

Chair's Message

This year has provided signs of renewed optimism with G-MW storages receiving welcome inflows resulting in an allocation of 49% at 15 December 2009 for Goulburn system customers, an increase from 23% this time last year.

I would like to take this opportunity to thank my fellow WSC members for the time and effort they dedicate to the role on behalf of all irrigators. The committee members have provided detailed feedback through a series of forums on major issues including WSC Charter and Code of Conduct, Modernisation Whole of Life costs, Water Plan and Tariff, Business Pricing, Water Savings Calculations, and Northern Region Sustainable Water Strategy.

A new initiative being launched is WSC web pages. These web pages will provide you with further information and contact links via email (refer back page) as an easy avenue to either raise issues or offer feedback to G-MW via the WSC. If you have any feedback either positive or negative, please let us know. It is important for us as your representatives to be informed of the issues and views held by irrigators. The pages will be available in January at www.g-mwater.com.au/wsc

It is pleasing to see a number of customers using the internet for water ordering. Ordering water using WaterLINE Online is easy and straightforward and has many functions which are very useful including entering your own meter readings and checking your ABA statement. This will allow you to manage your water better and more efficiently.

Modernisation is nearly complete in the Shepparton Area and I encourage all irrigators to think positively about the program, look for the benefits you might realise and seek advice on how to best use the system.

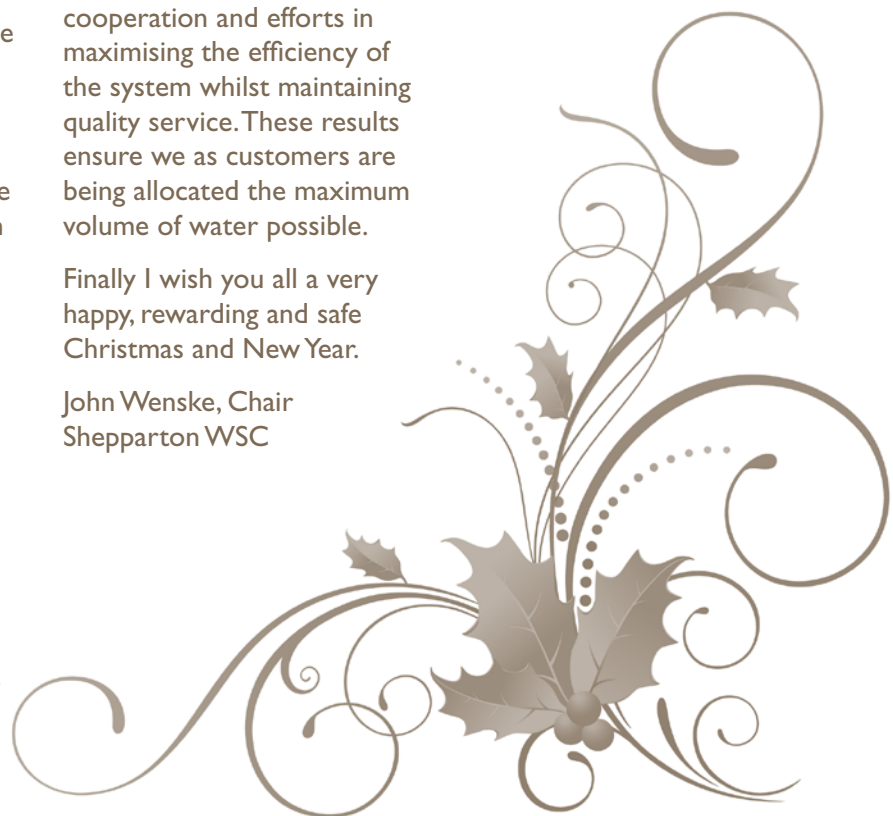
I would like to thank G-MW staff and customers for their cooperation and efforts in maximising the efficiency of the system whilst maintaining quality service. These results ensure we as customers are being allocated the maximum volume of water possible.

Finally I wish you all a very happy, rewarding and safe Christmas and New Year.

John Wenske, Chair
Shepparton WSC



John Wenske



irrigation news

Get the Latest G-MW Customer Updates Delivered Online

You can now register to receive G-MW news updates via email. Designed to provide you with clear, concise and timely **operational** information, "irrigator e-news" is our latest online initiative. The new e-newsletter will contain information on allocations, dam levels, outlooks, trading information, localised area information and much more.

Available to all customers and sent fortnightly with allocation announcements, the e-newsletter will provide you the latest water information to help you make your business decisions.

To subscribe to the e-newsletter go to www.g-mwater.com.au/subscribe

The screenshot shows the 'irrigator e-news' newsletter with the following content:

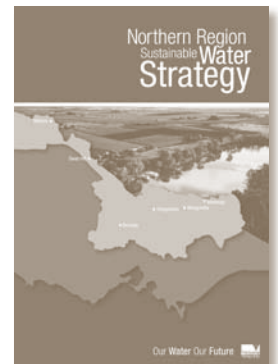
- Murray and Goulburn allocations updated**: Goulburn-Murray Water (G-MW), the resource manager for northern Victorian water systems, announced increased allocations for the Murray and Goulburn systems today. The Murray system allocation is 57% of high-reliability water shares (HRWS), which is an increase of 2%. The seasonal allocation in the Goulburn system is 45% HRWS, which is an increase of 5%.
- Campaspe Deep Lead groundwater allocations remain unchanged**: Goulburn-Murray Water (G-MW) has announced that the 2009/10 seasonal allocations in the Campaspe Deep Lead Water Supply Protection Area (WSPA), initially made on the 14 August 2009, will remain unchanged following a mid-season review of groundwater levels.
- Area Operational Information**: Business Information: A reminder that Second instalment for Water Services Fixed Charges is due on 31/12/09. Central Goulburn: Dam level will be closed from 18 November for reconstruction works. Irrigators affected by this should place their orders before the 15th to ensure delivery. Murray Valley: Channel flows will be occurring on numbers 1, 7, 43 and 8. Customers should place their orders before 12:00 on business days.

Allocation Area	HRWS
Murray	7%
Brabham	7%
Goulburn	7%
Campaspe	7%
Loddon	7%
Bullamak Creek	7%

Storage	% Full
Lake Bullfinch	92.94
Dalhousie Reservoir	5.58
Dalhousie Dam	18.88
Lake Eildon	31.38
Lake Epsom	3.83
Yam Shee	42.84
Lake Macdon	9.83
Lake Mellicoolle	25.53
Tullahoma Reservoir	4.97
Warragee Basin	31.73
Lake William Hovell	54.47
Yarrowee Weir	95.84

Northern Region Sustainable Water Strategy

The Northern Region Sustainable Water Strategy was released this month. Copies are available online at www.ourwater.vic.gov.au/programs/sws/northern



The Strategy is the culmination of more than two years of community consultation and includes proposals to improve carryover and system reserve policies. G-MW would like to recognise the contributions made by customers and their Water Services Committees. We also thank Jim McKeown and John McNeil, Richard Anderson and recently retired Shepparton WSC member Rein Silverstein for their contribution and participation on the NRSWS consultative groups.

www.ourwater.vic.gov.au/programs/sws/northern

New Water Ordering Book



New Water Register Application Fees

Victorian Water Register fees for some applications to trade water increased on Monday 2 November 2009. The increases apply to fees charged when application forms are submitted to water corporations for approval to trade allocation and for a range of water share transactions. The new fees are available from the Water Register website at www.waterregister.vic.gov.au. Please note that G-MW cannot begin processing of an application until the correct fee has been paid.

Visit your local G-MW office and collect a copy of the new water order book to assist you in ordering water either over the phone or internet. WaterLINE is G-MW's new water communication system for all your water ordering requirements and inquiries. The book includes a step-by-step guide to ordering water online and over the phone and includes pages to record your water order information and important property water information. The WaterLINE books are free and available from your local G-MW office.

Water Trading Update

Water transaction activity remains steady with approximately 60 Allocation transactions and 20 Water Share applications being received each day. Allocation trades within Goulburn-Murray Water are being completed within 5 days and Water Share transactions are being completed within 10 days of receipt

At the end of October the number of Allocation transactions processed was 1,674 compared with 2,167 at the same time last year. There have been 2,357 Water Share applications completed during the same period. The Allocation volume traded to date is 83,200ML and Water Share application approvals have totalled 218,370ML.

Be Safe This Summer

– Don't Swim in Irrigation Channels

G-MW along with water corporations Southern Rural Water and Lower Murray Water have launched an update to past summer safety campaigns. This year's campaign reminds the community and visitors to the region to be as vigilant around channels and farm dams as they would be around major roads and highways.

Channels, like major roads and highways, are vital delivery routes designed to deliver water as efficiently as possible. They are not safe locations to play or swim.

Channels and dams are dangerous places. Water levels can change rapidly. Pipes, siphons, rocks and debris can be hidden below the surface and are more likely to injure people, pets and stock.

G-MW is encouraging members of the community to swim at appropriate swimming locations including local public pools and to adopt safe swimming practices including not swimming alone or while intoxicated.



Manager's Message

I would like to take this opportunity to introduce myself as this is my first newsletter as the new Operations Manager for Shepparton since replacing Phil Hoare. I grew up on a 260 acre dairy farm near Katunga, and commenced with the then State Rivers and Water Supply Commission in Cobram in 1986, moving to Tatura in 2001 and Central Goulburn in January this year.

I would like to thank customers for their cooperation and flexibility during this season, therefore allowing efficient operation of the system. I look forward to your continued cooperation as we embrace the changes ahead.

The Water Services Committee has worked very hard representing the customers at the many forums held this year. A special welcome to Andrew Prentice as our new WSC member and congratulations to John Wenske on his appointment as Chair of the Shepparton WSC.

It is pleasing to see our customers using the internet facilities for water ordering, meter read entry, water use management and the other functions it provides. These functions are easy to use and provide you with information to monitor your usage and remaining allocation. For any assistance on how to use these facilities, call into the office or give your planner a call and we will be happy to assist.

Remember our planners are available 24 hours a day 7 days a week during the irrigation season so if you need any assistance please contact them, however if they are on other calls and not available immediately, please leave a message and they will return your call.

Finally I would like to take this opportunity to wish all customers and staff a Safe and Happy Christmas.

Greg Shannon,
Manager, Shepparton Operations.



Greg Shannon

PLANNER AVAILABILITY

Irrigation Area	Availability of Planners	Contact Number
Shepparton Irrigation Area	24hr/day 7 days/week	1300 469 469

Three Year Price Path

G-MW is in the final stages of the required consultation process which will lead to the lodgement of the next three year pricing path for all water services. The process commenced early into this financial year, but has more recently involved meetings with each of the Water Services Committees (WSC's) to discuss the cost base and model prices under various scenarios for the three years from 2010/11 to 2012/13.

The requirements of the Essential Services Commission (ESC), the pricing regulator for the water industry, include the lodgement of an initial total revenue requirement for these three years in December 2009. G-MW will then need to add detail on the particular tariff arrangements and specific prices for each water service by early March 2010. In order to satisfy these requirements G-MW will also need to finalise discussions with WSC's regarding some proposals to change the tariff structure by modelling tariff levels under the new revenue requirements and lodge the detailed price paths with the ESC by the due date.

In addition G-MW is also consulting with other water corporations which are customers of G-MW that buy bulk water from our storages for distribution to their customers.

For more information on the ESC consultation and price determinations visit www.esc.vic.gov.au/public/Water/Consultations/

Carryover – 100% Allocation Rule

Customers who carried over the maximum volume of allocation into the current 2009/10 season commenced with an allocation of 47.5% of their water share volume (50% less 5% evaporation) on 1 July 2009. The rules that apply until 30 June 2010 specify that the maximum allocation an entitlement holder can receive is 100% of their water share through carryover and the current season allocation.

When the allocation of high-reliability water shares in the Murray reached 53 % this season, customers who had carried over the maximum volume of high-reliability water share allocation reached the 100% allocation limit and no additional allocations were added to their Allocation Bank Accounts. With the current 60% allocation, some 5,378 ML has not been allocated to these customers because of the 100% allocation rule. This water has been returned to the general allocation pool. If and when the allocation on other systems exceeds 52% similarly the 100% allocation rule will apply to customers who had carried over the maximum volumes.

The rules for carryover will change for some systems on 1 July 2010 in line with the NRSWS details will be communicated during 2010. For more information visit www.ourwater.vic.gov.au/programs/sws/northern

Rockets on the Web

On the 1st and the 15th of each month, when G-MW makes allocation announcements, 'rockets' or resource graphs showing the breakdown of water in store and commitments are updated and made available on G-MW's website at www.g-mwater.com.au. Rockets are a useful indicator for systems without an allocation to see the shortfall before any allocations can be made.

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.

Shepparton office contact
03 5832 9900

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

John Wenske 03 5828 3243
(Chair)

John Horder 03 5829 9454
(Deputy Chair)

Jamie Craig 0429 801 802

Ian Klein 0438 288 350

Alan Strang 0423 854 336

Max Hyland 03 5829 2271

Craig Reynolds 0427 288 211

Andrew Prentice 0418 570 921

You can now email your WSC on sheppartonwsc@g-mwater.com.au