

Complaints Management System

G-MW is committed to supplying a high level of service to our customers and encourage customers to contact us with any queries or issues.

Our Complaints Management System will ensure your issue is recorded, dealt with and responded to by the most appropriate person as soon as possible.

G-MW website

With the drought creating a very dynamic operating environment G-MW's website www.g-mwater.com.au is the key source for the latest information. The site includes storage information, application forms and the latest news releases and customer updates.

- Groundwater customers can also access:
- Groundwater Allocations
 - Bore construction and groundwater licensing
 - Groundwater levels
 - Groundwater Management Plans
 - Financial assistance available
 - Transfer of water entitlements

- Surface water customers can also access:
- Irrigation allocations and restriction levels
 - Regulated systems
 - Unregulated systems
 - Stream flow management plans
 - Diversion licensing information
- Other handy information:
- Rates and Charges
 - Terms and conditions for carryover of seasonal allocations
 - Fact sheets
 - Maps

Carryover for regulated surface water diversions

Is my unused allocation in an allocation bank account (ABA) linked to a:

- Water share,
- Supply by agreement or
- Limited term transfer of a water share valid on 1 July 2009?

Yes

No

Is the unused allocation in your linked ABA greater than 50% of your HRWS and 50% of your LRWS?

If you want to carry over your unused allocation you will need to transfer it to a linked ABA

Yes

No

You cannot carry over more than 50% of your HRWS and LRWS. If you have allocation in excess of these limits you can:

Your unused allocation will automatically carry over to 2009/10

1. Use the allocation before the end of the 2008/09 irrigation season.
2. Carryover the excess by transferring it to another linked ABA.
3. You can sell the excess before the end of the 2008/09 year.*

* Unused allocation that is not carried over by individual customers will return to the pool to meet needs for the 2009/10 season - including new season allocations.

* please ensure you comply with deadlines for water trades and transfers for 2008/09 year.

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**

Tatura	03 5833 5740
Shepparton	03 5832 9957
Rochester	03 5484 0415
Cairn Curran	0427 146 597
Kerang	03 5451 0155
Cobram	03 5871 0112
Wangaratta	03 5721 5033



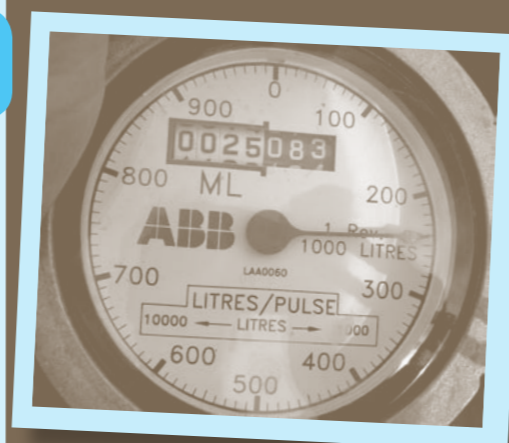
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Diversions

Final meter reads

Customers are reminded that G-MW reads meters during May each season. Both surface water and groundwater customers who wish to use entitlement during May or June must order their requirements or contact their local Diversion Inspector.

If you use your water after 10 May 2009 please advise your final meter reading to your local Diversion Inspector by 26 June 2009. This will ensure all meter readings are finalised by the end of the 2008/09 season 30 June 2009.



Lindsay Jarvis OAM
Chair Murray System WSC

Craig Madden
Chair Regional Groundwater WSC

Alan Rothacker
Chair Goulburn System WSC

Message from Craig Madden

Regional Groundwater WSC Chair

The recent bushfires have affected many and our thoughts are with those who are rebuilding their lives.

The ongoing drought is again one of our main concerns with the continued dry conditions and record heat. The ability of aquifers to recover will affect the availability of resources and the impacts will not be known for quite some time. We recognise this and will endeavour to get accurate and up to date information to customers as soon as possible to allow them to plan ahead.

A clear aim for the future is the integrated

management of groundwater and surface water. Considerable research is being undertaken at the moment in the Ovens Valley to try and see where we can realistically manage the two resources together.

Another issue on the horizon is Groundwater Dependent Eco Systems (GDE) For example wetlands, understanding the role of groundwater in maintaining these eco systems are in the early stages.

Hopefully when you receive this we have had a magnificent autumn break, as we are due for a bit of good luck!

Impact of fires

Black Saturday, 7th of February, was the hottest day on record, the temperature reached 46.4 degrees Celsius and combined with strong winds to produce unprecedented conditions for fires that burnt out of control, leaving extreme levels of devastation & destruction.

Many G-MW customers in the fire-affected areas source their water from unregulated streams and groundwater bores. The impacts experienced by these customers associated with their G-MW interaction will include destroyed private diversion infrastructure (pumps & or bores) and lost documentation (licenses & accounts).

As part of the response and recovery process G-MW has implemented a suite of actions to assist customers impacted by the recent bushfires and is readily available to respond to requests and enquiries from customers impacted by fire. This process is being lead by G-MW's Bushfire Recovery Coordinator Phil Hoare.

The impacts on catchments yield and water quality are the two questions most commonly asked

in relation to impacts on our systems.

In general catchment yield increases immediately after fires and decreases during the regeneration phase. It is too early to quantify the long term net results on yield as a result of the current fires; however given the information available on areas of catchment burnt the impact at a system level is likely to be relatively small.

Based on experience from previous fires silt and ash will wash into streams following subsequent rainfall events. It is also our experience that there are no effective intervention techniques to prevent or limit this impact to streams. G-MW's most valuable response involves monitoring and timely communication. G-MW is working proactively with other agencies to provide this monitoring and communication.

G-MW fire affected customers who are seeking any information can contact G-MW by calling toll free 1800 013 357 between 8:00am - 4:45pm Monday to Friday and speak directly with our dedicated fire response team.

2009 Season Update

Desilting dams on waterways

Genuine desilting of dams does not require a works licence. A works licence may be required from G-MW for all other works, including dam enlargement, maintenance works and/or works conducted on a waterway. G-MW asks that you contact your local Diversion Inspector prior to undertaking any works (including desilting) on a dam or waterway.

G-MW will process all applications for works as quickly as possible.

When undertaking de-silting activities landholders should ensure that:

- Silt is placed and secured from re-entry to the dam or waterway
- Silt is not used to form a levee type structure or impede flow on the floodplain

- Excavation does not go below the natural bed level of the waterway
- Suitable conservation measures are implemented to prevent silt from de-silting activities either entering a waterway or moving downstream
- Waterways are not deviated in any manner for construction purposes
- De-silted material is not pushed into the waterway or left in a manner where it can slip or be moved by floodwaters, into the waterway
- Desilting works in a waterway do not impede fish passage or low flows
- De-silting does not obstruct the outlet or bypass of the dam, which may impede the continuation of the flow down the waterway

Water for essential domestic & stock use

In response to the drought, an emergency bore and water supply network has been implemented across the state to provide access to essential domestic and stock supply.

The drought relief stand pipes provide access to essential water for domestic and stock requirements and have been installed at locations that provide safe access and minimise impact on streams and groundwater resources.

If you require domestic and stock water please contact G-MW to confirm access and charges that may apply.

If you are seeking essential domestic and stock needs from a surface water stream please contact G-MW for advice on the most appropriate place to access the stream to minimise the impact on other users and the local environment.

Final cut off dates for 2008/09 irrigation season

- Last water order on WaterLINE – 19 June 2009
- Last day to lodge applications for the transfer of water during the 2008/09 season:
 - Surface water 16 June 2009
 - Groundwater 1 June 2009

Allocation & outlooks

Allocations are at record low levels in most of the Northern Victorian Water Systems. The final allocations for the season were announced on 1 April 2009:

System	1 April Allocation
Murray	35%
Broken	0%
Goulburn	33%
Campaspe	0%
Loddon	0%
Bullarook	0%

Groundwater Management Area	Zone Name	Allocation
Spring Hill	Blampied	80%
Spring Hill	Forrest Hill	50%
Campaspe	Echuca	65%
Campaspe	Lockington-Bamawn	65%
Campaspe	Rochester East	65%
Campaspe	Rochester West	65%
Campaspe	Elmore	65%
Katunga	North Western Dryland	70%
Katunga	Numurkah-Nathalia	70%
Katunga	Cobram	70%

2008/09 Irrigation Season Allocations*

* All 2008/09 Irrigation Season Groundwater Allocations are 100% except for those zones outlined in the above table

In February Goulburn-Murray Water released season allocation outlooks for the 2009/10 season, which indicate possible allocations during the season for dry, average and wet inflow conditions. All storages are currently expected to fall to very low levels by the end of this season. The availability of water in 2009/10 will rely on the inflows received during winter and spring. It is likely that all systems will begin the 2009/10 season with zero seasonal allocations.

The actual allocations next season will vary with the weather, water use and catchment conditions. With the outlook information and other weather and market forecasts, customers can decide how best to manage their business into the future.



ABOVE: SALLY MITCHELL

WSC member in focus - Sally Mitchell

Current Committee: Mid Murray Catchment Committee

Currently resides: Torrumbarry

Family: Husband Barry, Children - India, Tennyson & Declan.

Pets: Too many!

Occupation: Dairy Farmer

Interests: Horse riding & showing, reading, socializing & doing nothing.

Goals / Ambitions: To come through the current global economic crisis and still be sane.

Three famous people you would invite to dinner:

John Lennon, Audrey Hepburn & Freddy Mercury.

Currently reading: Jane Eyre - Charlotte Bronte

Issues that concern you: Inner quality, future of Northern Victoria & education.

Best place to visit: Anywhere!!

Best way to spend a weekend: Doing nothing with family.

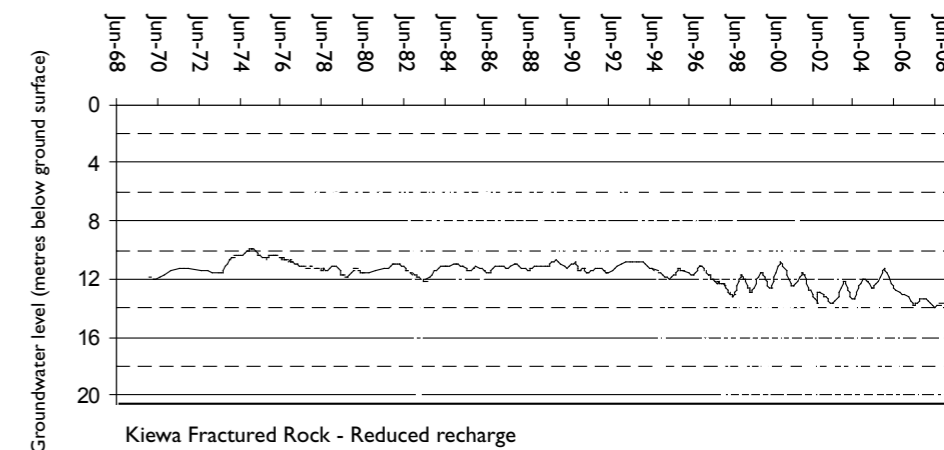
Where do you see yourself in 5 years? Who knows!

Declining groundwater levels

Groundwater levels are falling in all areas across Goulburn-Murray Water's region. Low rainfall for the past 11 years has reduced recharge to groundwater. Lower rainfall and river flows have led to increased use of groundwater. In some areas groundwater levels have fallen below the lowest ever recorded levels. Figure 1 shows an example bore in the Kiewa Valley.

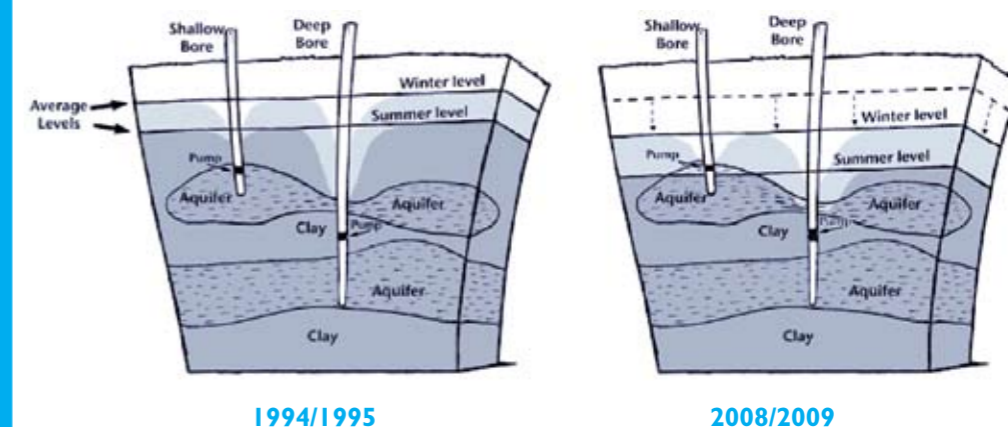
In many upland areas, groundwater extraction is only occurring in very small volumes (relative to the total water balance) and it is the lack of rainfall recharge that is the main cause of groundwater level decline. Groundwater decline in these upland areas is often enough for springs to dry up.

Figure 1: Kiewa River Catchment Groundwater levels



In areas of high groundwater use (as in Figure 2), falling groundwater levels are managed through the development of Groundwater Management Plans. These plans may include prescribed minimum groundwater trigger levels, for example the Campaspe Deep Lead and Katunga Water Supply Protection Areas.

Figure 2: Declining groundwater levels have been observed in groundwater extraction areas over the past 15 years



1994/1995

2008/2009