



Customer Information

Booklet







Your details

Customer Group:

Account Number:

Water Share Number/s (WEE):

Volume (ML):

Water Use Licence/Registration Number (WUL/R):

Licence Numbers (BEE/WLE):

Delivery Share Number (DSE):

Allocation Account Number/s (ABA):

WaterLINE User Number:

For more information about your entitlements and licences please refer to page 32.



May 2015 Edition

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DISTRICT SERVICES

IRRIGATION AREAS

- Shepparton
- Central Goulburn
- Rochester-Campaspe
- Loddon Valley
- Murray Valley
- Torrumbarry

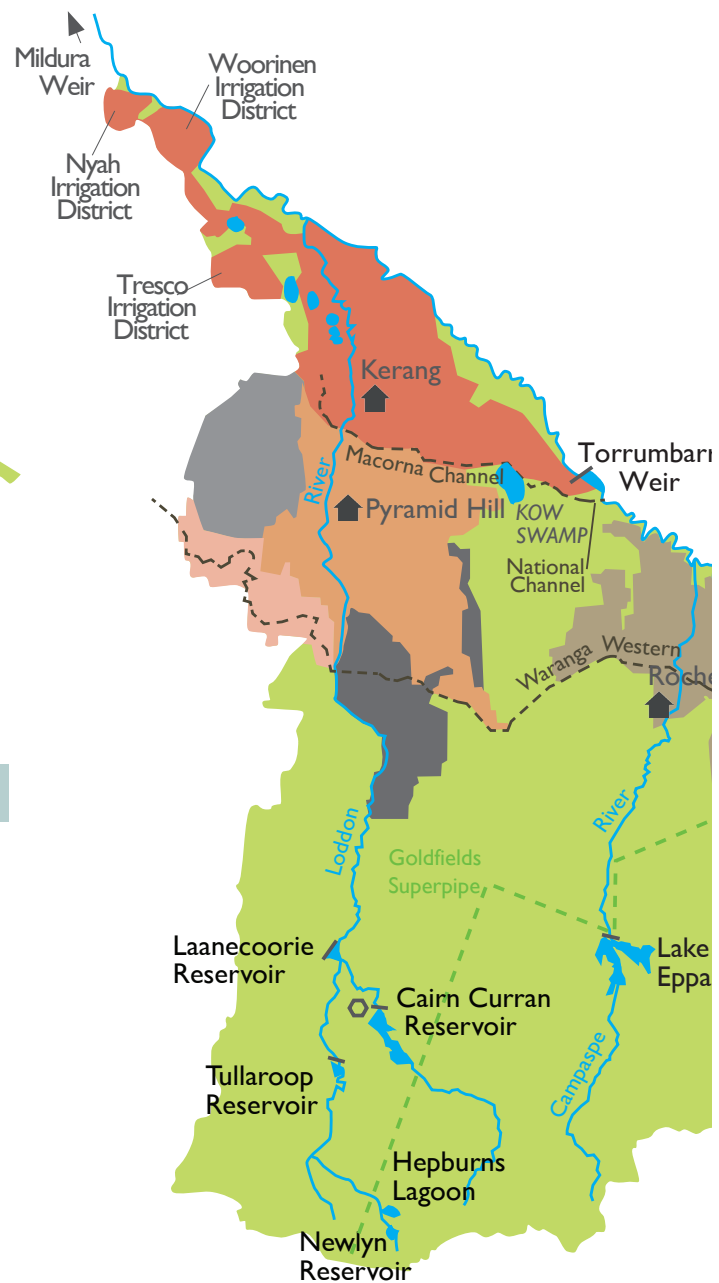
WATER DISTRICTS

- Tungamah
- East Loddon
- West Loddon
- Normanville

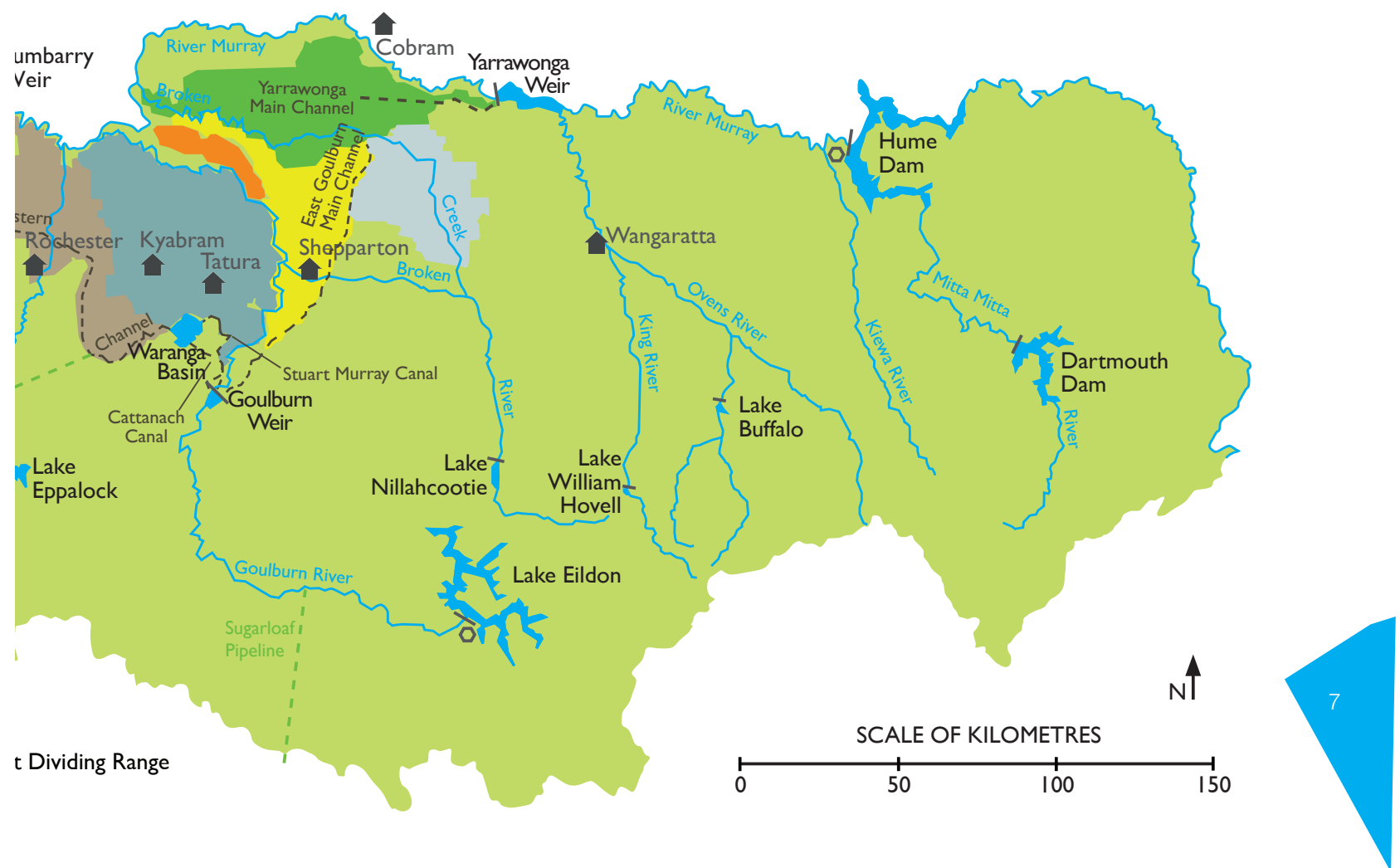
FLOOD PROTECTION DISTRICT

- Loch Garry

Customer Service Centre



GMW region and irrigation areas



Our service commitment to you

At Goulburn-Murray Water (GMW) we are committed to working together to ensure we meet your water delivery needs.

Our Customer Information Booklet aims to provide you with information on how to contact us, stay informed and also outlines important information you need to know in relation to managing your water supply, maintenance obligations and billing.

By keeping you informed and listening to your suggestions and questions we hope to provide the best rural water supply service possible.

About us

GMW manages the storage, delivery and drainage systems for 70% of Victoria's stored water on behalf of our customers and local communities.

In providing services to gravity irrigators, river diverters, groundwater users, urban water providers and the environment, GMW does not generate profit. We invest in our customers and in the development of an economically and environmentally sustainable region.

Our fundamental commitments

GMW is fundamentally committed to enhancing outcomes for our customers and stakeholders and driving exceptional organisational performance. Underpinning GMW's approach to performance are three fundamental commitments which lay the foundation for our strategic priorities, outcomes and initiatives to:

- Partner with our customers
- Create the opportunity to increase production in northern Victoria over the next 20 years
- Be a high performing organisation across northern Victoria.



Contacting us

We're here to help, at a time and place that's convenient to you. You can visit us at your local Customer Service Centre or contact us by phone, email, fax or post.

GMW Call Centre

1800 013 357

You can contact a helpful member of our Call Centre team between 8.00am and 4.45pm weekdays with any queries you may have about your account or water service.



Emergencies (24 hours)

1800 064 184

Contact our emergency line for any environmental, operational or compliance emergencies. This number is available 24 hours a day, 7 days a week.

Contacting us

Visit your local Customer Service Centre

Our Customer Service Centres are located right across our region. You can speak directly with a local area expert who can assist with your water delivery needs, billing enquires and much more.

Customer Service Centres are located at:

Cobram

2-4 Dillon Street, Cobram 3644

Kerang

78 Kerang-Koondrook Road, Kerang 3579

Kyabram

79 McCormick Road, Kyabram 3620

Pyramid Hill*

24 Barber Street, Pyramid Hill 3575

Rochester

41 High Street, Rochester 3651

Shepparton

21 Wheeler Street, Shepparton 3630

Tatura

40 Casey Street, Tatura 3616

Wangaratta

5 Murrell Street, Wangaratta 3677

Connections Project Office

Department of Environment, Land, Water and Planning,
Ferguson Road, Tatura 3616.

Office hours*

Monday to Friday 8.00am - 4.45pm

Write or visit us online

Fax

(03) 5826 3334

Email

reception@gmwater.com.au

Postal address

PO Box 165
Tatura Vic 3616

Website

GMW: www.gmwater.com.au

Connections Project:

www.gmwconnectionsproject.com.au

Resource Manager: www.nvrm.net.au

Access to translation services



We provide a translation service for non-English speaking customers in a range of languages. If you need access to this service, please phone (03) 9280 1993 and your call will be transferred to us with an interpreter online to assist.

*Pyramid Hill office hours are Monday to Friday 9.30am – 2pm. After hours appointments are available – please call us on 1800 013 357 to book an appointment.

Translation

If you do not speak English and need to contact us, please call (03) 9280 1993 and your call will be transferred to us with an interpreter on line to assist.

Në se nuk flisni Anglisht dhe keni nevojë të na telefoni, ju lutem telefononi numrin: (03) 9280 1993 dhe thirrja e juaj do të na transferohet me një përkthyes në linjë për të na ndihmuar.

إذا كنت لا تتحدث الانجليزية وبحاجة للتواصل معنا، يرجى الاتصال على الرقم (03) 9280 1993 وسوف يتم تحويل مكالمتك إلينا مع الاستعانة بمترجم للمساعدة في المكالمة.

اگر به انگلیسی صحبت کرده نه میتوانید و ضرورت دارید که با ما تماس بگیرید، لطفاً به شماره ۹۲۸۰ ۱۹۹۳ (۰۳) تلفون کنید. تلفون شما به ما انتقال داده می شود با یک ترجمان آنلاین که شما را کمک کند

Αν δεν ομιλείτε αγγλικά και πρέπει να επικοινωνήσετε μαζί μας, καλέστε στο (03) 9280 1993 και η κλήση σας θα μεταβιβαστεί σε εμάς με ένα διερμηνέα στη γραμμή για να σας βοηθήσει.

اگه شما ده زبون انگلیسی گپ زده نمیتونین و ضرورت درین تا ده ما تماس بگیرین، لطفاً ده تلفون شماره (03) 9280 1993 زنگ بزنین و زنگ شما ده ما همراهی یک ترجمو/ترجمان که کومک موکنه تیریا منتقل موشه.

Se non parlate inglese e avete bisogno di contattarci, telefonate al numero (03) 9280 1993 e la chiamata sarà trasferita a noi con l'aiuto in linea di un interprete.

यदि तपाईंले अंग्रेजी बोल्नु हुन्न भने र हामीलाई सम्पर्क गर्नुपर्ने भएमा, कृपया (०३) ९२८० १९९३ मा सम्पर्क गर्नुहोला र तपाईंको फोनकल सहयोगकोलागि हामीलाई दोभाषेको साथमा सम्पर्क गराइदिनेछ।

ਜੇਕਰ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਬੋਲਦੇ/ਬੋਲਦੀ ਹੋ ਅਤੇ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ (03) 9280 1993 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਤੁਹਾਡੀ ਕਾਲ ਸਾਨੂੰ ਟ੍ਰਾਂਸਫਰ ਕੀਤੀ ਜਾਵੇਗੀ ਅਤੇ ਦੁਭਾਸ਼ੀਆ ਮਦਦ ਲਈ ਲਾਇਨ ਤੇ ਮੌਜੂਦ ਹੋਵੇਗਾ।

如果你不会说英语，但需要联系我们，请拨打 (03) 9280 1993，你的来电将通过口译员协助转接给我们。

倘若您不講英語而需要聯絡我們，請撥打 (03) 9280 1993，您就會透過在線傳譯員的幫助轉接我處。

İngilizce konuşamıyorsanız ve bizimle ilişkiye geçmeniz gerekiyorsa, lütfen (03) 9280 1993 numaralı telefonu arayın; telefonunuz, yardımcı olması için hatta bir tercümanla birlikte bize bağlanacaktır.

General information

Our Customer Charter

At GMW we aim to provide a consistently high standard of service to our customers. Our Customer Charter outlines the standard of service our customers can expect to receive from us and provides a range of information about our services and performance obligations. A copy of the Customer Charter is available from our website at www.gmwater.com.au or from your local Customer Service Centre.

Safety

Your recreational enjoyment of water is important to us and so is your safety. Irrigation channels are dangerous and are not safe to swim in. Channel levels and regulator gates can change suddenly while pipes, siphons, rocks and debris can be hidden below the surface. Stay safe and please don't enter or play in irrigation channels.

Customer feedback

We value your feedback and believe listening to customers is an important part of improving the way we provide service.

If you have a good experience while dealing with one of our staff, we'd like to hear about it. Please contact us on 1800 013 357 or email complimentGMW@gmwater.com.au with your positive feedback or suggestions.

Making a complaint

If you have a complaint please call, email or write to us. You can also download and complete an online complaints form which is available from our website. If you lodge a complaint by phone or in person we may ask you to clarify the details in writing to ensure we have all of the information we need to fully investigate and resolve the complaint.

When making a complaint you can expect to:

- Have the complaint treated as genuine
- Have your complaint properly investigated
- Be contacted about the complaint within 10 business days
- Be given appropriate information regarding the complaints process.

If we are unable to resolve your complaint you can call the Energy and Water Ombudsman (Victoria) on 1800 500 509 or visit www.ewov.com.au

Stay informed and get involved

Newsletters

Newsletters are posted to all customers at least twice per year and contain a range of important information about our services. You can choose to have these newsletters emailed to you by sending your name, account number and include the words 'I opt in for newsletter emails' to reception@gmwater.com.au

You can also stay up to date by subscribing to these helpful e-services.



Emailed updates

Our electronic newsletter, 'e-news' is emailed each month. 'e-news' provides the latest news, updates on our projects and activities, key dates and advice in relation to your account, picture galleries, handy information on the irrigation season, storage levels, plus so much more. You can subscribe to 'e-news' by visiting www.gmwater.com.au/subscribe



e-dam levels

If you'd like water storage levels emailed to you daily, weekly or monthly simply subscribe to our 'e-dam levels' services at www.gmwater.com.au/subscribe



Twitter

Follow us on Twitter
[@GMWaterNews](https://twitter.com/GMWaterNews)



SMS reminders

You can choose to receive SMS reminders about when your account is due for payment, deadlines for carryover and warnings if your entitlement is at risk of being written off. To subscribe please text your name, account number and include the words 'I opt in' to (mobile number 0488 144 144)



SMS allocations

For allocation announcements sent direct to your mobile phone you can subscribe to 'SMS allocations' via WaterLINE (see page 20)



SMS start/stop

To receive SMS reminders of when your water order is due to start and stop subscribe to SMS start/stop' via WaterLINE (see page 20)



SMS pumped supply interruption

If you're connected to the Nyah, Tresco or Woorinen pipelines you can register to receive an SMS alert when a supply interruption occurs due to maintenance. You can subscribe to this service via WaterLINE (see page 20).

Stay informed and get involved

Water Services Committees

Water Services Committees provide you with an excellent source of information about our operations and issues that impact your water services.

They are also your voice for providing us with feedback on a wide range of matters including our service levels, pricing and capital improvements. Your feedback helps to shape our services and operations, and advises us on issues relating to your community.

Water Services Committees are made up of customers like you, as well as other people from your local community. You can also nominate to become a member of your committee when existing members' terms expire.

To learn more about your Water Services Committee and the members who represent you, go to www.gmwater.com.au/general-information/wsc

Accounts and payment

Your accounts

Each year you may receive two types of accounts; fixed and variable. Fixed Charges Accounts are issued to all customers once per year, normally in July.

Variable Charges Accounts containing water use charges are issued in June to irrigation customers only. However depending on your service type, if you use over 20 megalitres or incur an above entitlement storage charge you may also receive an account in March.

For more information about your account please visit www.gmwater.com.au/myaccount



Accounts and payment

Understanding your fees and charges

The following table shows the charges that may appear on your GMW accounts. Use the colour code to identify

which charges apply to your accounts. Explanations of the charges are provided on the following pages.

	Irrigation	Pump Irrigation	Surface Diversion (Regulated)	Surface Diversion (Unregulated)	Ground-water	Ground-water Shepparton	Flood Protection	Water Share	Water Work
Fixed Charges - usually issued in July									
Access Fee									
Additional Service Point Fee									
Area Fee									
Drainage Diversion Agreement Fee									
Drainage Diversion Site Fee									
Entitlement Storage Fee									
Flood Protection Fee									
Infrastructure Access Fee									
Local Benefit Area Fee									
Resource Management Fee									
Service Fee									
Service Point Fees – Diversions									
Service Point Fees – Domestic and Stock									
Service Point Fee – Irrigation									
Subsurface Drainage Fee									
Water Allowance Storage Fee									
Variable Charges - usually issued in March or June									
Above Entitlement Storage Fee									
Casual Infrastructure Use Fee									
Infrastructure Use Fee									
Local Benefit Water Use Fee									
Subsurface Drainage Fee									
Water Use Fee									

Accounts and payment

Understanding your fees and charges

An explanation of the fees that may appear on your GMW accounts is provided below.

Fixed Charges Account

Fixed charges recover the costs of maintaining and replacing our storage, delivery and drainage systems. Fixed Charges Accounts may contain the following fees:

Access Fee

This fee recovers the costs of ensuring water is accessed in line with management rules and plans. This includes the management of allocations, rosters, restrictions and water ordering.

Additional Service Point Fee

This fee is charged for service points (meters and outlets) that are in addition to the main service point or the initial service point registered to the property. The fee recovers the costs of managing, maintaining and renewing the service points.

Area Fee

This fee recovers a portion of the costs of operating, maintaining and renewing the drainage network that services your area.

Drainage Diversion Agreement Fee

This fee recovers the cost of managing access to water available in the drains.

Drainage Diversion Site Fee

This fee recovers the costs of managing, maintaining and renewing drain diversion service points.

Entitlement Storage Fee

This fee recovers the cost of operating and maintaining water storages that service your regulated river system. The costs are charged per megalitre of entitlement.

Flood Protection Fee

The Loch Garry structure mitigates flooding for a defined area. This fee applies for each hectare in this area to recover the costs of operating and maintaining the structure.

Infrastructure Access Fee

This fee applies to the amount of megalitres per day of delivery share you hold and it recovers most of the cost to operate, maintain and renew the delivery network in your irrigation district. The delivery network can include channels, pipes, bridges, road crossings siphons and subways.

Local Benefit Area Fee

This fee recovers a portion of the costs of providing subsurface drainage services and is charged per hectare of land owned in the area of influence of a subsurface drainage pump.

Resource Management Fee

This fee recovers the costs of developing, managing and reviewing resource management plans for unregulated surface water and groundwater. Regulated surface water diverters do not pay this fee; instead, they pay the Entitlement Storage Fee on any water shares they hold.

Accounts and payment

Service Fee

This fee recovers the administration costs of maintaining your customer records, billing and debt management. The fee applies for each service.

Service Point Fees – Diversions

This fee recovers the costs of managing compliance at each service point, measuring use and maintaining meters.

Service Point Fee - Domestic and Stock

This fee recovers the costs of operating and maintaining domestic and stock service points. The fee applies for each service point.

Service Point Fee – Irrigation

This fee recovers the costs of operating and maintaining irrigation service points in your irrigation district. The fee applies for each service point.

Subsurface Drainage Fee

This fee recovers costs of providing subsurface drainage services.

Water Allowance Storage Fee

This fee recovers the costs of operating and maintaining the water storages that store water for supply systems in water districts.

Variable Charges Account

Variable charges meet the costs associated with operating the delivery and drainage network and for storing any water above your entitlement volume. Variable Charges Accounts contain the following fees:

Above Entitlement Storage Fee

This fee is levied to ensure customers who hold more water in storage than their entitlement volume contribute their fair share to water storage costs.

Casual Infrastructure Use Fee

This fee applies to each megalitre of water you have delivered during the season in excess of your Annual Delivery Allowance. Your Annual Delivery Allowance is your delivery share (megalitre per day) multiplied by 270 for Gravity Irrigation Areas and by 365 for Pumped Irrigation Districts.

Infrastructure Use Fee

This fee recovers a portion of the costs of operating, maintaining and renewing the delivery network in your irrigation district. The fee applies per megalitre of water used during the season on your property.

Local Benefit Water Use Fee

This fee recovers a portion of the costs of providing subsurface drainage services and is charged per megalitre of water used during the season to irrigate land in the area serviced by a subsurface drainage pump.

Subsurface Drainage Fee

This fee recovers costs of providing subsurface drainage services.

Water Use Fee

This fee recovers a portion of the cost of operating, maintaining and renewing the drainage network in your irrigation district.

Accounts and payment

Making payments

We offer a range of convenient ways for you to pay your accounts.



BPay

Quote Biller Code 72801 and the GMW reference number printed on your account.



Credit cards

Pay by calling 1300 558 729 and follow the prompts. There is a merchant fee for this service.



Mail

Detach the bottom portion of your account and mail to:

GMW
PO Box 165
Tatura, Vic 3616



Australia Post

Present the account to any Australian Post Office or Post Office Agency.



Direct debit

Contact GMW on 1800 013 357 for an application to have your nominated Bank Account automatically debited.



In person

Present your account at any of GMW's Customer Service Centres to pay by cheque, credit card or EFT. Cash is not accepted.



Online

Pay online at
www.gmwater.com.au

Concessions

A concession on Fixed Charges Accounts is available for customers who hold a pensioner concession or health care card (subject to meeting certain eligibility criteria). This concession is funded by the Department of Human Services and is capped at amounts set by the Department. Contact us for more information about eligibility requirements.

Payment difficulties

We have a range of flexible payment options which may be of assistance if you are having difficulty paying your account on time. Further information about our debt management and hardship procedures is also available from our website. Please contact us on 1800 013 357 to discuss alternative payment options that may be available to you.

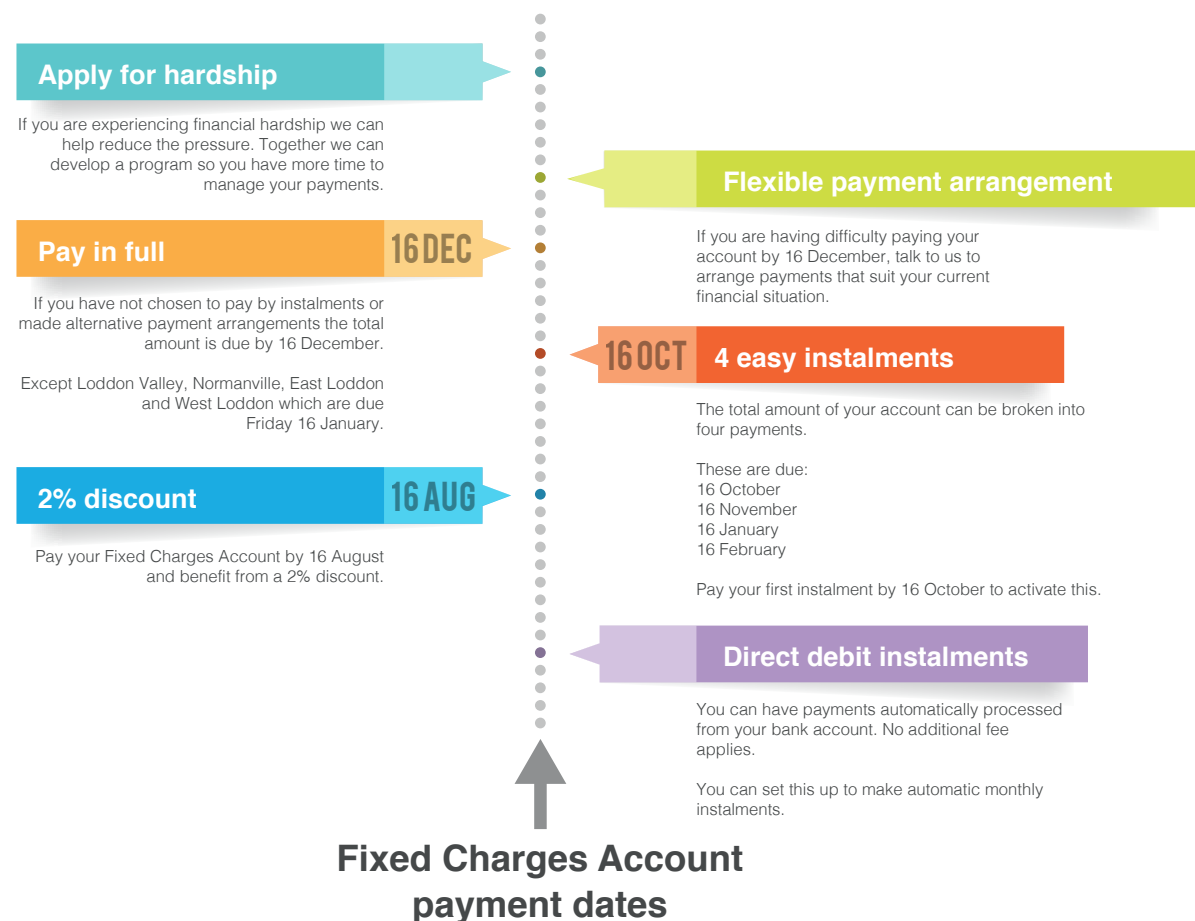
Accounts and payment

Making payments

Payment of your Variable Charges Account is normally due 28 days after the account is issued.

Full payment of your Fixed Charges Account is due in December* however alternate payment options are available. These options and their associated dates are listed in the diagram below.

*Payment dates may vary, please refer to your account or contact us for further details.



How to order water

WaterLINE is our online and telephone water ordering system. It allows you to place irrigation orders, communicate with us and monitor your water usage based on the allocation and entitlement you hold.

The 24 hour WaterLINE service allows you to:

- lodge water orders
- confirm irrigation start times
- communicate with our Water Delivery Consultants
- check your allocation account balance (ABA) (online only)
- monitor the available capacity at your outlet (online only)
- input your meter readings to better manage your accounts.

WaterLINE online

To access WaterLINE online visit <https://waterline.g-mwater.com.au> then login using the instructions listed in How to Login (detailed on page 22).

WaterLINE phone service

To access WaterLINE by telephone please call 1300 469 469 (1300 GMW GMW) then login using the instructions listed in How to Login (detailed on page 21). During the irrigation season our Water Delivery Consultants are available 24 hours a day, 7 days a week.



How to order water

How to login

To login to WaterLINE online or by telephone please use the following details:

- WaterLINE user number - listed on the inside front cover of this booklet.
- Personal Identification Number (PIN) - When you login for the first time use your default PIN: 9999. After the welcome message you will be prompted to change your PIN.

Help with WaterLINE online

A step by step WaterLINE online user guide is available on our website or in your WaterLINE Water Order Book.

Required water order notice

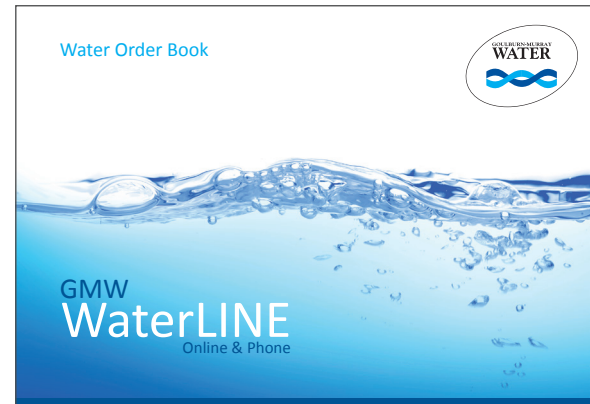
When you place a water order, it is important you provide as much notice as possible. This will help ensure your water is delivered when you need it. To find out which notice period applies to you please contact WaterLINE.



Customers on a fully automated system or a regulated diversion customer.



Customers on a non automated/manual system.



WaterLINE Water Order Book

Your WaterLINE Water Order Book helps you monitor your water use and contains a range of information to assist you including:

- a guide to ordering water online and over the phone
- a ledger to record your water orders and meter readings
- a chart to calculate flow rate through Dethridge wheels
- 24 hour clock conversion chart.

Many irrigators find the Water Order Book useful, however the above information is readily available on WaterLINE online and via the WaterLINE phone system.

Irrigation area customers

Gravity irrigation customers

GMW operates an extensive water distribution network serving thousands of customers across our irrigation districts.

We schedule as many as 350,000 water delivery orders each year from farmers, urban water corporations and environmental managers - that's more than 1,000 orders each and every day of the irrigation season.

A positive relationship between our customers and GMW helps ensure our system operates efficiently and services are delivered on time.

To ensure our services are effective as possible we expect customers to:

- Comply with procedures for lodging, receiving, altering and completing water orders.
- Provide accurate and complete information about water usage.
- Care for assets and prevent damage to them.
- Provide a hazard-free work area for our employees around assets.
- Advise us promptly of any problems with assets such as leaks, damage or failures.
- Report if your meter is not working.
- Report suspicious behaviour or vandalism at and around GMW assets.
- Keep informed about changes to services.

Irrigation season

The gravity irrigation season generally runs from 15 August to 15 May each year. The channel system closes for at least two months over winter for essential maintenance.

Drainage of irrigation channels

We deliver a construction and maintenance program outside the irrigation season which requires some channels to be lowered or completely drained. This normally happens during the winter channel shutdown period (16 May to 14 August).

Domestic and stock water

Domestic and stock water is generally only available during the irrigation season. You should ensure you have sufficient on-farm storage during the non-irrigation period (16 May to 14 August).

Managing your water usage

In most instances a meter is located at your outlet so an accurate measurement of the water you have used can be obtained. You can read your meter anytime to monitor usage as it is your responsibility to ensure you don't use more than what's available in your allocation account.

You can buy additional allocation if you require more or you can transfer it between your allocation accounts. However you must allow sufficient time for the transaction to occur before you need to use the water as these applications can take up to five working days to finalise.

If you exceed your allocation account balance and go into a negative, this negative balance will need to be covered by buying or trading allocation otherwise an overuse charge will apply. An overuse charge is higher than your standard fee.

Irrigation area customers

Meter installation

Please contact your local Customer Service Centre if you have queries about your metering requirements.

Pumped irrigation customers

We deliver water to customers in the Nyah, Tresco and Woorinen Pumped Irrigation Districts through dedicated piped supply networks.

Pipeline system maintenance

Your piped supply gives you the flexibility to access water at any time during the year. However from time to time your supply may be interrupted as we conduct maintenance on the pipeline or an emergency supply failure occurs. If a planned water outage will exceed four days duration you will be notified at least five days before the outage occurs. Customers on these systems should ensure they are able to store water to meet their needs during a planned maintenance interruption.

Report leaks and supply issues

Every care has been taken to ensure the pipeline has been installed to a high quality, however occasional maintenance is required. Please report any leaks or supply issues as soon as possible so that they can be repaired.

Water trading

A wide range of trading options are available depending on your location. Information, fees and forms are available online at the Water Register website www.waterregister.vic.gov.au

Buying and selling water shares

Water shares can be bought and sold subject to water trading rules. For more information, visit the Water Register website www.waterregister.vic.gov.au or speak to a local water broker

Carryover

Carryover is a risk management tool which provides you with the ability to carry forward unused water from one season to the next.

Answers to many of your carryover questions can be found on the Victorian Water Register website www.waterregister.vic.gov.au You can also test different scenarios relating to carryover and spillable water by using the simulators on this website.

Northern Victoria Resource Manager

The Resource Manager makes seasonal determinations (allocation announcements) for all northern Victorian regulated systems including the Goulburn, Broken, Campaspe, Loddon, Bullarook and Murray. It is important you keep up to date with the latest allocation information. Visit www.nvrm.com.au

Irrigation area customers

GMW Connections Project

Our Connections Project is investing more than \$2 billion to develop a water delivery network to support the many, varied and exciting opportunities for irrigated agriculture across northern Victoria by 2018. The Project will also provide important opportunities and benefits for environmental users and will ensure the ongoing contribution of irrigated agriculture to our regional, state and national economies.

Strategic Connection Projects

Our Connections Project has identified more than 166 Strategic Connections Project (SCP) Areas. The areas include more than 7,000 customers across the Goulburn-Murray Irrigation District that are not currently connected to the backbone channel network. We are working with customers to develop a Strategic Connections Plan for each area and the Plan will include water delivery arrangements for each property.

Modernisation Coordinators

Our Modernisation Coordinators are your key contact during the Connections Project. They work closely with Farm Designers, Project Managers and customers to help develop plans to reconnect customers to the modernised system.

For more information on our Connections Project and your Modernisation Coordinator's details please visit www.gmwconnectionsproject.com.au or call 1800 013 357.



Regulated diversion customers

Our regulated systems include the network of streams, creeks and rivers that are controlled or 'regulated' by water storages and allow the water to be released to customers when it is required.

Access to water

Our regulated diversion customers take water from rivers streams and creeks across the region. A positive relationship between our customers and GMW is essential to ensure the system operates efficiently and services are delivered effectively.

To ensure we can provide a reliable service we expect customers to:

- Comply with procedures for lodging, receiving, altering and completing water orders.
- Provide accurate and complete information on water requirements.
- Care for assets and prevent damage to them.
- Provide a hazard-free work area for our employees
- Report if your meter is not working.
- Keep informed about issues or changes to services.

Customers who access water through piped supply can access water at any time during the year. All other water district customers are permitted one dam fill per year. However from time to time your supply may be interrupted as we conduct maintenance or a supply failure occurs. If a planned water outage is scheduled you will be notified in advance.

Meter installation

Please contact your local Customer Service Centre if you have queries about your metering requirements.

Water trading

A wide range of trading options are available depending on your location. Information, fees and forms are available online at the Water Register website www.waterregister.vic.gov.au

Buying and selling water shares

Water shares can be bought and sold subject to water trading rules. For more information, visit the Water Register website www.waterregister.vic.gov.au or speak to your local water broker.

Regulated diversion customers

Carryover

Carryover is a risk management tool which provides you with the ability to carry forward unused water from one season to the next.

Answers to many of your carryover questions can be found on the Victorian Water Register website www.waterregister.vic.gov.au You can also test different scenarios relating to carryover and spillable water by using the simulators on this website.

Restrictions and rosters

(Ovens and King systems only)

In dry years and during dry months, access to water may be subject to rosters and restrictions. They are required on unregulated streams across the region to share water between irrigation users, domestic and stock needs and to protect flows for the environment. Rules for rosters and restrictions are described in Local Management Rules for each catchment. Information regarding streams that are currently on restriction in your area can be obtained by contacting our diversion roster hotline on 1800 605 860.

Unregulated surface diversion customers

Unregulated surface diversion customers source their water directly from rivers, streams and lakes and rely on natural stream flows. There are over 150,000 km of unregulated rivers and waterways and approximately 7,000 customers on these systems in our region.

Surface diversion customers hold a licence to take and use water and a licence to operate works. These allow you to take and use water for domestic and/or stock, irrigation or commercial purposes. A licence specifies how much water you can take and use each year. Licences also contain conditions about your maximum extraction rate and a range of other obligations you are required to comply with.

In a small number of cases water can be taken for domestic and/or stock purposes without a licence under what is known as a Private Right. To establish whether this is available, you must complete a 'Private Right Determination' application through GMW. All other water users require a licence prior to taking water.

Unregulated surface diversion customers

Access to water

A positive relationship between our customers and GMW is essential to ensure the effective sharing of water resources between all users, including the environment.

To ensure we can provide a reliable service we expect customers to:

- Comply with licence conditions.
- Care for works and waterways and prevent damage to them.
- Provide a hazard-free work area for our employees.
- Report if your meter is not working.
- Keep informed about issues and changes to services.

Managing unregulated surface water resources

GMW is responsible for ensuring that restrictions and rosters, passing flow requirements, trading zones and water resource objectives are effectively managed. We sometimes do this through a statutory management plan, or more commonly through Local Management Rules.

Local Management Rules

We actively manage 93 separate unregulated catchments across our region. Local Management Rules document management arrangements for unregulated surface water, such as water sharing roster arrangements, restriction triggers, passing environmental flow arrangements and trading zones.

They also set out objectives and rules for managing flows in each catchment. You can download your Local Management Rules from our website.

Water Management Plans (Conjunctive Groundwater and Surface Water Management)

Where there is a strong connection between water resources (e.g. groundwater and surface water), these resources are managed together and called conjunctive management. In GMW's area the Upper Ovens Water Management Plan is currently the only conjunctive management plan to manage groundwater and surface water as one resource. For more information please visit www.gmwater.com.au/upperovensriver

Restrictions and rosters

In dry years and during dry months, access to water may be subject to rosters and restrictions. They are required on unregulated streams across the region to share water between irrigation users, domestic and stock needs and to protect flows for the environment. Rules for rosters and restrictions are described in Local Management Rules for each catchment. Information regarding streams that are currently on restriction in your area can be obtained by contacting our diversion roster hotline on 1800 605 860.

Unregulated surface diversion customers

Meter installation

New licences, excluding those used for domestic and stock purposes, require a meter. Meters are supplied and installed at the customer's expense. If you have any queries about your metering requirements contact your local Customer Service Centre.

Meter reading

Meters are read periodically throughout the year and the final reading is taken as at 30 June. Customers may also contact us on 1800 013 357 with an updated meter reading during the year.

Farm dams

You are responsible for the safe construction and operation of a farm dam located on your property. If you have an existing dam on your property or want to build a new one, you must ensure it is registered and/or licensed correctly.

Constructing new dams

There are a number of things to consider before deciding whether to construct a farm dam. Prior to the construction of a new dam it is recommended that GMW conducts a Waterway Determination. This process helps us to understand the source of water

the dam will be capturing and therefore any licensing obligations you may have. You can download a Waterway Determination application form at www.gmwater.com.au/customer-services/forms

There are additional requirements depending on the size, intended use and location of the dam. Your local Customer Service Centre can assist you with this process. If you intend to construct a dam which is on a waterway, or would be deemed hazardous, regardless of whether it is on a waterway or not, you are required to apply for a licence to construct the dam.

Irrigation or commercial dams

All dams that are used for irrigation or commercial purposes require a licence, whether the dam is constructed on a waterway or in a general catchment area. You will also need to apply for a licence and purchase water entitlement on a temporary or permanent basis from an existing entitlement holder prior to constructing the dam.

Farm dams

Domestic and stock dams

You must register any new domestic and stock (household) dam prior to construction. If your property is located within a rural residential zone or less than eight hectares in size and you plan to make any changes; registration is also required.

You can check with your local council or refer to www.land.vic.gov.au to determine if your property is in a rural residential zone. Existing dams in rural residential areas will not need to be registered unless there are plans to significantly enlarge the dam.

You may also require a Planning Permit from your respective local Council prior to construction. If your dam is located on a waterway or has a dam wall height of five metres or more you may be required to apply for a licence prior to commencing.

Re-use dams

Any re-use dam that is constructed with a volume equivalent to 1 megalitre per 10 hectares of irrigated area (or less) does not require a licence to take and use water. However if you intend to construct a re-use dam for a volume greater than this you must apply for a licence to take and use water.

If a dam is constructed on a waterway you will need to apply for a works licence authorising construction and a licence to take and use water. Any dam located on a waterway is not considered a re-use dam and requires a licence for irrigation or commercial use from that dam. There is a range of information available. Please visit;

- DELWP Dams webpage www.delwp.vic.gov.au
- GMW regulations for household dams webpage www.gmwater.com.au

Farm Dam Registration licences were issued during the 2002 Farm Dams amnesty. There are over 3,000 of these licences in our area. Licence holders do not pay fees or charges to GMW.



Groundwater customers

GMW has the responsibility for licensing and managing about half of Victoria's groundwater resources and plays a vital role in ensuring groundwater use is sustainable. We issue licences to take and use groundwater and ensure the needs of existing water users and the environment are managed effectively.

Groundwater service

A groundwater service is comprised of two licences:

- **A licence to take and use groundwater** - This licence contains conditions relating to the take and use of the water and specifies the licensed volume that can be taken.
- **A licence to operate works** - This relates to the operation of the bore (or other works) and has conditions that the licence holder must comply with to minimise adverse impacts on the environment and other water users.

Managing your water use

A meter is located at your outlet so an accurate measurement of the water you have used can be obtained.

Meter installation

Please speak to your local Customer Service Centre regarding your metering requirements. For more information please visit

www.gmwater.com.au/ground-water

Meter reading

Meters are read in line with respective Groundwater Management Plans to account for water usage up to 30 June. Details of your Groundwater Management Plan are available at www.gmwater.com.au/ground-water or by contacting GMW on 1800 013 357.

Groundwater Management Areas

A Groundwater Management Area is an area where groundwater has been intensively used or has the potential to be. Groundwater Management Areas have boundaries defined for the purposes of ongoing management. In Victoria there are 38 Groundwater Management Areas. Groundwater levels in Groundwater Management Areas are monitored quarterly by the Department of Environment, Land, Water and Planning state observation bore network. A Groundwater Management Area is subject to a Permissible Consumptive Volume, which is put in place to prevent the water resource from being depleted and reduces the risk of adverse impacts occurring. Local management plans are being progressively developed in all Groundwater Management Areas.

Groundwater customers

Water Supply Protection Areas

A Water Supply Protection Area is an area where groundwater is used intensively and the aquifer is showing signs of stress or decline. The declaration of a Water Supply Protection Area triggers the development of a statutory water management plan. For a comprehensive guide to groundwater resource management please visit:
www.gmwater.com.au/ground-water

Groundwater trading

Trading rules are in place for each Groundwater Management Area or Water Supply Protection Area. Generally these rules are contained within a particular local or statutory management plan. Groundwater trading rules for each area can be accessed on the GMW website at
www.gmwater.com.au/groundwatertrading

Water works customers

Water works customers receive domestic and stock water supply through dedicated supply networks including piped or open channels. Domestic and stock customers are located in the Tungamah, Normanville, East Loddon South, East Loddon and West Loddon water districts.

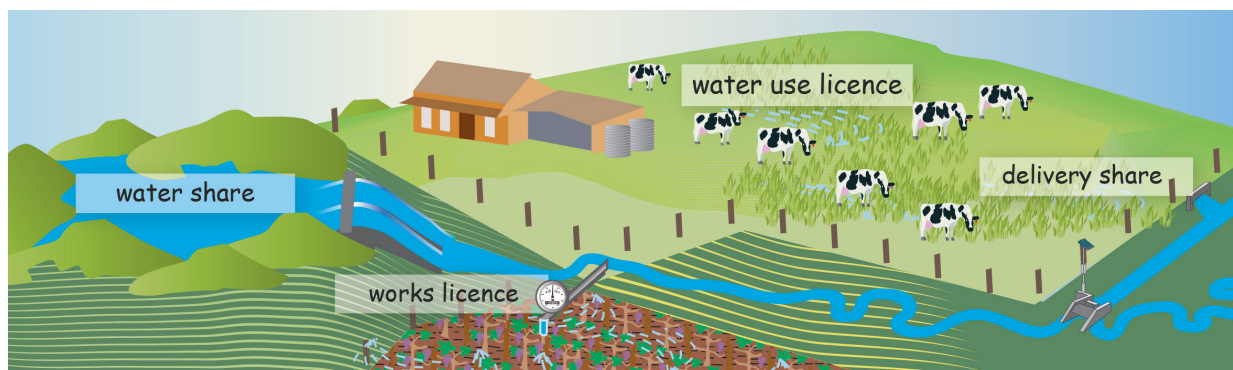
Access to water

Customers who access water through piped supply can access water at any time during the year. All other water district customers are permitted one dam fill per year. However from time to time your supply may be interrupted as we conduct maintenance or a supply failure occurs. If a planned water outage is scheduled you will be notified in advance.

Meter reading

Only piped water district customers have metered outlets. Final meter readings will be taken in the month of June. Alternatively, customers may contact us on 1800 013 357 with an updated meter reading during the year.

Understanding water entitlements



If you are in an irrigation district or divert water from a regulated system you will have separate entitlements for a share of the water and the right to have water delivered to use on your land.

This gives you flexibility to manage how much water you need and how you use it. You can buy and sell water entitlements separately from land in the big regulated systems, such as the Goulburn or Murray.

The following breakdown will help you understand your entitlements. They'll also help guide you when you want to conduct transactions.

What is a water share?

A water share is a legally recognised ongoing entitlement to a share of the available water resources in a regulated water system.

It's an asset that is owned separately to the ownership of land and can be mortgaged, leased for a fixed term period or sold either in full or partially. Water shares can have a high or low reliability and are linked to an allocation account which holds seasonal allocation.

What is allocation?

Allocation is a percentage of the water entitlement volume that is actually available to the entitlement holders during an irrigation season. Each water system has its' own allocation. The most common entitlement types to receive allocation are water shares, take and use licences and supplies by agreement.

Understanding water entitlements

What is an allocation account (ABA)?

Allocations made to water shares throughout the irrigation season are credited to an allocation account. The balance of an allocation account is the amount of water available to the owner of the water share for the current season, less any water used.

The allocation account also keeps a balance of allocation traded in or out. Water share owners can have one or more allocation account.

How do I authorise another person to sign an allocation transfer on my behalf?

To establish a standing authorisation for others to transact on your allocation account - You must complete a Form 39a and lodge it with GMW. This will be recorded in the Water Register and the nominated parties will be authorised to sign all future applications.

To grant a limited authorisation - Complete a Form 39b and attach it to the application to trade water allocation, this authorisation only applies to a single application.

Signatories for a company may authorise any employee to trade allocation for the company by submitting either a Form 39a or 39b together with an ASIC company extract, not more than 12 months old, to GMW.

Forms are available to download from the Water Register website www.waterregister.vic.gov.au or by contacting GMW.

What is a water use licence?

A water use licence defines the conditions for using water for irrigation on your property. It specifies an annual use limit which is the amount of water authorised for use on land each year. The annual use limit also determines the volume of water shares and water allocation which can be associated with the land. This is called the holding limit and is usually twice the annual use limit specified in the water use licence.

If you sell a property, the water use licence automatically transfers to the new owner when GMW receives a notice of disposition and/or acquisition from the conveyancer or solicitor after settlement. Only the registered owner of the land can hold a water use licence.

What is a delivery share?

A delivery share is an entitlement to access the available volume of water (measured in ML/day) which can be delivered to a property in an irrigation district via a channel or piped network. The delivery share has an annual delivery allowance which is the equivalent of the daily rate (megalitre per day) multiplied by the number of days in an irrigation season (270 for irrigation areas and 365 for pumped districts). For example:

1ML per day x 270 = annual delivery allowance of 270ML.

Understanding water entitlements

The delivery share volume is used to calculate the annual infrastructure access charges for a property in an irrigation district.

The delivery share rate remains with a property regardless of whether the property has any water entitlement linked to it. If you sell a property, the delivery share automatically transfers to the new owner when GMW receives a notice of disposition from the conveyancer or solicitor after settlement.

What is a drainage diversion agreement?

A drainage diversion agreement is an agreement between a customer and GMW to pump water from GMW's drainage network for irrigation purposes.

The agreement between the customer and GMW is not automatically transferred when a property is sold. The new property owner must apply to GMW for a new agreement to be issued.

What is a water allowance?

A water allowance, also known as water works service, entitles a customer to take and use water from a water district. It specifies an annual volume of water which may be taken and used on the land specified.

If a property is sold, the water allowance automatically transfers to the new owner when GMW receives a notice of disposition and/or acquisition from the conveyancer or solicitor after settlement.

What is a groundwater licence?

Licence to take and use groundwater - Authorises the licensee to take water generally from a bore and use it for irrigation, commercial or any other licensed purposes. If the water is being used solely for domestic and/or stock purposes they do not require a licence to take and use. All other groundwater users must hold a licence.

Your licence will detail how much water you can extract from your bore each year and will contain specific conditions which relate to maximum extraction rates, authorised use and other obligations.

Licence to operate works - Contains conditions for operating the bore/s to minimise any impacts on other users and the environment.

Some licences are subject to rules under groundwater management plans or local management rules which may restrict access or supply. Please visit GMW's website for further information www.gmwater.com.au

Licences are generally issued for a five year term, but in some areas licences are issued for a term of 15 years. Licence holders must apply to renew a licence prior to the expiry date, or the licence will lapse. A licence holder can request a copy of their licence/s at any time by contacting GMW. For further information please contact the licensing unit on 1800 013 357.

Understanding water entitlements

What is an unregulated surface diversion service (surface water licence)?

A surface water licence (also referred to as an unregulated surface water service) is usually comprised of a licence to take and use water and a licence to operate works from an unregulated stream or catchment dam.

Licence to take and use surface water - This licence is required if water is taken from an unregulated stream/ creek or dam for irrigation, commercial or other licensed purposes. All water used for commercial or irrigation purposes must be licensed; this includes water taken from private dams. They are also required for domestic and stock purposes, if the water is taken from a waterway that does not flow directly over your property; for example, if there is private land located between your property and the waterway you wish to take water from.

Licence to operate works - This is issued in conjunction with a surface water licence and there are specific conditions for operating pumps and other works. It is designed to minimise impacts on the environment and other water users.

A licence is normally issued for a term of one year, and is renewed upon payment of your annual charges. Some licences are issued for a period of 15 years. However a licence to operate works is normally issued for five years and licence holders must apply to renew their licence prior to the expiry date or the licence will lapse. If you would like to transfer your licence to another person a surface water licence transfer

application is subject to approval by GMW. The approval process requires a site inspection and can take up to eight weeks.

Some licences are subject to local management rules which may restrict access or supply. Please visit www.gmwater.com.au for further information.

What is a works licence on a regulated river?

If you access water on a large river system which is regulated by releases from GMW dams and water storages you will be required to hold a licence to operate the works used to extract water.

Your licence will detail how much water can be extracted each day and each year and specify a number of conditions including an extraction share.



Glossary of terms

Allocation

Water that is actually available to use or trade in any given year, including new allocations and carryover. The water that is actually in a GMW water storage in any given year is allocated against water shares. The seasonal allocation is the percentage of your water share volume available under current resource conditions, as determined by the Resource Manager. For example, in a dry year a 50% allocation to your 100 megalitre water share gives you 50 megalitre of water available to use or trade. A 100% allocation means that you have your full water share volume available. In northern Victoria the Resource Manager uses seasonal determination instead of allocation when allocating water to entitlements. Seasonal determination is the term used in bulk entitlements and Victoria's Water Act 1989.

Allocation Account (ABA)

An account to keep track of water available for use or trade. This account records allocations made against entitlements throughout the irrigation season, as well as water trades and use.

Allocation trade

The transfer of a volume of allocation water between a seller and buyer. Water is traded within a current irrigation season. It was previously known as temporary trade and some people still use this term.

Annual delivery allowance (ADA)

A volume in megalitres that can be delivered in a year. Any deliveries above this allowance will incur a casual use fee. The annual delivery allowance is determined by taking the delivery share number as expressed in megalitres per day, multiplied by 270 for irrigation areas and by 365 for pumped irrigation districts.

Annual use limit

The maximum volume of water in an irrigation season that may be used on the land described in a water-use licence or water-use registration.

Carryover

An arrangement that allows a water entitlement holder to take unused water allocations from one season into the next season to use and/or trade. Carryover rules depend on the declared system in which allocations are held.

Casual use

Water deliveries above the annual delivery allowance are called casual use and attract a casual use infrastructure fee.

Casual use infrastructure fee

The fee that applies to each megalitre of water delivered during the season which is more than the annual delivery allowance.

Delivery share

An entitlement to have water delivered to land in an irrigation area. It gives access to a share of the available capacity in the channel or piped network that supplies water to the property. Delivery share is defined by a rate of megalitres per day, which establishes how deliveries will be shared if everyone on the channel or piped network wants water on the same day. Delivery share also includes an annual delivery allowance, which is based on the delivery share in megalitres per day, multiplied by the number of days in the irrigation season. Delivery share is tied to the land and stays with the property if it is bought or sold. It also stays with the property if the water share is sold separately.

Glossary of terms

Entitlement

A right to take/use/extract/have water delivered that may be limited by conditions. Different entitlements are necessary depending on where and how water is taken, and what it is then used for. The most common types of entitlements are water shares, delivery shares, water-use licences, take and use licences, water allowances, supplies by agreement and works licences.

Fixed charges

A fee that does not vary with the amount of water used or available to an entitlement holder. See also variable charges.

High-reliability water share (HRWS)

Legally recognised, secure entitlement to a defined share of water. Water shares are classed by their reliability, which is defined by how often full seasonal allocations are expected to be available. Allocations are made to high-reliability water shares before low reliability shares.

Infrastructure access fee

A fixed charge that applies for each megalitre of delivery share. The infrastructure access fee contributes to the costs of providing the irrigation infrastructure network, eg channels, pipes, automated gates.

Licence volume

The volume in megalitres that may be taken under a take and use licence, so long as there are no allocation trades against this take and use licence.

Licence volume adjusted for allocation trade

The volume in megalitres that may be taken under a take and use licence, that has been decreased or increased if the licence holder has sold or bought some water allocation.

Limited term transfer

The transfer of a right to future allocations under a water share for a limited period to the owner or occupier of land specified in a water-use licence or registration. This is also referred to as a lease.

Low-reliability water share (LRWS)

A water share with a relatively low reliability of supply. On all northern Victorian systems except the Broken and Ovens, these will be shares of the available water once there is enough water to meet higher-reliability water shares in the current year, and, with minimum inflows, to meet higher-reliability water shares in the following year.

Low risk of spill declaration

An announcement made by the Resource Manager for northern Victoria that there is a low risk of a spill occurring from dams. The Resource Manager looks at volumes in the dams, likely inflows and expected releases. If the risk of the dams spilling later in the season is more than 10 per cent, a declaration is not made. A low risk of spill declaration is made as soon as the risk is less than 10 per cent. The low risk of spill declaration makes carryover water in a spillable water account available for use or trade. This is different from a spill announcement.

Glossary of terms

Reliability

Water shares are classed according to their reliability, which is defined by the frequency with which full seasonal allocations are expected to be available. Most water shares are classified as either high-reliability or low-reliability water shares.

Resource Manager

The Minister for Water appoints a Resource Manager to allocate water on regulated river systems in accordance with Victorian water sharing rules. A Resource Manager makes seasonal determinations for regulated water systems based on water availability and water sharing rules. The Resource Manager is usually the water corporation responsible for that area.

Seasonal determination

The percentage of water share volume available under current resource conditions determined by the Resource Manager for northern Victorian regulated river systems. Since 1 July 2012 the Resource Manager has used seasonal determination instead of the previously used term, seasonal allocation. This is to distinguish between water available under current resource conditions and the water customers have available because of carryover.

Seasonal outlook

When the Resource Manager for northern Victoria looks ahead to the new irrigation season and estimates indications of allocation levels for each system based on a range of seasonal conditions and scenarios. The Resource Manager uses the full record of inflows into storages to assess seasonal determinations for a range of scenarios. These are categorised as: wet - inflow volumes that have 10 chances in 100 (or 1 chance in

10) of being exceeded. Average - inflow volumes that have 50 chances in 100 (or 5 chances in 10) of being exceeded. Dry - inflow volumes that have 90 chances in 100 (or 9 chances in 10) of being exceeded. The first outlook for a new irrigation season starting on 1 July is usually announced around February, and updated at various times through the season.

Service point

The location where water enters an individual farm from the communal water system. Also called an outlet.

Spill

When water is discharged from the storage this occurs when there is more water in supply than demand for water.

Spillable water

Water that is above entitlement volume and is quarantined in a spillable water account until the Resource Manager for northern Victoria declares a low risk of spill.

Spillable water account

A feature of an allocation account where spillable water is recorded before the Resource Manager for northern Victoria declares a low risk of spill. It keeps track of casual access to storage space, and the water that could spill as the storages in northern Victoria fill.

Glossary of terms

Take and use licence

A take and use licence is either a fixed term or ongoing entitlement to take and use water from a waterway, catchment dam, spring, soak or aquifer. Each licence has conditions set by the Minister for Water which are specified on the licence.

Unbundling

When the entitlement (previously called a water right, or a take and use licence) in a declared water system, is converted into three separate entitlements. These are:

- a water share
- a delivery share or extraction share in a works licence, and
- a water-use licence.

This occurred for declared water systems on 1 July 2007 in northern Victoria and 1 July 2008 in southern Victoria.

Variable charges

A fee that is dependent on the volume of water used. See also fixed charges.

Water share

A water share is a legally recognised, ongoing entitlement to a share of the water available in a defined water system. It gives the owner a right to a share of water in the dams. The volume of a water share is defined as a maximum amount of allocation that can be made against it each year. Features of a water share include:

- its water system, such as the Goulburn or Murray;
- its reliability, which can be high or low, and the volume, e.g. 100 megalitres.

Water share transfer

The transfer of ownership of a water share. When you buy water share you are not also buying the allocation. Transferring the water share does not transfer the allocation account (ABA) or any water in it. The buyer only receives new allocation announced to the water share after the Water Registrar has recorded the transfer.

Water-use licence

A licence that authorises the use of water for the purposes of irrigation on the land specified in that licence.

Water-use registration

An authorisation to use water for purposes other than irrigation.

Water Register

The Water Register is a public register that records water-related entitlements in Victoria. It holds water shares recorded by the Water Registrar, together with mortgages and limited term transfers (leases) relevant to these water shares, records of licences to take and use surface water and groundwater, and records of works-related licences. The register also holds records of water allocations available in the current season and tracks and reconciles volumes of water entitlements by water system and trading zone. It generates statistics and reports on levels of use, directions of trade, and prices paid.

Glossary of terms

Water Registrar

Victoria's Water Registrar records transactions on water shares including transfers, mortgages, limited term transfers and discharges of mortgage. The Registrar is also responsible for the Water Register system and the accuracy, reliability and accessibility of records.

Works licence

A licence that authorises the construction, alteration, operation, removal or decommissioning of any works on a waterway, or a bore, or a dam belonging to a prescribed class of dams.



Please refer to the Water Registers website
www.waterregister.vic.gov.au for the full water dictionary.

Notes





We've done our best to ensure the information contained in this Booklet is as accurate as possible at the time of publication. Despite our best efforts, Goulburn-Murray Water makes no guarantees that the information is completely free of flaws or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or consequence which may arise from you relying on this information.

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