

newsletter

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.

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.

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

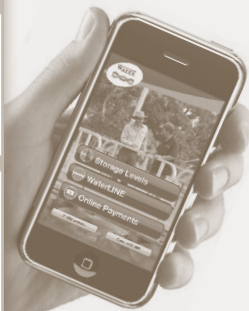
Water Information goes mobile!

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 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

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

Shepparton office

21 Wheeler Street, Shepparton 3630
(03) 5822 7900

Pyramid Hill office

24 Barber Street, Pyramid Hill 3575
(03) 5451 6800

Water Districts

LODDON, TUNGAMAH AND NORMANVILLE

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.

Chair's Message

LODDON



Chris Watson
Chair, Loddon Water Districts WSC

Friday February 24 was a red letter day for East Loddon South customers with the official opening of the East Loddon pipeline project by the Minister for Water the Honourable Peter Walsh MLA. The fact that Peter is our local parliamentarian added to the occasion. In his remarks to the crowd gathered for the ceremony, Peter paid tribute to former minister in the previous government, Jacinta Allen MLA Bendigo East, who supported this project with additional capital to expand the pipeline's capacity for future development in the East Loddon District.

Feedback I have received has been generous from customers, particularly for the small towns of Serpentine and Jarklin, which now have access, 24/7, to clean quality water for all their needs.

While this marks the completion of three district pipeline projects, there is still one more pipeline to implement, and that is the Mitiamo district

project. Despite all the accumulated knowledge and expertise surrounding these projects, obstacles unique to each scheme arise and have to be solved. So it is with this project, and the only way to overcome these obstacles is with persistence and patience. Easy for me to say, not always easy to apply. On the same day the Minister opened East Loddon, he also took the time to meet with representatives of Mitiamo customers to listen and to add his encouragement to the project. I believe I can say the minister is fully supportive of the Mitiamo project.

A thank you to Sandy Schroen who finished as the Manager of Loddon-Campaspe Operations earlier this month. Sandy has been the Operations Manager for our area since 2007 and has made a tremendous contribution in her time that has included droughts and floods; to manage many challenges and ensure these pipelines were completed.

Finally I wish to acknowledge the departure from the Pyramid Hill office of Rhonda Martin, and to thank Rhonda for her work in administration and doing her best to support over many years the day to day functioning of the Loddon Waterworks District. Thank you Rhonda.

Chris Watson

TUNGAMAH

Since the last newsletter, approximately twelve months have passed and the majority of users have continued to use water and the system in a responsible manner.

The pipeline continues to function exceptionally well, without many problems at all.

I urge all customers carrying out excavation or machinery works in the vicinity of the pipeline, breather/flushing valves to take particular care when carrying out these works. If at all unsure of main location or any other matters relating to the pipeline ring the Shepparton Customer Service Centre on (03) 5822 7900 8:00 am – 4:45 pm.

Keep up the good work.

Rod Squires



Rod Squires
Chair, Tungamah Water Districts WSC

G-MW e-services



Online Payments:

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



eDams:

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



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.

newsletter

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.

Meter care in Winter

Please remember to cover your 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 out 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.

New East Loddon piped system

The southern, and a portion of the North East Loddon district has recently been upgraded from an open channel system to a piped scheme. The scheme is now operational and will be finalised by June 2012. It will deliver year-round water supply to more than 107 town and rural water users across a 37,000 hectare region and the small townships of Jarklin and Serpentine. The 142 km pipeline project was jointly funded by Coliban Water, NVIRP, Regional Development Victoria and G-MW. The project saves over 1.9GL annually.

The pipeline ensures a more reliable supply. Customers in the old East Loddon channel scheme did not receive a supply for five years due to the drought. The piped supply now provides a secure service year round. Customers are required to have 4 days on-farm storage capacity to buffer the difference between peak demand and supply capacity.

The piped supply also means far better water quality. Which provides benefits for:

- Household use eg for clothes washing.
- Farm productivity: where cleaner, non-saline water from the pipeline improves spray efficiency where water from farm dams tended to block spray jets.
- Amenity, with greater opportunity to water a garden.

There remain groups of Domestic & Stock customers who are still serviced through older channel systems. G-MW are exploring a number of options for providing modernised services for these groups into the future.

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.

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.

A reminder to customers who are undertaking works in the vicinity of G-MW assets to ensure that they adequately locate the asset/s to ensure it is not damaged in any way. Costs associated with repairs to G-MW assets resulting from private works will be recovered from the individual so that the entire customer group is not funding such repairs.

For more information on asset locations prior to undertaking works please contact your local Customer Service Centre on:

- For Tungamah; the Shepparton Customer Service Centre on (03) 5822 7900 8:00 am – 4:45 pm.
- For Loddon district; the Pyramid Hill Customer Service Centre on (03) 5451 6800 8:00 am – 4:45 pm.

Water services prices 2012/13

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

Water Districts Fees & Charges

	2011/12 Current	2012/13 Approved	% Change	\$ Change
Tungamah				
Service Fee	75.00	80.00	7%	5.00
Additional Service Point Fee	57.98	60.00	3%	2.02
Infrastructure Use Fee	35.94	35.94	0%	-
Infrastructure Access Fee	137.22	142.20	4%	4.98
Water Allowance Storage Fee	6.98	7.30	5%	0.32
Normanville				
Service Fee	75.00	80.00	7%	5.00
Additional Service Point Fee	57.98	60.00	3%	2.02
Infrastructure Use Fee	117.69	117.69	0%	-
Infrastructure Access Fee	148.18	153.50	4%	5.32
Water Allowance Storage Fee	6.98	7.30	5%	0.32
East Loddon				
Service Fee	75.00	80.00	7%	5.00
Infrastructure Use Fee	-	56.00	n/a	n/a
Infrastructure Access Fee	2.70	98.00	n/a	n/a
Water Allowance Storage Fee	6.98	7.30	5%	0.32

	2011/12 Current	2012/13 Approved	% Change	\$ Change
East Loddon North				
Service Fee	75.00	80.00	7%	5.00
Infrastructure Access Fee	2.70	2.80	4%	0.10
Water Allowance Storage Fee	6.98	7.30	5%	0.32
West Loddon				
Service Fee	75.00	80.00	7%	5.00
Infrastructure Access Fee	2.90	3.00	3%	0.10
Water Allowance Storage Fee	6.98	7.30	5%	0.32

Examples of customer impact

	Tungamah	Normanville	East Loddon	East Loddon North	West Loddon
Domestic & Stock Services					
Entitlement HRVS (ML)	2	2	2	2	2
Area (ha)	n/a	n/a	n/a	350	260
Service (No. of)	1	1	1	1	1
Distribution - Capacity Share (KL/day)	10	10	10	n/a	n/a
2011/12	1533.04	1806.14	1033.96	1033.96	842.96
2012/13	1588.48	1864.98	1186.60	1074.60	874.60
Change %	4%	3%	15%	4%	4%
Change \$	55.44	58.84	152.64	40.64	31.64

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.

