | | |
| Entitlement Storage Fee (per ML/ HRWS) | 11.13 | 11.60 | 4% | 0.47 |
| Entitlement Storage Fee (per ML/ LRWS) | 4.21 | 4.40 | 5% | 0.19 |
| 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) | 2,735.07 | 2,834.00 | 4% | 98.93 |
| Infrastructure Use Fee (per ML delivered) | 5.48 | 5.48 | 0% | - |
| Casual Infrastructure Use Fee (per ML delivered) | 76.32 | 79.10 | 4% | 2.78 |
| Primary surface drainage | | | | |
| Service Fee (per property) | 75.00 | 80.00 | 7% | 5.00 |
| Area Fee (per hectare) | 7.47 | 7.80 | 4% | 0.33 |
| Water use Fee (per ML delivered) | 2.98 | 3.10 | 4% | 0.12 |

Examples of customer impact

| Murray Valley Gravity Irrigation | Small | Medium | Large |
|----------------------------------|--------|-----------|-----------|
| Water Shares (ML) (HRWS/ LRWS) | 2 | 200/96 | 600/288 |
| Delivery Share (ML/day) | 0.02 | 2 | 6 |
| Service Points (Irrigation) | 0 | 2 | 6 |
| Service Points (D&S) | 1 | 1 | 2 |
| 2011/12 | 211.28 | 10,512.00 | 30,812.50 |
| 2012/13 | 219.20 | 10,969.00 | 32,147.00 |
| Change % | 4% | 4% | 4% |
| Change \$ | 7.92 | 457.00 | 1,334.50 |

*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

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.

