

Chairman's Comments

Welcome all. My name is Charlie Gillingham and I am the newly appointed Chair, Torrumbarry Water Services Committee (WSC).

Following the recent WSC elections throughout Goulburn-Murray Water, Andrew Leahy, Dairy farmer Murrabit and Paul Bethune, Dairy Farmer Lake Boga have been appointed to the Committee, with Ross Gordon returned following an election.

I take this opportunity to thank Geoff Williams and John McNeil for their excellent service. Both have stepped down from the WSC following nine and six years service respectively, Geoff with six years as Chairperson.

A full list and contact details of the new committee is included at the back of this newsletter.

The challenges for irrigators continue with minimal water resources, less than at the same time last year and without major rains in the catchment areas it will be another very challenging year. I pay tribute to customers and G-MW staff alike for their adaptability in managing the system differently last season to achieve the right balance between maintaining service levels and operating the system to reduce

losses. I seek the same ongoing cooperation in 2009/10. Amid legitimate concerns about available water, life does go on, and includes with it opportunities for change.

The \$1 billion Modernisation Project continues with works in the Torrumbarry Area on the No 1 & No 2 channels in the Cohuna region, and the prospect of having all Backbone works completed next winter. The second \$1 billion has been committed by the Federal Government and provides the opportunity to complete the connections process including significant on farm water efficiency works over the next few years.

The level of potential water trade out of the Torrumbarry Area is cause for concern, but will also enable necessary change to occur to ensure that the Torrumbarry Irrigation System is sustainable. We need to proactively manage this change in conjunction with the Torrumbarry Reconfiguration and Asset Management Strategy Working Group and Northern Victorian Irrigation Renewal Project.

With some "new blood", I commend the Water Service Committee as your



Charlie Gillingham

representatives for 2009/10, and note for the committee to be fully effective, feedback is required from "grass roots" customers. The Committee will endeavour to better facilitate information sharing and use the feedback that you as customers can provide.

Charlie Gillingham
Chairperson
TORRUMBARRY WATER
SERVICES COMMITTEE

Newly Appointed WSC Members

Paul Bethune and wife Sally run dairy farms at Lake Boga and Kerang.

Paul has completed a Bachelor of Applied Science in Agriculture, is a Nuffield Scholar and a member of the Northern Victorian Irrigation Renewal Project Technical Advisory Group.

Paul has involvement with the following: Swan Hill Irrigator's Research Farm, Australian Dairy Conference, Swan Hill Church of Christ and Swan Hill Theatre Group.

Paul said that two billion dollars will be spent upgrading our irrigation system over the coming five to ten years. System upgrades come hand in hand with the challenge of system rationalisation. He went on to say that we need to ensure that through this process we get a good outcome for farmers.

Andrew Leahy and his wife Kylie farm in partnership on the family farm in the Murrabit area. They milk 450 cows using over 1000 megalitres in normal years. As the seasons have not been kind they have changed their farming system to cope and move forward. They also have an earthmoving business operating in the local area.

Andrew studied Survey and Mapping at RMIT in Melbourne, then worked in the irrigation industry as a Surveyor and designer of irrigation systems and layout. The skills he gained allows him to move into earthmoving and consequently irrigation layout.

Andrew currently has membership on the VFF Water Council, UDV Kerang Branch President and Chairperson of Plug the Pipe action group. This has given him an insight into all facets of the Water Industry.

Torrumbarry Irrigation Area

Irrigation News

Carryover changes and delivery

The use of carryover as a method to help manage security during times of low allocation has been well accepted by G-MW customers since its introduction in 2007/08. The maximum volume that can be carried over from one year to the next has increased from 30% to 50% of High and Low Reliability Water Shares. The Northern Sustainable Water Strategy has proposed that this limit be increased to the equivalent of 100% of HRWS and 100% of LRWS in a concept called a spillable water account.

Along with proposed changes to allocation policies these key concepts should be understood by all irrigators and interested community members. Information is available on the website www.ourwater.vic.gov.au.

Delivery of carryover is dependant on the delivery system operating. Refer to Operations Plans on G-MW's website for more details.

NRSWS Update

The Northern Region Sustainable Water Strategy aims to analyse all aspects of water management in the region, share the findings with the community, and determine a fair and sustainable balance between urban, industrial, agricultural and environmental water needs.

The major urban centres covered by the Northern Region are Mildura, Swan Hill, Echuca, Bendigo, Shepparton, Seymour, Benalla, Wangaratta and Wodonga.

The final strategy is due shortly. Copies of the draft strategy and project updates are available on: <http://www.ourwater.vic.gov.au/programs/sws/northern>

Web Use Increase

The end of the 2008/09 irrigation season marked a 50% increase in ordering over the internet by irrigation customers. As customers become aware of the new features available and how easy it is to use, G-MW anticipates the use of internet ordering will continue to increase.

On average, 350 orders were processed each and every day of the 2008/09 irrigation season, with one third of those orders placed through the internet.

Placing orders via G-MW's traditional WaterLINE phone service continues to be available and used by many customers, but we are seeing a larger proportion of our customers take up internet as their preferred method of ordering water.

Operations Plans

With low water allocations again likely for the 2009/10 season G-MW will continue to provide Operation Plans for each of its Irrigation Areas and regulated systems to provide customers information on how these systems will be operated.

These plans will be updated following each allocation announcement which occur on the 1st and 15th of each month (or the next business day). The Operation Plans specify how customers can access water for essential household needs, domestic and stock, and where delivery of any water in Allocation Bank Accounts might be possible, including allocation carried over from 2008/09.

Operation Plans are especially important when the seasonal allocation is less than 1% of HRWS as any operation of the system must be within the water available for system operating requirements. Operating Plans are available on the G-MW website

www.g-mwater.com.au.



G-MW Case Studies

Modernisation of northern Victoria's irrigation network is already delivering dividends for farmers and other water users across Northern Victoria according to five case studies released by the region's system manager G-MW.

At this early stage of the 5-10 year modernisation program G-MW wanted to provide the broader community with some tangible examples of how channel automation, channel lining and new meters are improving the operation of the system, improving water efficiency and also enhancing our services to our customers. Losses like spills, seepage, leakage and meter error all delay allocations and also reduce the amount of water that is available for allocation and delivery to farmers, local communities and the environment.

All case studies are available from the G-MW website www.g-mwater.com.au/modernisationcasestudies

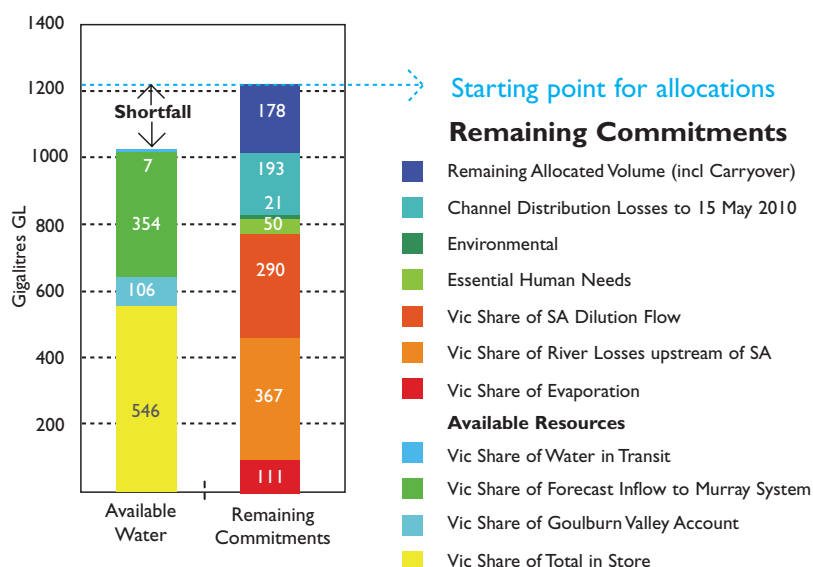
Torrumbarry Irrigation Area

Irrigation News

Water Allocations - Information On Resource Position

G-MW released the first information on 2009 allocations and resources on the 1st of July 2009 and will provide updates on the 1st & 15th of each month or next business day. At 1 July 2009 there was insufficient resources to enable allocations on any of G-MW's six regulated systems including the Murray, Goulburn, Broken, Campaspe, Bullarook and Loddon Systems.

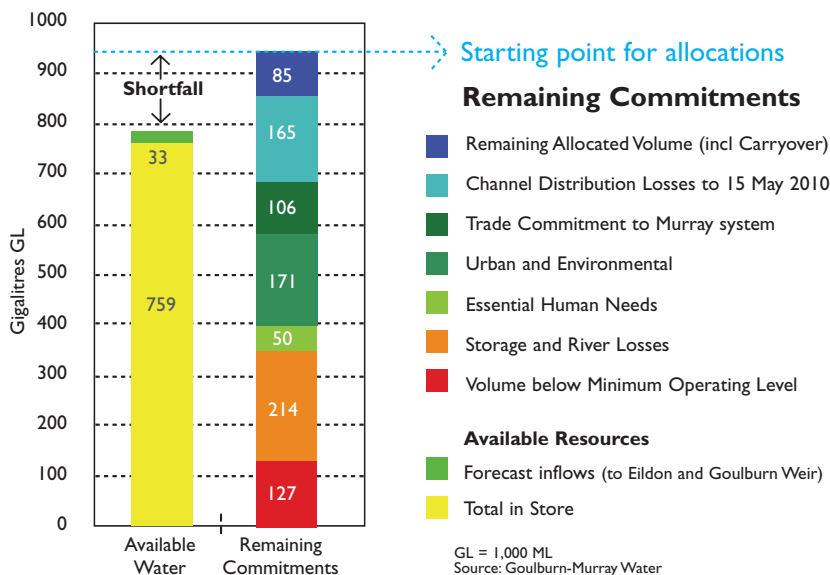
To provide customers access to detailed information on the resource position, in particular what is the shortfall before allocations are made, G-MW has established "Rocket Diagrams" indicating details of the volume of water available and commitments to be met prior to allocations being made. The two diagrams included below indicate the position on the Murray & Goulburn systems as at the 17 August 2009. Current information on all systems is available on G-MW's website www.g-mwater.com.au under the Customers Services/G-MW Drought Response tabs.



GL = 1,000 ML
Source: Goulburn-Murray Water

Breakdown of water in store and commitments
17 August 2009

Murray System



GL = 1,000 ML
Source: Goulburn-Murray Water

Breakdown of water in store and commitments
17 August 2009

Goulburn System

2009 Season Update

Water Fees & Charges 2009/10

	AREA	WATER DELIVERY						
		Service \$ / Property	Infrastructure Access* \$ / ML/day	Infrastructure Use \$ / ML	Casual Infrastructure Use \$ / ML	Termination \$ / ML/day	Additional Service Point \$ / Each	Overuse \$ / ML
IRRIGATION DISTRICT	Torrumbarry	112.68	2,571.90	7.41	45.99	25,719.00	56.35	2,000.00
	Woorinen	112.68	3,373.18	20.00	71.09	33,731.80	56.35	2,000.00
	Nyah	112.68	2,561.65	15.27	53.69	25,616.50	56.35	2,000.00
	Tresco	112.68	3,468.48	10.00	62.26	34,684.80	56.35	2,000.00

BASIN	ENTITLEMENT STORAGE				
	Associated with Land		Non Water User		
	High Reliability Water Share Entitlement Storage \$ / ML	Low Reliability Water Share Entitlement Storage \$ / ML	Service \$ / Water Share	High Reliability Water Share Entitlement Storage \$ / ML	Low Reliability Water Share Entitlement Storage \$ / ML
Murray	7.49	2.74	112.68	7.49	2.85

Customer Service – Information or Advice

When it comes to managing water entitlements, there is no doubt the unbundling of water has provided customers with greater flexibility and choice than ever before.

Customers now need quick access to information to support their decision-making and to help make the best use of all the available options.

Over the past two years the value of water trading transactions has increased dramatically. Water Administration staff regularly process transactions which are equal in value to a family car or a house.

Customers will often ask G-MW staff “what should I do” or to fill out forms on their behalf.

Unfortunately we can't give that type of advice - we can't tell people what they should do, or fill out forms on behalf of

customers. These are personal and important decisions based on individual circumstances and options.

What we can do is provide customers with quality information. We can tell you all we know about that issue and the consequences of an action, but at the end of the day, customers have to make the final decision about what they will do with their valuable water assets.

G-MW recommends customers always seek professional advice from qualified people such as Solicitors and reputable water brokers. These professionals have plenty of experience in providing sound advice to their clients about the wide range of water management options.

Information from the G-MW Website

www.g-mwater.com.au

Click on Customer Services Tab (Drop down menu)

G-MW Drought Response

WaterLINE (Enter User and PIN)

Water Trading

Fee & Charges

Forms

- o Change of Address Form
- o Copy of Record – Water Share (High and Low Entitlement)
- o Water Trading Forms – Link to Water Register
 - Form 39 Water Allocation Trade
 - Form 1 Application to Transfer a Water Share
 - Form 3 Application to Divide and Transfer a Water Share
 - Form 40 – Application to Link multiple ABA's

Frequently Asked Questions

Carry Over

You will find current news and updates as they occur and also enables you to subscribe by email to receive Allocation updates on release.

NVIRP Update

The 2009 winter works for Stage 1 of the \$2 billion irrigation upgrade is now complete with over 1000 more regulator gates installed during the current winter shut-down.

Northern Victoria Irrigation Renewal Project (NVIRP) CEO Murray Smith said, although we had a slow start to the works this winter because of rain, we have been able to install another 1000 gates in backbone channels throughout Torrumbarry, Murray Valley, Rochester, Pyramid-Boort and Central Goulburn Irrigation Areas.

"We are now two thirds through the replacement of these regulator gates and the replacement of on-farm outlets is continuing.

"NVIRP's Modernisation Coordinators will continue to work with G-MW customers to make sure that the connections program is assisting them to review farm operation and to take advantage of the modernised backbone.

"This is a time of great change in the irrigation industry and we encourage all landowners to rethink what will make their enterprise more profitable in the future and discuss these options with our Modernisation Coordinators and Farm Irrigation Designers.

Modernisation Coordinators for all Irrigation Districts can be contacted by phoning NVIRP on 1300 163 006.

Costs of Modernisation "Whole of Life Project"

G-MW has now completed the "Whole of Life Project" which looked at the impacts that modernisation will have on our irrigation network and how this will shape the future price path for customers. The whole of life project involved extensive modelling covering three primary scenarios.

1. A Base Case which looked at G-MW in its current form, including the Shepparton and Central Goulburn 1-4 Modernisation Projects, however assuming no further modernisation. ie without NVIRP.

2. An NVIRP Stage 1 Scenario, which modelled the system where the backbone is established, automation of the backbone and replacement of all detritus meter outlets on the backbone with magflow meters undertaken. This scenario also assumed the rationalisation of 28% of channels, not on the backbone and the movement of delivery share associated with these assets to the backbone.

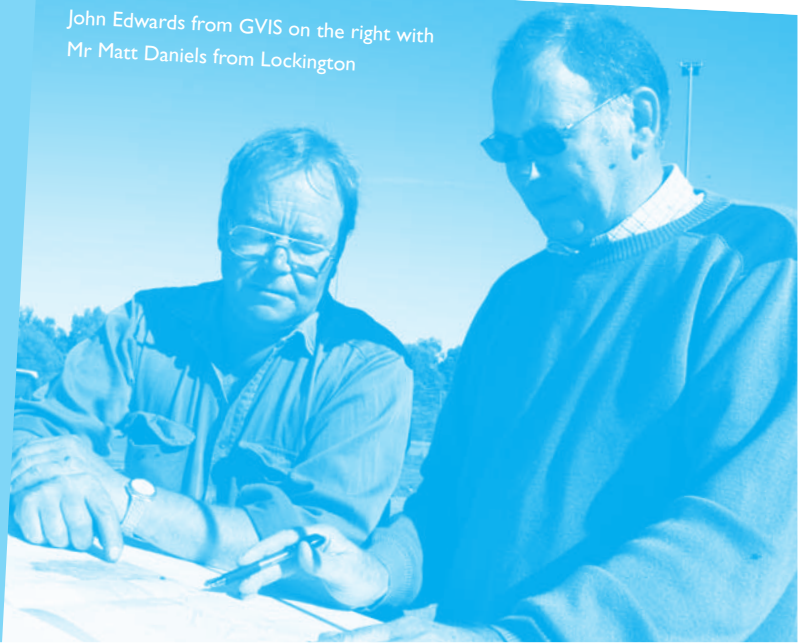
3. This scenario assumed G-MW would only operate the backbone and that all "spur" channels are rationalised, with the associated delivery shares transferred to the backbone. These customers would either be "connected" through 1 to 1 connections or syndicates.

This work identified the key cost drivers in the modernised system. Assets such as magflow meters, automatic regulators, the software and hardware associated with running these assets have been identified as major cost items. The combination of these costs with the reduction in future liability for assets rationalised, and connections established were modelled to demonstrate the impact on future prices.

We will now be working through the results of this project with our Water Service Committees and NVIRP's Modernisation Committees over the coming weeks.

Copies of G-MW's Whole of Life cost review Executive Summary are available from www.g-mwater.com.au/wholeoflife. The full report will be available in the near future.

John Edwards from GVIS on the right with Mr Matt Daniels from Lockington



Drainage Tariff Review

A review of the way G-MW recovers the cost of providing drainage services has commenced. The tariff review will cover Surface Drainage, Community Surface Drainage and Drainage Diversion Services.

The process has been initiated following requests from Water Service Committees and individual customers for G-MW to review the current Drainage Diversion tariff. Ongoing drought, modernisation and improved farming techniques have resulted in the water available in drains for diversion being dramatically reduced. In these changing times it is timely for a fresh look at the way costs are recovered for drainage services.

Stakeholder Reference Committees that include customers have been established to ensure customers have input into the future tariff options. A significant amount of preliminary work has already been done and several options developed for

discussion. Some initial consultation with WSC's has also occurred.

Prior to more formal and extensive consultation, financial modeling of the different options will be completed to provide information for a selection of practical options. Following consideration by the Reference Committee, options considered practical, will be progressed to formal customer consultation.

Board approval is required for any changes to the existing tariff. It is expected that the process will be completed in time for any proposed changes to be implemented in the 2010/11 year.

Customers wanting to have an input into the process will be able to attend one of the public information sessions which will be advertised once details are confirmed or can contact the local Area Office for details of Reference Committee members.

Rural Support Line 1300 655 969

Lifeline 131 114

Beyondblue 1300 224 636

contacts

To place an order go to Waterline online via G-MW's website or phone Waterline on 1300 469 469

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

Charlie Gillingham (Chairman)	03 5457 9232
Margot Henty	03 5456 7372
Bruce Jones	03 5032 4216
Eric Boyd	03 5452 0215
Brian Boulton	03 5030 2244
Ross Gordon	03 5456 2169
Andrew Leahy	03 5457 2368

WaterLINE Modernisation

G-MW has made improvements for customers ordering and managing their water through WaterLINE.

New Phone Number to order water – 1300 469 469

Customers can now contact WaterLINE using one common phone number – 1300 469 469, (i.e. 1300 GMW GMW), for the cost of a local call from anywhere in Australia.

More functions via WaterLINE Online

G-MW encourages all customers to use the internet for ordering and managing their water using WaterLINE - Online (i.e. via the internet). WaterLINE - Online is available 24 hours a day, 7 days a week and a direct link is found on G-MW's homepage, www.g-mwater.com.au. WaterLINE - Online now offers customers additional functions such as meter read entry, a facility enabling customers to more actively manage their water accounts and generate current statements, and the ability to leave messages for planners via the internet.

New User Number – additional 2 digits

For improved security and functions for customers, the User Number has been increased to 7 digits. 2 digits have been added to the start of customers old User Number. The 2 digits have been set based on the channel or river system your property is supplied from. Every G-MW customer will receive a letter detailing this information. If you have not received this letter please contact your local G-MW office. In response to customer feedback & to provide improved system monitoring, as systems are modernised, planners will be in the office, contactable and check messages for extended hours when water is being delivered during the irrigation season. Details are contained in the letters being sent to customers and on the G-MW website or via WaterLINE.

Free WaterLINE information sessions

Over the coming months there will be opportunities available to come along to free WaterLINE information sessions where you can have a demonstration of WaterLINE online. Details of these sessions will be communicated in the media. If you would prefer a G-MW staff member to visit and provide individual assistance please contact your local office. G-MW has posted to every customer a guide to help you access the services available from WaterLINE please take the time to familiarise yourself with this information and take advantage of the improved functions now available. Additional copies will be available from your local office.