

## Confirm your water ownership now

Default ownership arrangements will take effect for any unconfirmed water shares from **31 December 2008** and this may not be the preferred structure for some customers. G-MW has been contacting customers and assisting them in confirming their shares - if you have not resolved your unconfirmed shares please contact G-MW and we will work with you to assist this process.

After 31 December, changes to the ownership structure will incur water register lodgement fees. You can check whether you have unconfirmed water shares by contacting G-MW on 03 5833 5533.

## Water delivery dates 2008/09

The following dates are recommended to customers to order water for their needs. If your needs can not be suitably met within this roster, please contact the irrigation planner through WaterLINE to discuss your needs.

- This initiative is designed to reduce losses to the irrigation system.
- All dam fills should be ordered with ample prior notice, for delivery in the following periods. The irrigation planner can then co-ordinate in sequence (note – this may lead to orders not scheduled for the specific day requested).

Delivery period	Start	End	End	Interval between deliveries	Dam Fills
1	Monday 6 October 2008	Friday 24 October 2008	3 weeks	1 month	
2	Monday 24 November 2008	Friday 5 December 2008	2 weeks	1 month	West Loddon, Martin's, Mossop's/ Ray's spur
3	Monday 5 January 2009	Friday 16 January 2009	2 weeks	3 weeks	Mitiamo (6 weeks)
4	Monday 9 February 2009	Friday 20 February 2009	2 weeks	4 weeks	
5	Monday 23 March 2009	Friday 3 April 2009	2 weeks	4 weeks	Bullock Creek
6	Monday 4 May 2009	Friday 15 May 2009	2 weeks		

## contacts

G-MW can be contacted during normal business hours at any of its offices. Customers may contact G-MW to report emergencies and urgent matters such as reporting of pollution incidents and illegal activities by using the after hours 24 hours emergency line: **1800 064 184**

### WSC MEMBERS

- John Nelson (Chairman) 03 5455 2255
- Laurie Maxted (Deputy Chair) 03 5455 1244
- Col Fenton 03 5457 6275
- Paul Gill 03 5457 8210
- Dean Harrington 03 5455 2168
- Chris Harrison 03 5455 1251
- Murray Haw 03 5455 1236
- Pat Quinn 03 5455 9273
- Ken Pattison 03 5494 7324



Pyramid-Boort

## Message from WSC Chair

Year 2008 is a year most of us would like to forget with another failed Spring rain and the resulting low water allocations. These conditions have put a lot of pressure on Goulburn-Murray Water (G-MW) customers and staff also as they struggle to get the best results with the small amount of water that is available.

The Water Service Committee (WSC) has been very busy advocating on behalf of customers and faces many challenges seeking to get the best outcome for the district.

Currently a lot of time is taken up dealing with the modernisation program, the Northern Victorian Sustainable Water Strategy, the Federal Government water buy back and maintaining the 4% limit

on permanent water leaving the District.

I am sure that if we maintain a positive attitude to these changes we can get positive outcomes for our area.

Wishing all our customers a Merry Christmas and a wet 2009.

John Nelson  
Chair  
Pyramid-Boort WSC



John Nelson

Photos courtesy of Chris Harrison. Thanks to participating customers.



## Christmas trading hours

The Pyramid Hill Office will be closed to the public from 1pm on 24th as well as 25th and 26th December and 1st and 2nd January. All irrigation will cease on Wednesday 24th and will restart on Monday 29th December. Please use WaterLINE for all your ordering requirements or to leave a message for your Planner.

## Planning over the Christmas period

All irrigators are encouraged to plan their water needs for the coming Christmas and New Year period. If you are intending to trade water please confirm your brokers' and/or exchanges' operating dates and deadlines and allow sufficient time for your trades to be executed and processed.

G-MW is also interested to hear from anyone planning to take delivery of water over the Christmas and New Year period so we can continue to work with customers to run the system as efficiently as possible.

## Message from Operations Manager & staff

Management and staff of G-MW Pyramid Boort Area thank customers for their high level cooperation in the past year in these adverse circumstances and wish all a Happy Christmas and fulfilling 2009.

Sandy Schroen  
Manager  
Pyramid-Boort Operations



# 2009 Season Update

## Start of season issues

Some customers may have experienced supply interruptions at the start of the season. This has been caused by two main factors;

1. Drought operation mode – G-MW are running the channel system differently to a normal year. We are keeping channels low between deliveries to minimise losses and make more water available to customers. This means we have to increase levels prior to irrigations and therefore consistent deliveries are more difficult, and
2. Manual operation of new regulators - In areas where we have installed new automated regulators they have to be operated manually before we commission them completely and then “tune” the channel system. When all regulators have been commissioned and the channels tuned the operation of these systems will improve. This should be completed on all systems prior to Christmas.

Thankyou for your continued cooperation and understanding during this time, and if you are experiencing any supply issues please contact your Area planner immediately.

## Improving customer service

### Coming soon - new WaterLINE online on the way

In 2007/08 the number of customers' using our online ordering service nearly tripled. To support your growing use of this service G-MW is planning a new web ordering facility with enhanced services. The new services will make the most of the online environment and the information that will be available to G-MW and its customers from the new modernised system. All the current features that make the current online ordering easy will remain plus;

- New improved look and easier navigation;
- Meter read entry – this will enable customers to enter meter readings and get updated entitlement remaining information
- Graphical channel capacity – customers can see available channel capacity to help ordering in advance
- Messaging – customers can send and receive messages and other important communications

The new WaterLINE will roll out in 2009 and will be accompanied by comprehensive customer information and training.

## NRSWS

The Northern Region Sustainable Water Strategy (NRSWS) is developing a 50 year blueprint to guide water management across northern Victoria to meet the challenges of a drier future. WSCs have been actively involved in this process, providing ongoing feedback and formal submissions. WSCs views on the proposed NRSWS strategy will be submitted to the NRSWS Committee in mid December. Visit <http://www.g-mwater.com.au/policy/> to find out more about the NRSWS and how you can provide input into this process.

## Modernisation and reconfiguration update

From 1 November 2008, G-MW's reconfiguration program has shifted under the management of Northern Victoria Infrastructure Renewal Project (NVIRP). This means all reconfiguration initiatives across the region will be funded, driven and delivered by the one organisation with a common approach and criteria on key aspects including financial compensation. To assist with the seamless transfer G-MW reconfiguration staff have been seconded to NVIRP and G-MW Reconfiguration Working Groups will become NVIRP's Modernisation Committees and will provide input on the entire NVIRP roll out. The WSC has been involved with discussions with NVIRP on the development guidelines and the extent of the proposed automated backbone and members will continue an active oversight role as the project progresses.

Reconfiguration offers submitted to G-MW before 1 November will be delivered by G-MW, offers received after that date will be delivered by NVIRP.

NVIRP has commenced their consultation program with a number of well attended community forums held across G-MW. An integral part of this process was the release of the location of the core automated-backbone system, further details of the connections program, and information of the year 2 works programs. Copies of the backbone maps can be obtained from NVIRP's new website at [www.nvirp.com.au](http://www.nvirp.com.au) or your local area office.

## 2009 Works Program

In the Pyramid-Boort Area it is planned to install an additional 120 automated gates in the 2009 winter period along the Waranga Western Channel and Pyramid No 1 Channel systems. An extensive consultation program will commence early in the New Year to provide property owners time-to-plan for these changes and to advise of precise locations for all planned works.

## CGI-4 modernisation delivers

A massive reduction in system outfalls, which include spills and releases that overtop channel banks, in the Central Goulburn 1 to 4 channel systems has been attributed to channel automation. This system was one of the first to be modernised and in 2007/08 we had only 25 ML of outfall compared to 1,850 ML in 2002/03 (in both seasons allocations were 57%). In 2002/03 deliveries were higher but the results are still outstanding - in 2007/08 G-MW delivered more than 1500 ML onto farm for every 1 ML of outfalls – in 2002/03 we delivered around 30 ML onto farm for every 1 ML of outfall. The technology has improved G-MW's ability to monitor, control and respond to changes in customer demand and the CGI-4 results are evidence that the new technology can improve system performance and reduce water losses in all seasons – including dry years.

## Future service standards under modernisation

G-MW and NVIRP have committed to principles that service levels must be improved under the modernisation of the system. The channel systems will still have capacity limits and so in peak periods everyone still won't be able to access water at the same time. All customers will need to order deliveries; however, the notice required for delivery in most circumstances will be significantly reduced. The more notice you give the better the chance of getting water when you want it. When a channel is fully automated then confirmation of the order delivery will be instantaneous via WaterLINE.

## NVIRP/G-MW Memorandum of Understanding

G-MW and NVIRP have signed a Memorandum of Understanding to define roles and responsibilities for the modernisation of G-MW's systems. NVIRP have been charged with the responsibility to modernise G-MW's system and deliver water savings while G-MW must allow access to sites and ensure that customer entitlements and service levels can be delivered while the work progresses. The document provides the framework and specifies cooperative arrangements to ensure efficient project planning and delivery.

## Asset inspection underway in Pyramid-Boort Area

There is currently an Asset Inspection occurring in the Pyramid-Boort Irrigation Area. Customers should be advised that there will be staff traveling around inspecting G-MW assets as part of modernisation planning and preparation.

## Continued service during modernisation

G-MW will continue to operate the existing channel network to supply water to all customers - including customers not located on the NVIRP backbone. Modernisation of the Goulburn Murray Irrigation District channel system by NVIRP will continue through to December 2012.

## Pumps on channel banks

Customers are reminded to remove pumps off G-MW Banks, following approved use. Failure to do so may lead to further action.

## Web ordering / information

Web ordering offers a quick and easy way to carry out your water ordering transactions, and access information on your Allocated Bank Account(s). To access this facility, go to the G-MW website ([www.g-mwater.com.au](http://www.g-mwater.com.au)), click on WaterLINE, enter your usual User & PIN number, and follow the prompts.

## Useful information

Where can I find my Allocation Bank Account (ABA) numbers or get a water statement?

You can find your ABA number via WaterLINE online at G-MW's website. Simply log in with your current user and pin number and follow the prompts.

## 100 point check

For assistance with forms eg. 100pt check, water trading – please phone the Pyramid Hill office to ensure that the relevant staff are available. Pyramid Hill office phone number is 03 5455 7100.