

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.

Talk to a planner

A trial is underway in Central Goulburn and Shepparton (where most of the channel automation has been undertaken) to make a planner available for contact from 7am up to 11pm, 7 days a week. We know that farmers don't knock off according to regular office hours so if you need to talk to a planner use option 4 on WaterLINE.

If the planner is busy on other calls then leave a message and if it's before 11pm the planner will get it. It is hoped that this facility will improve customer service as part of modernisation roll out and become a normal feature. Let us know what you think. Contact the Area office for details.

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), 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.

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 Horder (Chair)	03 5829 9454
John Wenske (Deputy Chair)	03 5828 3243
Jamie Craig	03 5826 9468
Max Hyland	03 5829 2271
Ian Klein	03 5828 8350
Rien Silverstein	03 5829 2307
Alan Strang	03 5829 8481
Craig Reynolds	03 5828 8202

TMB 7703



Message from WSC Chair

The initial stages of our Shepparton Modernisation Program have been completed over the winter period.

Regulators on the East Goulburn Main channel and many other channels have been fitted with automatic doors. This has involved a very extensive works program administered by FutureFlow. The works so far have been completed within budget and this is a positive outcome for the Area.

Work has commenced on installing new outlets to replace existing Detheridge wheels. The extent of meter replacement is still under review and is yet to be finalised, however a decision is anticipated within the next few weeks.

The Water Services Committee (WSC) have been involved in and had many meetings regarding the modernisation project. The financing of and extent of

proposed work has been the cause of much discussion and work. The WSC are striving for the best outcome for the whole Shepparton Irrigation Area, with a degree of fairness across all customers.

Whilst the Shepparton Modernisation Project is separate from the Foodbowl Modernisation or NVIRP, it is still linked in many aspects.

This is yet another very difficult year for irrigators. Comparison of water volumes in store and seasonal allocation is not easy, as the carryover water held, tends to distort any comparison to last years figures.

Pumping of Waranga Basin is proceeding this year at a cost to irrigators of approximately \$2.00 per megalitre of water share held by Goulburn Irrigators. Of the estimated \$2 million costs,



John Horder

\$1 million is for fixed charges such as the hire of generators and the setting up and removal of pumps. The rest is to cover fuel requirements to operate the generators.

On behalf of the WSC I wish you and your family a safe and Merry Christmas.

John Horder
Chair
Shepparton WSC

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.

Christmas trading hours

The Shepparton office will be closed to the public from 1pm on 24th as well as 25th and 26th December and 1st and 2nd January. Please use WaterLINE for all your ordering requirements or to leave a message for your Planner.

Message from Operations Manager & staff

Management and staff of G-MW Shepparton 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.

Phillip Hoare
Manager
Shepparton 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 is 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.
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, we will begin to see the improved system management made possible by the new technology.

Thank you 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.



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.

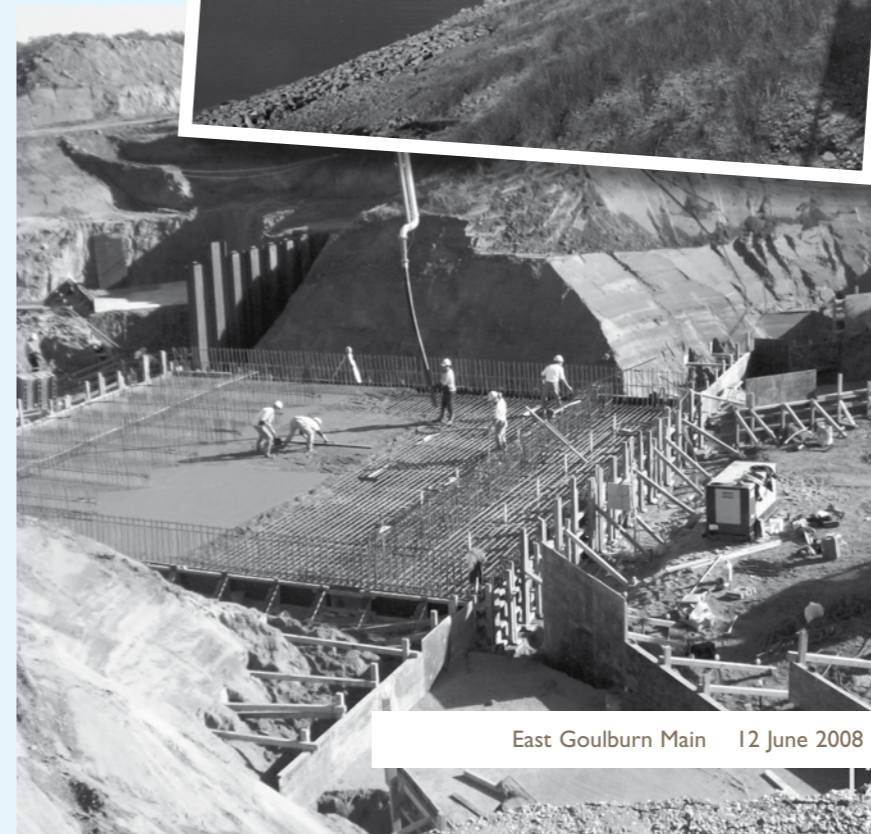
Continued service during modernisation

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.

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.

East Goulburn Main 16 August 2008



East Goulburn Main 12 June 2008

Shepparton modernisation project update

The Shepparton Modernisation Project is on track to be completed by December 2009. G-MW's Alliance FutureFlow is currently undertaking a range of works on behalf of G-MW including the installation of automatic regulators, customer consultation, installation of meter outlets and design works for the proposed pipeline systems at both Katandra and Shepparton East.

The Shepparton Modernisation works have been separated into 4 packages (Tranches), with the first 3 tranches, worth \$98.9 million, approved by G-MW. The approved works include the installation of 596 regulator gates, 360 meter outlets, 27 km of pipeline at Katandra to replace the existing concrete channels and up to 34 km of channel rationalisation.

Works implemented so far include the installation of approximately 516 regulator gates, approximately 70 meter outlets, an extensive communications network and a major new offtake structure. The \$2.5 million offtake at the Goulburn weir regulates and measures flows into the East Goulburn Main channel. FutureFlow has also been involved in consultation and negotiation with customers leading to the rationalisation of approximately 17 km of channel. All of the works have been completed on schedule and within budget.

The details for the final tranche of works which includes the potential for a pressurised pipeline system to parts of the Shepparton East horticultural area, some additional automatic regulators and meter outlets is being finalised with the aim to have final approval before Christmas 2008.

Extensive customer consultation is occurring with individuals involved in either channel rationalisation or meter outlet replacement. A program of public open days and presentations are being prepared for those customers involved in the Katandra pipeline system and the potential East Shepparton high pressure pipeline system. Customers will be advised of the details for these events over the next few weeks.

Anyone wanting further information on this project can contact the FutureFlow office on 58208500 or G-MW's Shepparton Office on (03) 5832 9900.