

Chairs' Message

Tungamah

The 2010/11 year has been far more promising than the past few seasons with good inflows in all catchments. This has meant for the first time in the history of the new Tungamah Water District customers were allocated 100% of their water allowance.

The Water Services Committee (WSC) commends the customers for their responsible and restrained use of their allowance through the very dry and trying times recently.

I would like to remind all customers to continue to use water responsibly, do not waste water as we know how valuable a commodity it is and ask that customers promptly report all pipe leaks to the Shepparton office on (03) 5832 9900.

WSC nominations have been advertised and closed. Nominations have not exceeded vacancies which means there is no need for a ballot and the nominations will now be forwarded to the Board for consideration of their appointment.

Joanne Arnold has decided not to renominate. I would like to thank Joanne for her valued and dedicated contribution during the creation of the Tungamah Water District WSC.



Rod Squires
Chair, Tungamah Water
Districts WSC

Loddon

What an extraordinary year we have experienced this past year. For better, for worse, we have lived the words of Dorothea MacKellar's poem, "My Country". Our entire customer base has been touched by the flooding events that occurred last summer, some twice. We extend our sympathy to all who have been affected by these events, and remember that for some the recovery is still a work in progress.

I wish to congratulate our local G-MW team, led by Sandy Schroen, for their work and efforts in assisting local authorities and emergency services during the floods.

Construction of the East Loddon pipeline has commenced. The start was delayed while the final details involved in a public works project, were tidied up. Now it is in full swing, those in East Loddon are able to observe the works in progress. It is impressive to see how the contractors are working and their rate of progress. The Serpentine Field day was well attended, and Phil Price the engineer from Price Merrett consultants was kept very busy providing information to customers.

The Mitiamo scheme is in the planning stage, and going through the growing pains associated with this process. The past year has been eventful. Such is life! The infrastructure modernisation taking place points the way forward.



Chris Watson
Chair, Loddon Water
Districts WSC

newsletter

Water services prices 2011/12

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

How are prices calculated?

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

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

Water District Services

The increased prices for the Tungamah, West Loddon and smaller increase for the Normanville services reflect low deliveries over the past three seasons that have seen these services accumulate revenue shortfalls. These shortfalls need to be recovered over the final two years of the current 5 year Water Plan.

The East Loddon price increase has been limited to CPI while the pipeline project is underway.

Examples of price impact

Domestic and Stock Services	Tungamah	Normanville	East Loddon	West Loddon
Water Allowance (ML)	2	2	2	2
Hectares	-	-	260	260
Distribution capacity share (kilolitres)	10	10	-	-
2010/11	\$1,371.42	\$1,728.04	\$767.66	\$752.06
2011/12	\$1,533.04	\$1,806.14	\$790.96	\$842.96
Change \$	\$161.62	\$78.10	\$23.30	\$90.90

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

All prices referenced in this newsletter are inclusive of CPI of 3.3%. For G-MW's complete 2011/12 price schedule please see the insert enclosed with this newsletter or visit www.g-mwater.com.au

Safety around the G-MW network

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

Customers are requested to mark meters and air valves to identify their position so the meters or air valves are not damaged when cutting long grass.

Amalgamation Subdivision of your Property

Please be aware that if amalgamating or subdividing your property/s you will also need to make application to G-MW to arrange for tapping points and water allowances to be reallocated to the amended areas.

Meter Care in Winter

G-MW would like customers to cover their meters in the winter months to reduce the risk of frost damage to the pipe and/or meter which can cause the pipe to burst.

Strainers can be cleaned but not removed. If the strainers are removed it can cause blockages in the meter and pressure valve reducing water flow and pressure to your property.

Safe Access to Meters

As part of your on farm safety and to reduce fire hazards, please clear grass and debris from around your domestic and stock meters. This will assist G-MW staff with maintenance and meter readings and ensure you can also access these sites in a safe manner.

Care needs to be taken when burning off as many filters and valves are made of PVC. These along with the nylon gears inside meters could melt during a burn off.

Storage Tanks

All pipeline customers are reminded they are required to have four days supply stored in a water tank on their property in case of an emergency break down on the pipeline. G-MW will contact customers who do not have adequate storage to discuss this issue. The following information is a guide to the calculating your storage requirements.

Tank Sizing Criteria

Peak Day Demand multiplied by four days storage.

All tanks are to be a minimum size of 9,000 litres (2,00 gallons) and fitted with a separate outlet with 63mm fire hose connection to meet CFA fire fighting, needs and be signed and accessible to tankers.

Example one	Tungamah	Normanville
Number of houses	1	1
Property size	50 hectares	50 hectares
Peak Day Demand	1 x 6,000 litres (house) + 50 x 22.4 litres (stock) = 7,120 litres per day	1 x 7,000 litres (house) + 50 x 11.2 litres (stock) = 7,560 litres per day
Therefore minimum storage volume	= 4 x 7,120 litres = 28,480 litres	= 4 x 7,560 litres = 30,240 litres
Example two	Tungamah	Normanville
Number of houses	nil	nil
Property size	200 hectares	200 hectares
Peak Day Demand	200 x 22.4 litres (stock) = 4,480 litres per day	200 x 11.2 litres (stock) = 2,240 litres per day
Therefore minimum storage volume	= 4 x 4,480 litres = 17,920 litres	4 x 2,240 litres = 8,960 litres

Water Use

Water from all Water Districts is only to be used for domestic and stock purposes, not irrigation.

Be Alert to Water Quality Changes

Storms, rainfall events and hot weather may cause changes in water quality in storages, rivers, channels and drains. Please monitor your water quality and make alternative arrangements if water quality deteriorates.

Water supplied by G-MW is untreated and is not suitable for drinking or food preparation. Untreated water should also not be used for purposes where skin contact occurs such as showering unless properly treated to meet the National Drinking Water Standards.

Managers' Message

Tungamah

2010/11 was the first season Tungamah pipeline supplies have not been on restrictions and I would like to take the opportunity to thank customers for their responsible use of water.



Greg Shannon
Manager, Goulburn
Broken Operations

The Tungamah pipeline system has operated at around fifty percent capacity over the summer period with no major interruption to service. The maintenance required for the season has been minimal with some minor leaks caused by pipe splitting at a couple of meters. Some customers appear to have removed the strainer before the meter which does create problems for the operation of the system. The strainer assists with water quality and customers are required to leave them in place and contact the Shepparton Office if there is a problem.

Loddon

What a season we have had! Years of drought broken by unprecedented floods. We acknowledge the hardship experienced by many of our customers as a result of these seasonal extremes.



Sandra Schroen
Manager, Loddon-
Campaspe Operations

G-MW has amalgamated the Pyramid-Boort & Rochester operational areas as the Loddon-Campaspe Operational Area. Customers will not notice a change and this initiative is purely driven by a need to increase efficiencies and to reduce costs to customers. Each area will maintain an individual identity and Water Services Committee. The Loddon Water District is part of this Loddon-Campaspe Operational area and the benefits of this change will also roll out to our customers in your area.

The new season will be an exciting time for the Loddon Water Districts. After a decade of tireless work by community members, notably Garry Addlem, lobbying for funding, getting through red tape, works are actually happening on the ground, as the East Loddon pipeline is constructed. This pipeline will see an end to customer uncertainty and a significant improvement in reliability of stock and domestic water supplies.

Community members of the Mitiamo Reticulated Water Supply project continue to work on the design concept for their pipeline and hopefully their hard work will come to fruition with another pipeline in the ground in the next 12 months.

On behalf of the staff at G-MW I would like to acknowledge the hard work put in by community members on the Loddon Water District Water Services Committee. We thank members, led by Chris Watson for their professionalism, and willingness to work with staff and other customers to resolve any difficult issues.

East Loddon Pipeline Project update

Construction is underway on G-MW's 142 km East Loddon Pipeline project that will deliver year round water to more than 100 town and rural water users across a 42,000 hectare region that includes G-MW's East Loddon water district and the townships of Jarklin and Serpentine. The pipeline is on track to begin delivering water to customers December 2011.

Mitchell Water Australia were awarded the contract for the project and bring considerable project experience following their construction of the Normanville, Tungamah and Wimmera Mallee Pipelines in recent years.

To date 35km of PVC pipeline has been laid with a conventional bucket trencher with up to two km of pipe being laid each day. The smaller diameter pipelines will be ploughed directly into the ground behind a bulldozer using a patented vibratory plough developed in conjunction with Swift Pipe and Mitchell Water Australia. This innovative technology will enable up to 6km of 63mm and 90mm pipeline to be laid each day.

The project is jointly funded by Coliban Water, NVIRP and G-MW customers.

A grant from Regional Infrastructure Victoria will also enable an extra 150 ML of capacity to be built into the pipeline. The capacity is a huge bonus for the region and will allow intensive industries to develop in the area of the pipeline and have a reliable source of water for their business. Four tapping points will be installed in strategic locations for use by the CFA which will provide a reliable water supply for fire fighting purposes.

The pipeline will service over 100 individual landowners with over 200 tapping points being installed along the pipeline.

Collie Earthmoving has been constructing the 121 ML winter storage adjacent to the Waranga Western Channel at Pompapiel. The winter storage has the ability to be partially gravity filled with the remainder of the storage being filled by a high flow pump. Water will be distributed around the pipeline with a mix of 3 high flow multi stage pumps and two jockey pumps.



G-MW Pricing simulators

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



Rural Support Line 1300 655 969

Lifeline 131 114

Beyondblue 1300 224 636

Emergencies

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

24 hour emergency line:

1800 064 184

contacts

Pyramid Hill office

03 5455 7100

Shepparton office

03 5832 9900

G-MW e-services



Online Payments:

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



Irrigation eNews:

Allocation and irrigation updates emailed to you twice a month.



eDams:

Water storage levels emailed to you daily, weekly or monthly.