

Customer Satisfaction Survey 2012

During June G-MW completes its annual Customer Satisfaction Survey. The 2012 survey will include 750 telephone interviews with customers across the G-MW area. This year we have also added an online survey to ensure all customers have the opportunity to provide feedback on our services. The online survey will be available at www.g-mwater.com.au

The survey is a key tool in measuring customers' views on our water management and delivery as well as customer service, communications and consultation processes. The survey results help us to identify areas for improvement as well as areas where we are doing well.

The final results will be shared with the Water Services Committees over the coming months as we identify ways to further improve the services we deliver.

Water Quality

Please be on the lookout for changes in water quality as rainfall, warm weather or floods may cause changes. Please monitor your water supply source and make alternative arrangements if water quality deteriorates.

Water users are reminded that water supplied by G-MW is not fit for any use that may involve human consumption, either directly or indirectly, without first being properly treated.

Key payment dates for your Fixed Charges Account

16 October 2012	• 1st instalment for the Rochester Irrigation Area
16 November 2012	• 2nd instalment for the Rochester Irrigation Area
16 December 2012	• Payment in full due date for the Rochester Irrigation Area.
16 January 2013	• 3rd instalment for the Rochester Irrigation Area
16 February 2013	• 4th and final instalment for the Rochester Irrigation Area

Getting to know and recognise G-MW staff

At G-MW we have a number of staff who have devoted many years to providing customer service. In the Rochester-Campaspe Operations Area we have 8 staff members who have achieved significant milestones for service, Shane Wolfe and Ernie Wilson – 40 years and Anthony Cantwell, Francis Lee, Peter Lucas, Daryl Fraser and Rhys Jenkins – 35 years. Congratulations to all these staff on their achievement.

Water Information goes mobile!

G-MW has launched a new mobile platform for some of its most popular online information.

You can now get the latest information on water storages including current levels, weekly changes and average levels right in the palm of your hand.

G-MW customers can also use the mobile site to check on water deliveries and pay bills.

Simply visit G-MW's existing website www.g-mwater.com.au on your smart phone or mobile device and the new mobile website will appear automatically.



Rural Support Line 1300 655 969
Lifeline 131 114
Beyondblue 1300 224 636

G-MW contacts

Rochester office

(03) 5484 7400
 RochesterCampaspeWSC@g-mwater.com.au

Don't forget you can order water online or over the phone, 24 hours a day at www.g-mwater.com.au or on 1300 469 469.

For all emergencies please call 1800 064 184 (24hr).






For all general enquiries please call 1800 013 357.




Rochester

IRRIGATION AREA

G-MW e-services

-  **Online Payments:** To pay your G-MW account please visit our website at www.g-mwater.com.au
-  **SMS Allocations:** Allocation announcements sent direct to your mobile phone.
-  **SMS Start/Stop:** Reminders of when your water order will start and stop.
-  **Irrigation eNews:** Allocation and irrigation updates emailed to you twice a month.
-  **eDams:** Water storage levels emailed to you daily, weekly or monthly.

 **WaterLINE** Online offers additional features such as the ability to view spare channel capacity and adjust flow rates and duration – all with 24 hour, 7 days a week convenience.

With your newsletter you'll also find:

The G-MW 2012/13 pricing schedule - This schedule is for your information and allows you to compare prices across all of G-MW's different services. G-MW is required to mail out the full schedule by the Australian Competition and Consumer Commission (ACCC).

G-MW has extracted pricing data specific to your Area and printed these in this newsletter to make it easier for you to identify your costs.

Privacy notice - G-MW is obliged to inform all its customers about the use, disclosure and handling of their personal information in the delivery of the Northern Victoria Irrigation Renewal Project (NVIRP) that effective from 1 July 2012 will be delivered by G MW.

Chair's Message

The end of another irrigation season already.

There has been a lot happening locally and across the water industry generally – and there will be more to come. The MDBA Plan was developed, consulted on and over 12,000 submissions were received by the Murray-Darling Basin Authority. G-MW sent a 25 page submission detailing the concerns with cost implications, community impacts and other aspects into the future stemming from the potential for significant volumes of water to leave our district. Our WSC will remain vigilant and respond on behalf of customers.

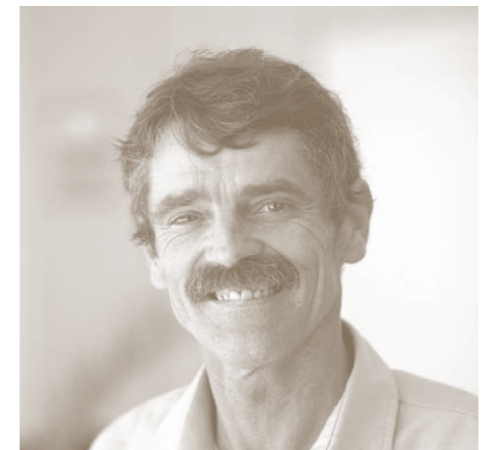
Late last year, the Minister for Water appointed a committee of DSE, G-MW and rural water customers to undertake a review of carryover. There will be no changes from this review that will affect the upcoming season. The terms of reference for this review have been extended to include the impact of carryover and the suspension of water trade. This work continues and I look forward to updating you through these newsletters and via our WSC web page at www.g-mwater.com.au/wsc

And finally, a thank you to Sandy Schroen who finished as Loddon-Campaspe Operations Manager earlier this month. Sandy has been Operations Manager – Rochester since 2010 and has made a tremendous contribution in her time throughout droughts and floods to manage many of the challenges associated with an Irrigation Area of over 129,438 hectares and 1790 customers. Peter Clydesdale will be the Acting Operations Manager in the interim.

For more information or updates on what's being discussed at your local Water Services Committee meetings visit www.g-mwater.com.au/wsc or contact any of your local WSC members.

Til next time.

Richard Anderson



Richard Anderson
 Chair, Rochester-Campaspe WSC



Peter Clydesdale
 Acting Operations Manager

Operational Update

The Rochester Irrigation Area has delivered approx 167,000 megalitres this season which is a significant increase from recent seasons; this is equivalent to 129% of High Reliability Water Share. An efficiency of approx 76% has been achieved with a combination of increased automation and improved operational practices. In addition there is approximately 152,000 ML that remains unused in cu stomers Allocation Bank Accounts. For information on Carryover please refer to the G-MW website or contact the local Customer Service Centre.

Winter Works update

G-MW winter works are currently underway in the Rochester Irrigation Area to help improve service delivery for the coming season. G-MW will undertake the following works this winter:

- Replacement of the road bridge on the Waranga Western Channel, at Laurie Rd.
- Replacement of road bridges on – Channel 20 Singer Rd Bamawm, Channel 16 at Wepner Rd, and at Gibson Rd, Nanneella.
- Replacement of bridges for farm access at; Channel 27 Tennyson and on Channel 8 near Zeglin Rd Nanneella.
- Replacement of drainage subways – Channel 3/14 at Restdown Rd, Channel 1/14 at Singer Rd, and on the Waranga Western Channel at Keane Rd and upstream of Quarry Rd.

G-MW encourages customers and members of the public to take extra care when travelling in the vicinity of works sites and to be aware of changes to traffic conditions and construction traffic. Customers are also reminded not to enter a worksite under any circumstances unless authorised.

Safety around the G-MW network

G-MW customers interact with our assets in many ways across the season. Your safety is vital so please ensure you understand the hazards and risks associated with G-MW infrastructure. Call your local G-MW customer service centre or talk with a staff member onsite to find out more.

Where G-MW are undertaking works on assets, please observe all safety precautions, signage requirements and site restriction requirements implemented by the corporation.

Integration

From 1 July this year, the Northern Victoria Irrigation Renewal Project (NVIRP) will be integrated into G-MW.

The combined organisation will be called Goulburn-Murray Water and will continue modernising irrigation infrastructure throughout the Goulburn Murray Irrigation District.

Although the integration of the 2 organisations will occur from 1 July 2012, it may be a year or so before we realise all the efficiencies and benefits of a single organisation.

The connections program is by far the largest component of the remainder of the project and this will be managed by a separate team within G-MW. We are currently finalising a connections implementation plan to ensure the process is clearly understood by all involved.

G-MW is currently undergoing a transformation to ensure it delivers the project and continues normal operations. To achieve this G-MW needs to become more efficient, and will be a very different organisation at the end of the project.

G-MW Water Plan 3 update

G-MW has released the first in a series of discussion papers to help inform the development of its three year Water Plan which commences July 2013.

The Water Plan is the mechanism for the Australian Competition and Consumer Commission / Essential Services Commission to approve water corporations' service standards, revenue and prices.

G-MW has produced 4 separate consultation brochures for its customer groups including:

- Irrigation District customers (including pumped)
- Bulk Water customers and Headworks users
- Water District and Loch Garry Flood Protection District customers and
- Licensed Diversers

These consultation brochures outline proposed levels of service, capital expenditure, cost saving measures and the projected amount of revenue required.

Key points about the first discussion papers:

- Proposed that revenue be capped at CPI plus 1.5% annually.
- To achieve this, a \$6 million efficiency saving from within G-MW over the three year term of the Water Plan must be achieved.
- A 25% reduction in G-MW operational staff in the coming years, recognising that the full benefits of modernisation of G-MW's infrastructure cannot be achieved until the project is complete. It is anticipated that this reduction will occur through natural attrition.

The second discussion paper in the series, to be released in July, will be focused on the design of our tariff system. Water Services Committee Chairs will guide the development of a tariff strategy for the longer term and help inform G-MW's Water Plan. The final in the series, scheduled for late September, will be our Water Plan with proposed pricing.

Copies of G-MW's 4 Water Plan consultation brochures are available online at www.g-mwater.com.au/water-plan-3 or from your local G-MW Customer Service Centre. The opportunity to provide feedback closes on Monday 30 July 2012.

Customer Reminder

Stock damage to channel banks

- Repair of channel bank damaged by stock is costly and impacts directly on customers prices
- Customers are reminded to keep livestock off channels to avoid damage and costly repairs. If you require information on fencing channel boundaries please contact the local Customer Service Centre.

Water services prices 2012/13

2012/13 prices have now been approved by the Essential Services Commission.

Service point fees

Service fees have increased from \$200 to \$250 for 2012/13. This increase reflects the increasing costs of maintaining the meter fleet and is the start of a longer term price signalling approach to ensure that meter infrastructure is only replaced where it is required.

Fees & Charges

Rochester Gravity Irrigation	2011/12 Current	2012/13 Approved	% Change	\$ Change
Storage				
Entitlement Storage Fee (per ML/HRWS)	9.00	9.40	4%	0.40
Entitlement Storage Fee (per ML/LRWS)	4.39	4.60	5%	0.21
Delivery				
Service Fee (per property)	75.00	80.00	7%	5.00
Service Point Fee – Irrigation (each)	200.00	250.00	25%	50.00
Service Point Fee – D&S (each)	50.00	50.00	0%	-
Infrastructure Access Fee (per ML/d delivery share)	2,590.56	2,684.00	4%	93.44
Infrastructure Use Fee (per ML delivered)	6.02	6.02	0%	-
Casual Infrastructure Use Fee (per ML delivered)	70.79	73.40	4%	2.61
Primary surface drainage				
Service Fee (per property)	75.00	80.00	7%	5.00
Area Fee (per hectare)	6.85	7.10	4%	0.25
Water use Fee (per ML delivered)	2.68	2.80	4%	0.12

Examples of customer impact

Rochester Gravity Irrigation	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	300/144	900/432
Delivery Share (ML/day)	0.02	3	9
Service Points (Irrigation)	0	2	10
Service Points (D&S)	1	1	1
2011/12	205.05	14,333.34	43,400.02
2012/13	212.71	14,919.50	45,338.50
Change %	4%	4%	4%
Change \$	7.67	586.16	1,938.48

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

All prices referenced in this newsletter are inclusive of CPI. For G-MW's complete 2012/13 price schedule please see the enclosed brochure with this newsletter or visit www.g-mwater.com.au

Pricing Simulators

G-MW has developed pricing simulators that can help you understand the charges that will apply for your services in 2012/13. G-MW's simulators are available at www.g-mwater.com.au.

