

Now that the irrigation season is well underway and most Northern Victorian storages are at or near full capacity, we are beginning to see an increase in water ordering and use. The G-MW channel network is full and delivering water to most areas. Most channels in the Shepparton Irrigation Area and the backbone channels in Central Goulburn Irrigation Area are now operating in automatic mode. Please ensure that you are up to date with the new technology and issues that affect your seasonal planning and water ordering.

Ordering water check list

- 1. Check the current balance of water you have available for use through WaterLINE online at <https://waterline.g-mwater.com.au/>
- 2. Check your minimum notice required for placing your water order.
- 3. Register through WaterLINE online for SMS Start/Stop where you will receive reminders 30 minutes prior to your water delivery starting and finishing.
- 4. Order your water via WaterLINE online or by phone on 1300 469 469, you will need to have your User Number and PIN ready.

What happens if I haven't paid last years (2010/11) Fixed Charges account in full?

If you have unpaid fixed charges remaining from the 2010/11 irrigation season your account is more than nine months overdue and you now have a *Stop Service* placed on your account. This means you will not be able to order water. The account must be paid in full prior to the *Stop Service* being lifted.

If you only have unpaid variable charges from the 2010/11 irrigation season you can enter into a suitable payment arrangement and the stop will be lifted, however if an arranged payment date is missed, the stop will be put back in place immediately and without notice.

It is important to note the Fixed Charges account was raised in July 2010 and due in December 2010 or January 2011 for Loddon Valley customers.

To discuss your account and payment options please contact Account Receivables on 1300 553 200.

What is my current allocation?

Allocation announcements are made by the Resource Manager on the 15th of each month (or next working day), with an additional allocation update on the 1st of each month (or next working day) while allocations on a system are less than 100% of high-reliability water share.

Allocations are updated regularly. To find out the current allocation announcement visit the Resource Manager website at www.nvrm.net.au or subscribe via WaterLINE online to receive SMS allocation announcements direct to your mobile phone.

What is the balance of my Spillable Water Account?

On Monday 12 September, the Northern Victorian Resource Manager advised that both Lake Eildon and Lake Eppalock continue to have a high risk of spill and any pre-releases that may be required will be treated as a spill.

Customers on the Goulburn, Campaspe and Murray systems can check the balance of their Spillable Water Account (SWA) through WaterLINE online. The balance is reported in your Water Use Statement, and will show the volume deducted as a result of spills or pre-releases, plus any volumes added as a result of new season allocation.

For Murray system customers, your SWA balance will be zero because on 1 July 2011 the Resource Manager made the declaration of a low risk of spill, and any SWA volume on 1 July 2011 transferred into your Allocation Bank Account.

What does a high risk of spill mean for my Spillable Water Account?

There is still a high likelihood that Lake Eildon or Lake Eppalock will spill or that pre-releases will be made. If this happens, any spill or pre-releases will reduce the volume of water held in your SWA.

What is the minimum notice required to order water?

- If you are a customer in the **Shepparton Irrigation Area** or on a backbone channel in the **Central Goulburn Irrigation Area** please allow at least 24 hours notice.
- **All other customers** are required to give 72 hours notice.

G-MW planners

G-MW planners are available 24 hours a day, 7 days a week for all Irrigation Areas except Torrumbarry who have planners available between 7am-11pm daily.

Planners are available to help you with:

- Login details for WaterLINE and automated meter outlets.
- Assist with irrigation orders (place a new order or edit a pending order).
- Over the phone assistance on how to use WaterLINE.
- Assist with queries relating to Water Usage Reports, Carryover and Spillable Water Accounts.
- Enter meter readings provided by customers.
- Explain how the automated system operates and its benefits.



Groundwater Allocations

Groundwater Management Unit	Allocation	
Katunga WSPA	70%	
Lower Campaspe Valley WSPA	Management Zone	Allocation
	1028	75%
	1029	100%
	1030	100%
Loddon Highlands WSPA	100% allocation for all zones	
Mid-Loddon GMA	100% allocation for all zones	
All other GMUs and unincorporated areas (full list available from G-MW's website)	100%	

* Maximum allocation possible in accordance with the Katunga WSPA groundwater management plan

Public meeting with the Board

G-MW would like to invite our customers and the community to its first public meeting with Board members at 1pm, Thursday 27 October at the Ballantyne Centre - Hastie St, Tatura.

For more information please contact Gaye Somers at G-MW on 03 5833 5454.