

# Delivering exceptional customer service

November 2011



Goulburn-Murray Water delivers services to over 30,000 customers. No two customers are the same – so we're making sure our customer services match your needs. Our expanding range of services enable you to access the latest information and make informed and timely decisions that are right for you.

## Improved service

As more of the G-MW irrigation network is modernised, G-MW is able to roll out improved service benefits including shorter order times, instant order confirmation and extended hours of access to planning staff. Planners are now available 24 hours a day 7 days a week via WaterLINE online or by phone on 1300 469 469 (1300 GMW GMW) for all areas except the Torrumbarry Irrigation Area. Torrumbarry Irrigation Area planners are available between 7am-11pm, 7 days a week.



## Your local G-MW management team

Our local customer service staff are located across the region and can assist you with your water service needs.



### Central Murray Operations



**Daniel Irwin**  
78 Kerang-Koondrook Road,  
Kerang  
Ph: 03 5451 0111

### Murray North-East Operations



**Jeff Parry**  
Dillon Street, Cobram  
Ph: 03 5871 0100

### Loddon-Campaspe Operations



**Sandra Schroen**  
24 Barber Street, Pyramid Hill  
Ph: 03 5455 7100  
41 High Street, Rochester  
Ph: 03 5484 0400

### Goulburn-Broken Operations



**Greg Shannon**  
21 Wheeler Street, Shepparton  
Ph: 03 5832 9900  
33 Casey Street, Tatura  
Ph: 03 5833 5705

## e-services

Our expanding range of web, email and text message (SMS) services ensures everything you need is the click of a button away.



### SMS Allocations:

Allocation announcements sent direct to your mobile phone.



### SMS Start/Stop:

Reminders of when your water order is to 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 Payments:

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



### eStorage Update:

The latest Land and On-Water Management Plan information emailed to you monthly.



### WaterLINE:

online or over the phone on 1300 469 469 offers the ability to order water, adjust flow rates and duration - all with 24 hour convenience.

**General Enquiries:** 1800 013 357  
**WaterLINE:** 1300 469 469  
**24hr Emergencies:** 1800 064 184  
(Environmental, Operational and Compliance)

[www.g-mwater.com.au](http://www.g-mwater.com.au)