

## contacts

To place an order go to Waterline online via G-MW's website or phone Waterline on 1300 364 752

**Internet**  
www.g-mwater.com.au

**Hint** Add the login page to your favourites.

G-MW can be contacted during normal business hours at any of its offices.

**Torrumbarry Office**  
03 5451 0111

### Emergencies

Customers may contact G-MW to report emergencies and urgent matters such as reporting of pollution incidents and illegal activities by using the 24 hours emergency line.

**24 hours emergency line:**  
1800 064 184

### WSC MEMBERS

- Geoff Williams 03 5037 6670  
(Chairman)
- Charlie Gillingham 03 5457 9232  
(Deputy Chair)
- Bruce Jones 03 5032 4216
- Brian Boulton 03 5030 2244
- Eric Boyd 03 5452 0215
- John McNeil 03 5457 0215
- Margot Henty 03 5456 8372
- Ross Gordon 03 5456 2169



TMB 7772

# Torrumbarry

IRRIGATION AREA

## Don't take water illegally, use authorised extraction points

Before taking water from G-MW channels via a mobile tanker you must make application to do so at the local G-MW Irrigation Area office. You will be directed to take water from an approved site (there are a number of approved sites in each area) to ensure your safety and that the water is accounted for. You will also be provided with signage to display in the vehicle windscreen which clearly shows that the vehicle is authorised to take water from the channel system.

Customers are urged to report unauthorised taking of water to their local Area office.

## Winter D&S Requirements

Customers are warned not to rely on water left in channels at the end of the season to meet their winter domestic and stock needs. If you do not have enough water storage on-farm for the winter period you should consider increasing your storage capacity or explore other water supply options including groundwater, public stand pipe facilities or the carting of water from other sources. Without a substantial autumn break there may be delays to the start of next season and customers need to factor this into their planning.

## Confirm your order

Please ensure you have a confirmed water order before taking water from regulated systems. Taking water without a confirmed order is an offence under the Water Act. If you would like assistance to place an order online through WaterLINE contact your local G-MW team. Placing orders with the required notice and the confirmation process are vital to ensuring the system operates efficiently and the services meet customers' needs.

## Pricing

In February the G-MW Board approved a schedule of prices for inclusion in the 2009/10 Water Plan. Following consultation with Water Services Committees a range of feedback has been provided to the Board and the Essential Services Commission and a final pricing recommendation has been presented to the April Board meeting. G-MW will prepare a further submission for the ESC, who will decide whether to approve or amend the G-MW's pricing schedule. 2009/10 prices will be published on or before 30 June 2009.

## Waranga Basin pumping

G-MW has installed two pump stations at Waranga Basin that will allow access to an additional 86,000 megalitres of much-needed water through the Basin's two channel outlets that cannot be released by gravity.

The project provides access to the 86,000 megalitres of water and underwrites 7% of the Goulburn system allocation, which currently stands at 33%.

A public open day is planned for 30 April and details will be advertised in local media.



## Chairman's Comments

The process of annual WSC elections will commence shortly for appointments in July 2009. This year will be the end of my second three year term as chair, however, I will not be seeking re election as I have been appointed chairperson of the North Central Catchment Management Authority.

My current roles of Chairperson for both WSC and TRAMS along with my former role on the NCCMA Implementation Committee as chair has provided an excellent background for this new and challenging role. I see this as a opportunity to continue with improving water and natural resource management within the North Central Region.

I commend the ongoing work of the WSC and trust that you will continue your support.

As a WSC (and as a customer) we are painfully aware of the plight of irrigators in the current, and worst drought on record. We understand many irrigators are making life changing decisions. The WSC is striving to bring forward reconfiguration of the Torrumbarry System in conjunction with NVIRP's modernisation work to ensure the Torrumbarry System will remain viable. However, in line with TRAMS assumptions and targets and the impact of climate change on available resources, water use is predicted to halve over the next 10 to 20 years. A significant reduction in overall infrastructure will be required to avoid unsustainable price increases caused by reduced revenue.



Geoff Williams

Geoff Williams



CHAIRPERSON  
TORRUMBARRY WSC

## Modernisation update

*Northern Victorian Irrigation Renewal Project (NVIRP)*

The 2009 winter works will commence following the closure of the irrigation season on May 15. Last year in the dry winter conditions the Early Works undertaken by FutureFlow on behalf of NVIRP achieved the installation of 1000 regulator gates. This year a further 800 channel regulators will be modernised with the installation of a further 1200 gates. Work will be undertaken in the Central Goulburn, Rochester, Pyramid-Boort, Murray Valley and Torrumbarry Irrigation Areas.

Modernisation Staff from NVIRP along with Farm Irrigation Assessors are talking with landowners in the areas where works are planned to be undertaken.

More than twenty kilometres of channel lining is planned to be installed in channels in the Central Goulburn Irrigation Area.

For further information regarding NVIRP's 2009 winter works please call 1300 163 006 or visit [www.nvirp.com.au](http://www.nvirp.com.au)

### Project by region

	Gate Installations	Meter Installations (throughout 2009)
Central Goulburn	260	1350
Rochester-Campaspe	410	450
Pyramid-Boort	350	150
Murray Valley	80	70
Torrumbarry	120	260
2009 total	1220	2280

## End of season orders

The season for all Gravity Irrigation Areas ends on the 15 May. To enable the efficient planning of supplies, the last water order day for Irrigation Areas is 8 May, with the exception of the Pyramid-Boort Area, where the last order day is 1 May because it is the furthest from the water storages

# 2009 Season Update

## Geoff Williams to stand down from WSC/TRAMS chair

The Minister, Gavin Jennings, has announced that Geoff Williams has been appointed as chair of the North Central CMA commencing 1st July 2009. Geoff has demonstrated enormous capability in his dual roles as chair of the WSC and TRAMS over the past few years and also significant roles requiring high level communication skills with all levels of the community. Geoff's leadership in these G-MW roles will be missed, however his leadership in the NCCMA

is a natural progression and the opportunity to provide leadership on a broader regional scale in Natural Resource Management issues, irrigation and dry land activities. We wish Geoff Williams every success in his new role and thank Geoff for his contribution to the water industry, particularly in the Torrumbarry Region in the past six years.

## Water Service Committee Elections

Geoff Williams, John McNeil, and Ross Gordon's terms on the WSC expire on the 30th June 2009, with John and Ross being eligible for re election, but Geoff being excluded as a result of his leadership role at the NCCMA. Details of the election process will be provided in local media.

## Customer feedback from survey

G-MW strives for a culture of continuous improvement and each year it conducts a survey of customers to determine and monitor the level of satisfaction customers have for the services they receive from G-MW as well as providing an opportunity for suggestions on ways these services can be improved. The 2008 survey has been analysed and overall the results are very positive and encouraging given the extreme conditions we are in.

### Some suggestions include:

- Improved access to and availability of planners
- Communication of Customer Committees activities
- Inconsistent and fluctuating water supply levels in channels
- Response to complaints and requests
- Keeping customers informed on issues affecting them

G-MW has developed improvement action plans to respond to those issues highlighted through the survey where suggestion have been provided. Examples include the introduction of Night Shift and extended services via the Internet as described in the following articles.

## Night Shift

Shepparton and Central Goulburn Irrigation Area customers can access planners from 7am through to 11:30pm 7 days a week as part of a trial program.

The new rostering arrangements will also enable closer monitoring of the system for improved system efficiency, monitoring new automated sites and flows during the tuning and settling in period and quicker response times to emergencies and issues.

The trial comes in response to customer feedback through our recent customer survey and complements the introduction of automation across these Irrigation Areas. Following the positive response from customers we anticipate the extended operating hours will become permanent from next season and rolled out in other Irrigation Areas in line with modernisation and automation.

## WaterLine online ordering

In 2006/07 approximately 7% of all orders were placed via the Web, in 2007/08 approximately 22% of all orders were placed via the Web and this has increased again this season, with customers using the Web finding it very easy to use. The web offers the same features as WaterLINE as well as the ability to print your own Water Statements. In the very near future customers will be able to enter their own meter readings via the Web giving them up to date usage information to help with planning their water entitlements.

## Carryover Review

A review of carryover arrangements is being conducted through the Northern Region Sustainable Water Strategy.

After widespread consultation with water users across northern Victoria through the draft Strategy, the Minister for Water announced a first stage change for the coming season. This change allows irrigators to carry over more unused water – up to 50% of their entitlement volume – into 2009/10.

A proposed model for the second and final stage of the carryover review, to be completed prior to 2010, has also been developed. This proposal would ensure that water users only lose their carryover when storages physically spill.

### In summary:

- Individuals would be able to carry over all their unused water at the end of the year.
- Instead of losing water as allocations approach 100% (as they do under the current rules), individuals could receive full allocations and retain their carryover if there is available capacity in the storages.
- Water that individuals hold above their entitlement volume (seasonal allocations plus carryover) would be quarantined early in the season if there is a risk of the dams spilling. This would ensure that existing entitlements are protected if the dams do spill.
- Once the risk of spill had passed, all 'spillable' water (water above entitlement volume) would be made available in individuals' allocation bank accounts for use or trade.

This proposal seeks to enhance the existing carryover arrangements for all water users, by reducing the risk of losing water. A full paper on this proposal is available at <http://www.ourwater.vic.gov.au/programs/sws/northern/carryover>. Community feedback on this proposal can be given to rural water corporations and catchment management authority customer committees.

## NRSWS System Reserve Policy

The draft Northern Region Sustainable Water Strategy (NRSWS) suggests a change to system reserve policies to ensure water is available to operate the distribution systems in every year under the climate change scenarios considered. Brochures describing the proposed changes to the reserve policy can be downloaded from the NRSWS website: [www.ourwater.vic.gov.au/programs/sws/northern](http://www.ourwater.vic.gov.au/programs/sws/northern).

## Providing certainty in an uncertain world

G-MW's seasonal allocation outlooks indicate possible allocations during the season for dry, average and wet inflow conditions. The actual allocations 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. The first outlook for the 2009/10 season was produced on 15 February and this information will be updated on 15 May, 1 July and at each subsequent allocation announcement during the irrigation season. The outlooks will be released via various media sources, included in drought newsletters and can be found on G-MW's website.

## Continued focus on efficiency

Improving the efficiency of system deliveries means that there is more water that can be allocated for use. There are numerous strategies that can be implemented to reduce losses including running channels under supply, changing service standards, aggregating orders to specified times etc. Over the past few years of extreme conditions a number of non standard operational modes have been initiated. The implementation and effectiveness of these has been highly dependant on irrigator's cooperation and assistance. Add G-MW statement on predicted loss achievement. G-MW thanks its customers for the flexibility, cooperation and understanding they have contributed allowing the authority to maximise the resource it can allocate for use.