



Chair's Message

As we look back on another extraordinary irrigation season, we must remain sympathetic to all that have been affected by the recent floods, and remember for some the recovery will last for a long time to come.

I would again like to congratulate our local G-MW team led by Daniel Irwin for their wonderful job in assisting local authorities during the flood. The region has a changed landscape mostly due to our irrigation infrastructure (channels & regulators) and the management of such large flood flows would be an absolute nightmare. All staff worked long hours under difficult situations to ensure that the impact of flood water was reduced for the good of the whole region.

The spring and summer rains, then subsequent floods, have interrupted many irrigators' plans and caused us to use a record low amount of water this season.

This has created a large amount of carryover in our dams. For many of you as allocations increase next season this will be the first time that you have carried over enough water to activate your Spillable Water Account (SWA). Didn't take long to go from one extreme to another!

Recent customer meetings across the Torrumbarry Irrigation Area were well attended and topics such as carryover and SWAs were discussed. These meetings are an excellent way for customers to become better informed on a suite of operational and policy changes that continue to take place.

Your WSC recently discussed pricing issues and were pleased, that increases for next year in the gravity system will be minimal, with only a small increase in storage fees. We continue to question G-MW

to justify price increases, particularly in the Woorinen Irrigation District, and will continue to advocate for customers to ensure that the impact is minimal.

WSC nominations have been advertised and closed. Nominations have not exceeded vacancies which means there is no need for a ballot and the nominations will now be forwarded to the Board for consideration of appointments. The role of a WSC member can be a challenge but is also a very rewarding role that keeps you very much at the forefront of G-MW decision making.

Our long serving Swan Hill representative Bruce Jones has decided to retire from WSC duties. Bruce has been an exceptional member of the committee and has been passionate about all irrigation issues. Bruce has served on the committee for 15 years with two years as chairman, and we wish him well for the future. NVIRP continue to modernise our irrigation system with major works taking place along the 'backbone'. These major works will happen during the winter shut down period, and most connections will occur when practical.



Charlie Gillingham
Chair, Torrumbarry WSC

Manager's Message

Despite a significant increase in deliveries during the latter part of the season a substantial volume of Carryover will be recorded by Torrumbarry irrigators this season. This coupled with a positive outlook for 2011/12 allocations provides plenty of optimism for all irrigators moving into the new irrigation season. The spring will be an important period as those significantly impacted by the January flood event have an opportunity to continue the rebuilding and recovery phase on farm. The modernisation program continues across the Torrumbarry Irrigation Area with additional flume gate regulators, customer outlets and a section of plastic channel lining being installed this winter. I would like to congratulate

Bruce Jones on his service to the Torrumbarry Irrigation Area as a valued Water Services Committee member and wish him well in future endeavours. I would also like to acknowledge Ross Stanton who is now the Operations Coordinator for the Central Murray Area and Khane Mason has recently accepted the Water Supervisors role. Both of these positions provide an important interface with our customers.



Daniel Irwin
Manager, Central
Murray Operations

irrigation news

Water services prices 2011/12

G-MW is required to produce a schedule of fees and charges that will apply for all of its services for the coming year. The schedule is submitted to the Essential Services Commission (ESC) for review. Once the ESC makes its determination the Board of G-MW is required to give its approval before the prices can take effect.

How are prices calculated?

To remain viable, each service must recover the costs of its annual operations and maintenance as well as a proportion of the long term capital costs. This includes recovering shortfalls from previous seasons that may result from low deliveries.

The annual costs are determined in consultation with local Customer Committees who advise G-MW on the trade off between an appropriate level of service and cost of delivering this service standard. The long term capital costs are determined according to a formula defined by the ESC.

Water storage services

Water storage service charges recover the costs of operating and maintaining the water storages.

- The Murray System price averages irrigators' share of the costs for the Murray, Ovens and King basins across the irrigators who own water shares in these basins. The costs are charged per megalitres of water share.
- Urban water corporations, environmental entitlement holders and water shares not attached to land pay the individual basin price for the water shares they own in each basin.

The Murray System entitlement storage fee has increased by 28% for high-reliability water shares and 32% for low-reliability water shares. Murray system storage costs have increased to fund G-MW customers' portion of Victoria's contribution to the Murray Darling Basin Authority's (MDBA) programs. The MDBA's programs include more than \$14 million worth of works at Mildura Weir, Dartmouth Dam, Hume Dam and Lake Victoria. G-MW has also completed upgrade works at Lake William-Hovell in the Ovens Basin.

Water Delivery Charges

Water delivery charges for customers in the Torrumbarry Irrigation Area are unchanged from last year.

Water delivery fees fund the costs of operating and maintaining the channel network and services associated with water delivery in each Irrigation Area.

2011/12 prices do not include irrigators' contribution to the Northern Victoria Irrigation Renewal Project (NVIRP). The first NVIRP payment is now forecast to occur in June 2012. Accordingly, the impact of this is not included in this year's pricing.

Drainage Services

Most customers will see a reduction in their drainage service charges for the 2011/12 season. The Service and Area fees for Torrumbarry and Tyntynder drainage customers has remained unchanged, while the Use fee has reduced by 22% and 38% respectively. Community Surface Drainage prices have increased by CPI only.

Do you have an NVIRP connections agreement?

Meter rationalisations

NVIRP advised G-MW on 15 May 2011 of outlets that have been removed or that NVIRP plans to remove by 15 August 2011. The irrigation or domestic and stock service point fee will not be charged on your 2011/12 account. NVIRP will fund the 2011/12 service point fee if the outlet isn't removed.

Termination or reduction of delivery shares

If your paperwork was correctly completed and submitted to G-MW by 15 May 2011, your 2011/12 Infrastructure Access Fee will be reduced in line with the reduction in your delivery shares.

What happens if your rationalisation agreement isn't reflected in your 2011/12 account?

NVIRP have advised that you should call them in the first instance on 1300 163 006.

G-MW pricing simulators

No two customers have the exact same combination of water services. G-MW has developed pricing simulators that can help you understand the charges that may apply for your services in 2011/12. G-MW's simulators are available at www.g-mwater.com.au



Drainage service charges fund the costs of operating and maintaining the drainage network and services associated with mitigating the impact of irrigation on the natural environment and rivers.

Examples of price impact

Torrumbarry	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	400/192	1100/528
Delivery share (ML/day)	0.02	4	11
Service points (Irrigation)		5	10
Service points (D&S)	1	1	4
2010/11	\$207.07	\$19,363.88	\$53,255.78
2011/12	\$211.89	\$20,363.40	\$56,022.88
Change \$	\$4.82	\$999.52	\$2,767.10

*Examples provide an indication only. The examples assume a customer has storage, delivery and drainage services.

Torrumbarry (Tyntynder)	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	400/192	1100/528
Delivery share (ML/day)	0.02	4	11
Service points (Irrigation)		5	10
Service points (D&S)	1	1	4
2010/11	\$207.07	\$20,537.80	\$57,573.42
2011/12	\$211.89	\$21,695.72	\$60,757.70
Change \$	\$4.82	\$1,157.92	\$3,184.28

*Examples provide an indication only. The examples assume a customer has storage, delivery and drainage services.

Safety around the G-MW network

G-MW customers interact with our assets in many ways across the season. From opening your outlet to lending a hand with temporary G-MW site equipment. Your safety is vital so please make sure you are properly briefed on what is expected of you and the hazards and risks associated with these activities before hand. Call your local area office or talk with a staff member onsite to find out more.

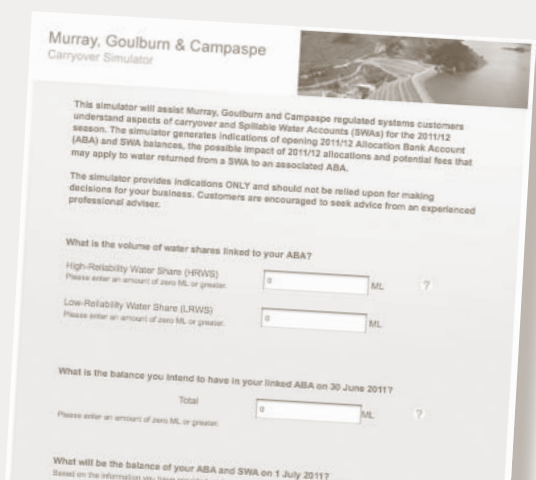
G-MW online Carryover simulators

At 15 June Northern Victorian irrigators had approximately 2,200,000 ML of water in Allocation Bank Accounts and eligible for Carryover into next season.

This is about 1,400,000 ML more than at the same time last year and reinforces the significant improvement in water resources this season.

At this stage, preliminary analysis suggests approximately 1,900,000 ML of this water will be available for trade and use in customers' Allocation Bank Accounts (ABA) from the start of next season, with a further 300,000 ML quarantined in spillable water accounts until there is a spill or pre-release or the declaration can be made. These volumes will be confirmed by the Victorian Water Register at the end of the current year.

Every customer's circumstances are different, so to assist you in understanding how Carryover might fit into your farm planning visit G-MW's online Carryover simulators at www.g-mwater.com.au



Winter Works Update

Winter works are currently underway in the Torrumbarry Irrigation Area to help improve service delivery for the coming season. G-MW will deliver the following works this winter:

- Repair works to road crossing - No. 15/1 Channel at McWhea's bridge Road.
- Repair works to headwall cracks - No.5 Channel Offtake bridge.
- Repair works to road crossing - No. 1/7 Channel at Hogg Road bridge.
- Bridge works, replacing decking with concrete slab. No.1/7 Channel at Flood Lane bridge.
- Repair and extend crossing at No. 2/6/4 Channel at Murrabit-Koondrook Rd.
- Replace syphons with concrete pipes - No.2 Channel downstream West of Loddon.
- Bridge replacement - No. 2/2 channel.
- Replacement of road crossing - No. 23/1 Channel - Schwencke's Rd.
- High Murray River flows have delayed maintenance works at Little Murray Weir. These will commence when flows recede.

Customers and members of the public are reminded to be mindful while moving around the works areas due to the increase in traffic.



Crossing works

Customer Satisfaction Survey 2011

During June, G-MW completed its annual customer satisfaction survey. The survey involved 500 telephone interviews with customers from all services including groundwater and surface water diversions, Irrigation Areas, water districts and pumped irrigation districts. The survey is a key tool in measuring customers' views on our water management and delivery as well as customer service, communications and consultation processes. The survey results help us to identify areas for improvement as well as areas where we are doing well. Over coming months the final results will be shared with the Water Service Committees as we identify ways to further improve the services we deliver.

Thank you to all customers who participated in the survey.

Rural Support Line 1300 655 969

Lifeline 131 114

Beyondblue 1300 224 636

contacts

Torrumbarry office

03 5451 0111

TorrumbarryWSC@g-mwater.com.au

Emergencies

To report emergencies and urgent matters such as pollution incidents and illegal activities call our 24 hour emergency line.

24 hour emergency line:

1800 064 184

G-MW e-services



Online Payments:

To pay your G-MW account please visit our website at www.g-mwater.com.au



SMS Allocations:

Allocation announcements sent direct to your mobile phone.



SMS Start/Stop:

Reminders of when your water order will 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 offers additional features such as the ability to view spare channel capacity and adjust flow rates and duration – all with 24 hour, 7 days a week convenience.