



Newsletter

GMW Newsletter July 2013

Message from General Manager, Retail & Operations

Another six months has passed by and what a busy... but exciting time it has been.

Before Christmas we announced a transformation to our business and early in the new year our Blueprint for the next five years. While we are still finishing that process, my Retail & Operations team is almost complete, with a significant shift to be more customer focused and readily available to you. In addition to our local Customer Service Centres, we now have a Customer Relations Team that is dedicated to one on one customer relationships and a centralised customer call centre.

Our commitment to you, is for all our staff to be committed to helping our customers – “you answer it, you own it”. As we continue to train our staff, please bear with us as we develop this exciting opportunity to help improve your customer experience with us.

We are also currently working through a process to improve the GMW Connections experience and are looking forward to working with all customers involved in the program to ensure they get the best outcome possible.

I hope, like me, that you can see the improvements we are making and the bright future that lies ahead for you as customers and for us as an organisation.

As the winter fog continues, please ensure you are safe on the road and I look forward to continuing to improve your customer experience with us over the coming months!

Charlotte

Managing Director's Message

Transformation

There is no doubt that GMW has undertaken considerable work on its transformation journey this year. In November, I announced that we would save \$3.4 million through a business transformation process which would include a number of redundancies from the business. Our initial estimates of the business transformation process suggested that overall 60 positions would be removed from the business. To date, our transformation process has been successful in delivering these outcomes.

With the transformation process nearly complete we are continuing to progress the delivery of our fundamental commitments. The fundamental commitments include:

- Partnering with our customers.
- A high performing organisation across Northern Victoria
- Creating the opportunity to increase production in Northern Victoria over the next 20 years.

Our continued focus on these fundamental commitments is providing the foundation for a reshaping of a range of GMW systems and processes supporting a stronger focus on our relationship with our customers.

Operational Update

With the end of the irrigation season well and truly past, it is clear that this has been a busy irrigation season for both GMW and our customers.

During the irrigation season GMW managed directly or indirectly over 215,000 water orders; handled about 4,900 manual requests, managed just over 117,000 online requests, managed just over 92,000 IVR

requests and had an estimated 250,000 customer interactions.

Water deliveries for the 2012/2013 season were the highest on record since 2001/2002. GMW has exceeded water deliveries from last year by 500,000ML delivering over 1,751,000 ML of water to customers. However with 30% of water sold out of the GMID it is unlikely that the system will ever return to the sort of operation which tests the ongoing capability and capacity of the system.

A strong result for an organisation currently moving through a comprehensive program of customer focused change.

Out and about you'll see a number of GMW and Transcom work crews delivering this year's \$11million winter works program. Works this year are spread right across the GMID and are primarily focused on delivering works associated with the Connections Project.

As always, I'd like to remind customers that safety in and around works sites is of paramount importance. Members of the public are not permitted on GMW and Transcom worksites. These restrictions are imposed to protect the safety of all. Works will naturally involve large plant and machinery on local roads and we ask all community members to be extra careful during this works period.

Customers or members of the community who have any concerns whilst works are underway should contact GMW's Connections Project customer service team on 1300 163 006.

Gavin Hanlon

New GMW Kyabram Customer Service Centre opening soon

Following extensive customer feedback, we have decided to move the Tatura Customer Service Centre to Kyabram to better service our Central Goulburn customers. This will be our first GMW presence in Kyabram and a great initiative to stay connected to our customers in Kyabram, Merrigum, Stanhope,

Girgarre, Echuca and the surrounding areas.

We expect the new office will be open from mid August. Customers close to Tatura will still be able to visit the 40 Casey St office for their customer enquiries.

Groundwater Update

Management plans approved

The Minister for Water approved statutory Groundwater Management Plans for the Loddon Highlands Water Supply Protection Area (WSPA) and the Lower Campaspe Valley WSPA late in 2012. The plans have been successfully implemented over the past six months.

Both plans seek to manage groundwater resources in an equitable and sustainable manner while providing flexibility for licence holders to better manage their water requirements through trade and carryover.

Management plan development

GMW is currently finalising the groundwater Local Management Plans for the following areas:

- Central Victorian Mineral Springs Groundwater Management Area, an area that includes Daylesford, Trentham, Kyneton, Maldon and Redesdale.
- Upper Goulburn Groundwater Management Area, an area that extends between Eildon reservoir and Seymour.
- Strathbogie Groundwater Management Area, an area that extends from the Strathbogie Ranges to east of Nagambie.

These plans will provide a clear framework for managing groundwater in a sustainable and equitable manner. They will provide guidance about where groundwater development may occur and they will put in place arrangements to manage current and future groundwater use; such as trading rules and caps on new licence entitlement.

Groundwater Reference Committees, including licence holders, local landholders and relevant agency stakeholders have been established to review and contribute to the proposed management plans.

These local management plans are scheduled for completion in July 2013 and will be available online at www.g-mwater.com.au/ground-water

Shepparton Irrigation Region

GMW and our customer water service committees have recognised the limitations of the current Shepparton Irrigation Region Groundwater Management Plan. We are working through a process to replace the current statutory groundwater management plan with a new local management plan. It is proposed to move to a less intensive management regime with lower costs for Shepparton groundwater customers. The business case to replace the current plan is being finalised and it is expected that a new plan will take approximately 18 months to complete.

Diversifiers Tariff Strategy

GMW's role in licensing and managing diversions is very different from its work in managing irrigation districts. Over recent months, GMW has established a Diversifiers' Tariff Working Group to review and consider a new Diversifiers' Tariff Strategy. Membership of this Working Group has included 8 water service committee representatives, who represent groundwater and surface water diversifiers from across GMW's region, and has also included members of the Board of Goulburn-Murray Water.

Following eight months of work and extensive engagement and consultation with Water Services Committees, the Diversifiers' Tariff Working Group has completed its work and is now seeking customer feedback on how it implements and communicates changes to the Diversifiers' Tariff Strategy.

In developing the Diversifiers' Tariff Strategy the working group agreed on the following suite of principles as the basis for their work:

- Encourage agricultural production. Tariffs should encourage productive agriculture as that underpins the regional economy and community.
- Be simple, clear and transparent. Customers want to understand what they are paying for.
- Tariffs are equitable. A similar service should attract a similar fee, and charges should be cost reflective.
- Send clear signals on the real costs of services. Charges should send clear signals as to the real costs of providing services.
- Provide predictability. Customers and GMW need predictable pathways for business investment decisions.

- Generate sufficient revenue. GMW needs to be financially sustainable but must demonstrate it is doing everything it can to keep prices down.
- Encourage efficient water markets. Water trading is an essential tool to promote viable irrigated businesses. Tariffs need to facilitate efficient trading with low costs.

Manager Groundwater and Streams, Simon Cowan said that the proposed Diversions Tariff Strategy was more cost reflective of the actual activities and services GMW undertakes for diversifiers.

"Customers have clearly stated that under the current Diversions Tariff they don't really understand what it is that they're paying for."

"The proposed Tariff will enable diversifiers to see a clear breakdown of service costs under more logical categories of accounts, site compliance, water access management and resource management."

"These four categories better reflect the four major functions that GMW performs."

"Licensees will be able to see how their charges relate to the work that GMW does and the costs these services incur."

Customers can view the Diversifiers Tariff Strategy at GMW's website www.g-mwater.com.au. Feedback prompts are also available online and GMW welcomes all feedback in relation to the implementation and communication of this new Diversifiers' Tariff Strategy.

Groundwater & Surface Diversion Licensing Taskforce

GMW has established a 'taskforce' to review licensing processes for groundwater and diversions customers between now and December 2013 aimed at significantly improving the customer experience.

The benefits this taskforce has committed to deliver are aligned with three key areas:

- Simplifying processes
- Reducing Costs
- Improving transaction time-frames.

If you have any questions relating to these improvement changes please call GMW on 1800 013 357.

GMW Blueprint Summary

Over five hundred customers took the opportunity to listen to Managing Director Gavin Hanlon present GMW's Blueprint for the future in April 2013. Gavin and a number of GMW staff attended a total of seven customer briefings in Kyabram, Kerang, Durham Ox, Rochester, Cobram and Wangaratta. Sessions were very well attended with the Kyabram and Rochester meetings the largest held.

GMW's Blueprint information sessions detailed GMW's plan for change and to tackle head on customers concerns about the rising cost of water.

With 30% of water removed from the GMID, GMW's water delivery infrastructure will never deliver the volumes of water that it has in the past. GMW's water delivery infrastructure is over 100 years old in some places, slow, mainly manually operated and too large for the water remaining in the system.

Though a \$2 billion investment by the State and Federal Government's GMW has the opportunity to build a world-class irrigation system, with substantially improved levels of service, providing opportunities for irrigators to increase production.

This investment and the sale of water from the GMID means that GMW has to change. It must resize the business, resize its infrastructure through the continued delivery of the Connections Project and it must redesign the tariff structure to more accurately reflect the cost of the new system.

To do this we will transform its business creating a leaner more customer focused organisation. Within the Blueprint we have given a commitment to reduce operational expenditure by \$20 million over the next five years. This reduction in operational expenditure has already commenced with some \$3.4 million in savings announced November 2012.

Implementation of the Blueprint will deliver pricing certainty to our customers. Repeatedly throughout the information

sessions, customers reinforced the importance of price stability and the need for GMW to contain its operating costs.

The Connections Project is a critical component the Blueprint. This investment is designed to ensure that GMW's water infrastructure matches the amount of water in the system, is automated, delivering water faster and more efficiently than ever before.

GMW has a number of other tariff initiatives underway including a Diverters Tariff Strategy Working Group, an Environmental Services Working Group and a Drainage Working Group. All of which are working to review their respective areas in line with the Blueprint framework of a cost reflective, simplified tariff model.

As was detailed in the information sessions, GMW is developing a glide path for implementation of the Blueprint.

This glide path will protect customers from potential price shocks which may be brought about by an accelerated implementation. We will continue to keep customers informed of implementation of the Blueprint through regular updates in the customer newsletters and various updates to GMW's website.



GMW has been successful in gaining approval for its water prices from Victoria

GMW has been successful in gaining approval for its water prices from Victoria's independent economic regulator the Essential Services Commission (ESC).

In releasing its Rural Water Businesses Price Review 2013 Final Decision, the ESC said that GMW's pricing submission was consistent with the Australian Competition Consumer Commission pricing principles and the Water Industry Regulatory Order.

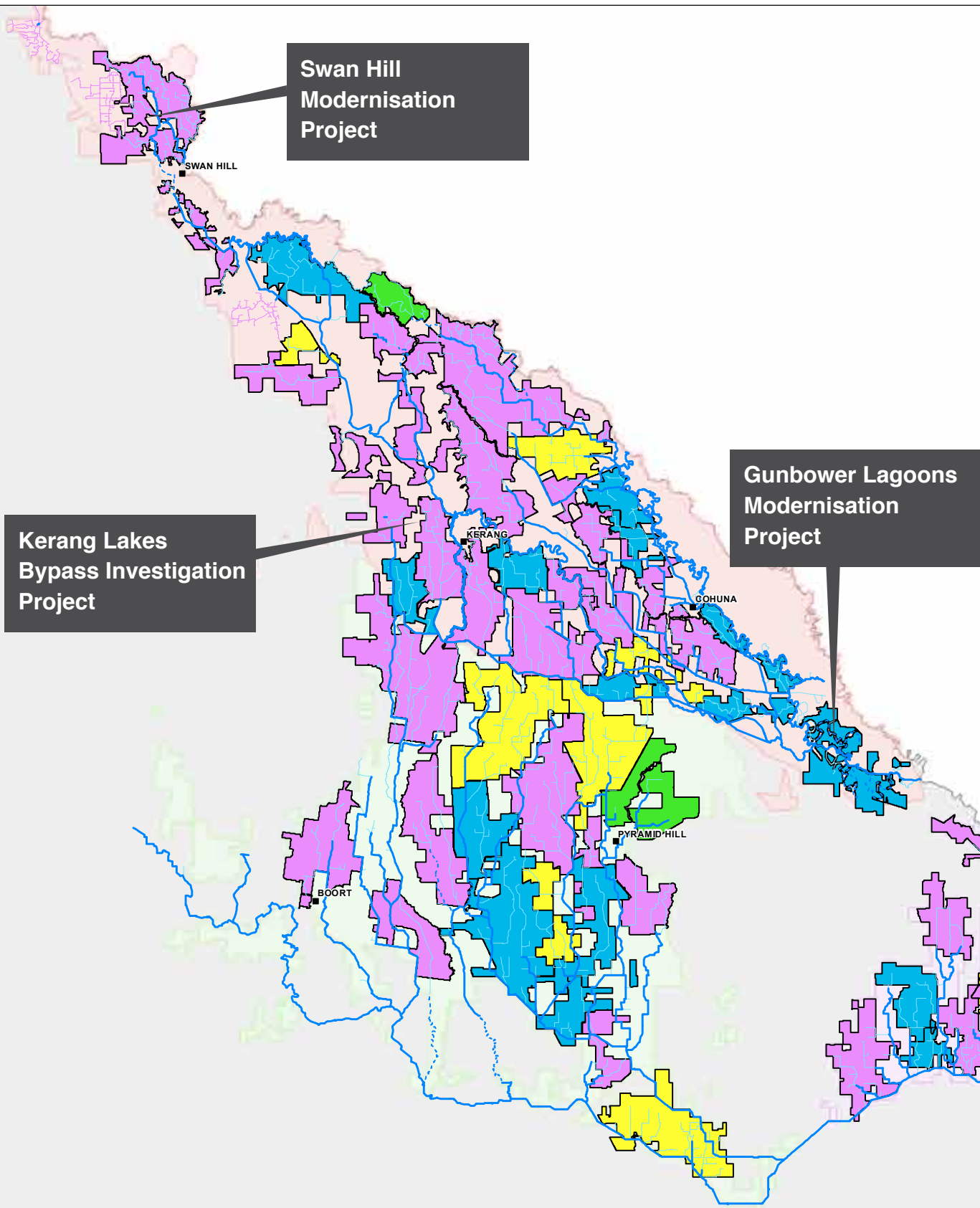
GMW customers will experience annual price rises of about 1.5% plus inflation over the next three years.

The ESC sought business and community input into its analysis and utilised the technical expertise of external

consultants to ensure that the costs passed onto customers were fair and reasonable. The Commission's deliberations were also informed by public meetings held during April and May following the release of the ESC draft decision. The Commission has also approved GMW's business service standards.

New prices come into effect from 1 July 2013.

Included in this newsletter is a copy of the full 2013/14 GMW price list. The price list is for your information only and allows you to compare prices across all of GMW's services. GMW is required to mail out the full schedule by the Australian Competition and Consumer Commission.



Kerang Lakes Bypass Investigation Project

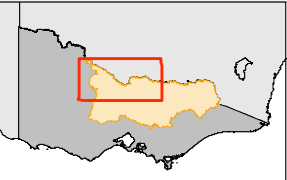
Swan Hill Modernisation Project

Gunbower Lagoons Modernisation Project



CP-13-078
24 JUN 2013

GOULBURN-MURRAY WATER
Ph 1300 163 006
nvirp.reception@nvirp.com.au



	Backbone		SCP Progr
	Backbone Subject to Further Investigation		Proj
	Non-Backbone		Lan
	CG1234 & Shepparton		In C
	Pipeline System		Not

Project - Progress Update

The Connections Project is a \$2 billion investment by the Victorian and Commonwealth Governments to deliver more efficient water through our channel delivery network.

The Project involves 3 programs:

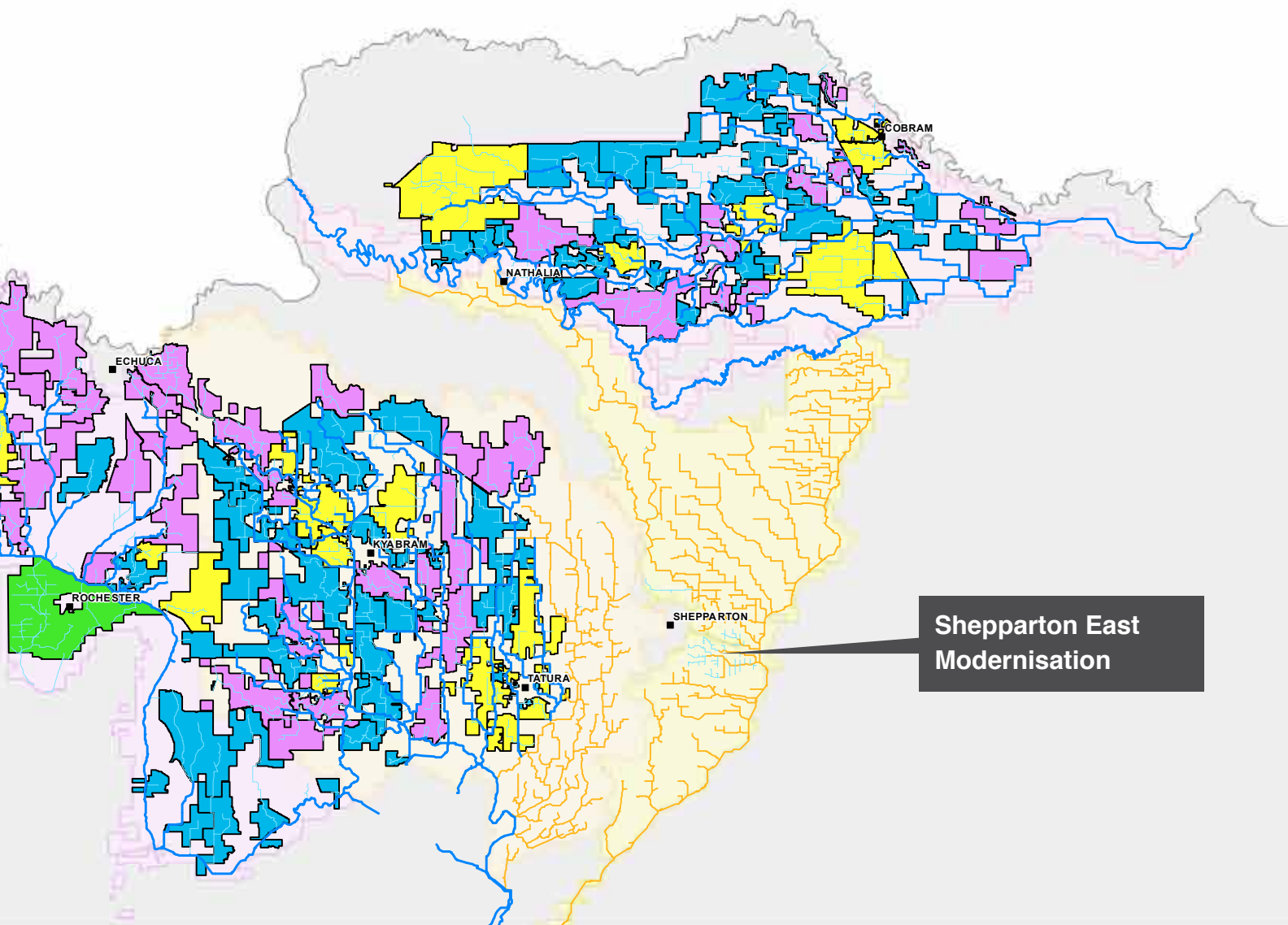
- **Backbone Modernisation Program** - improving water efficiency and service standards
- **Strategic Connections Program** - connecting properties currently supplied from spur channels to the backbone
- **Special Projects** - improving the health of important environmental sites and enhancing the water delivery services to landowners.

Since 2007 we have:

- provided \$140 million in financial grants to landowners.
- Scheduled \$11 million of expenditure in 2013 Winter Works.
- relocated 353 megalitres of delivery share.
- rationalised 2,307 meters.

Since July 2012 we have:

- decommissioned 100.3km of channel with a further 140km identified for decommissioning.
- Held meetings with 45 Strategic Connection Plan areas (SCPs) to commence the planning process.



Shepparton East Modernisation

Project Complete	G-MW Irrigation Area	Rochester
Landowner Schedule Approved	Central Goulburn	Shepparton
Consultation	Loddon Valley	Torrumbarry
Started	Murray Valley	

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Z:\2013_Products_CP\CP-13-078\CP-13-078 A1-L GMID SCP Progress Map.mxd

GMW Connections Project - Progress Update

Channel Automation

Since 2007 we have installed more than 4,000 regulating gates at around 3,000 sites along the backbone channel network.

This winter we will largely complete the channel automation program with the replacement of the Murray Valley 1B knife edge regulator along with a further 50 gates at around 40 locations across the region.

The network of automated regulators continuously monitor, measure and regulate the flow of water along each and every section of the backbone channels to ensure the water level in each pool matches customer demand - 24 hours a day, 7 days a week.

Strategic Connections Program- Connecting to the backbone

So far we've connected 43.9% of the GMID area to the backbone. While it's great progress, there is a lot more to do.

There are around 180 individual Strategic Connection Projects to be completed. Each SCP contains between 13-70 landowners. That's almost 9000 conversations, negotiations and agreement still to go. We're committed to completing this Project and there are around 100 SCP's currently underway.

In 80-90% of cases landowners will be connected to the backbone via an individual connection. A small number of landowners may have opportunity to dry off all or part of their property, switch to other supplies such as river or ground water or even relocate their farm business closer to the backbone.

Consultation Process

The Strategic Connections Projects' process involves working with the landowners on each spur channel.

Through the consultation process we explore options including whether we should extend the backbone.

Consultation Timelines

Consultation with an SCP can take anything up to 9 months. In some locations where connections will be complex and involve a large number of landowners it may take 12 and 18 months. As we progress – we'll keep you informed of your SCP's progress.

Just remember, we can't progress plans until we've secured an agreement with every landowner. This can sometimes make it feel like your SCP isn't progressing as quickly as you might like. If you're in doubt as to the progress or status of your SCP please contact GMW for a status update.

Progress so far

There are around 180 Strategic Connection Projects (SCPs) and consultation is underway with around 100.

We start consultation with around 6 groups each month and expect to have started all SCPs by early 2014.

Since 2010, we have reached agreements with more than 2,000 landowners and provided more than \$140 million in financial grants.

The map on the previous page shows the progress for each SCP

– for more information visit www.g-mwater.com.au



Swan Hill Modernisation Project

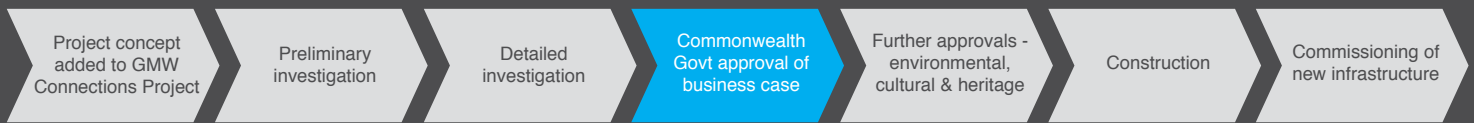
Consultants, Psi Delta, are currently working with landowners north of Swan Hill supplied from the number 9 and 10 channels to future explore water delivery options. This part of the Swan Hill Modernisation Project is part of the Strategic Connections Program.

The project also involves initiatives to:

- improve the operating efficiency and extend the life of Little Murray Weir,
- decommission 9 km of open and aging channel that runs through the City of Swan Hill; and

- enable landowners to transfer to the Woorinen pipeline that provides year round pressurised, pumped supply.

We submitted our preliminary business case for these initiatives to the Commonwealth Government for their consideration last December. Following feedback from the Commonwealth Government we submitted our final business case in May 2013. If the final business case is approved, GMW will need to seek further environmental approvals before works can commence. Once we have these approvals we will be in contact with local landowners to confirm the timelines for works – we are hopeful we may be able to commence works in winter 2014.



Kerang Lakes Bypass Investigation Project

We completed the first phase of the Kerang Lakes Bypass Investigation Project in 2012. Currently, we are undertaking the second phase of the project which includes further detailed investigations. The project is yet to be approved for implementation and investigations are focused on data gathering.

The Kerang Lakes Community Advisory Group was appointed earlier this year and is providing valuable local views, and perspectives on these investigations and the direction of the project



Gunbower Lagoons Modernisation Project

The 11 interconnected lagoons supply water to more than 100 rural and residential customers.

We are currently finalising a range of environmental and engineering technical investigations to better understand potential

opportunities for improved environmental outcomes and also improve the services to local landowners. Since last November we have sought feedback from local customers and the community through a range of onsite meetings and information sessions, interviews and surveys.



Shepparton East Modernisation Project

The number 10 and 11 channels in Shepparton East were not included in the modernisation works delivered by GMW's Future Flow alliance. This winter we are investing \$2.25 million as we install 23 automated channel regulators along the two channels

and rationalise two existing manual regulators that are no longer required. We are also working with local landowners to rationalise and upgrade around 60 meters along these automated channels.

TORRUMBARRY IRRIGATION AREA

Torrumbarry WSC Chair message

With the very dry finish to the irrigation season we have seen higher than expected water use with close to 450GL delivered throughout the Torrumbarry system, including delivery to the environment.

A significant amount of water remains in storage, equivalent to approximately 110GL or about 50% of HRWS held in Torrumbarry being carried over. Remember that once your storage space is full it spills in to your 'spillable account' and is not available until the Resource Manager makes a declaration that the probability of spill is less than 10%. The risk of spill is greater this coming season as Lake Hume has been included (from 1 July 2013, the spill rule in the Murray system changed from Dartmouth to Hume).

The April Blueprint public meetings and GMW caravan tour were well attended with many customers asking specific questions about their personal business and seeking clarification on numerous issues that confront us. A broad range of topics including delivery shares, carryover, trades and pricing were discussed. These meetings are an excellent way for customers to become better informed on a suite of operational and policy changes that continue to take place.

The connections team have been very busy locally talking with customers about modernisation and the options that exist for them to connect to the backbone. We

currently have several Strategic Connection Plans (SCP's) in progress with all to be commenced by the end of 2014 and finished by 2018.

A reminder that the GMW winter works program is part of the overall operations of our irrigation area and a necessity in providing a sustainable and efficient system. These works may impact on the availability of water over the winter months.

The recent restructure within GMW has created several staff redundancies locally and I would like to thank them all for their outstanding contribution over their time with GMW.

On behalf of the Torrumbarry WSC and GMW, I am pleased to welcome Nathan Free to the committee to represent our pumped district customers and would also like to acknowledge and thank retiring member Brian Boulton for his service while being a member of the Torrumbarry WSC.

For information on your accounts, water trading, entitlements, service point fees, carryover and spillable water, please visit www.g-mwater.com.au or call GMW on 1800 013 357.

Charlie Gillingham
Torrumbarry WSC Chair

Pumped District Update

Woorinen

Works to relocate 11 GMW assets in support of and funded by the Swan Hill Rural City Council (SHRCC) North-South Rd widening project have recently been completed. GMW will also cover all pressure release valves to prevent frost damage over the winter months. If you see any water coming from these valves please contact GMW on 1800 013 357.

Tresco

In mid June works to upgrade the Tresco manifold and replace a section of the main pipeline commenced. Thank you for your patience while the pipeline was not operational to enable this important work to be completed. In addition to these major works, GMW have also completed necessary leak repairs, meter replacements, outlet removals and valve replacements.

Nyah

The maintenance activities in Nyah this winter will include a desilt of the Nyah pool channel and the installation of new pipework at the still well. While the pipeline is isolated to enable these works to be completed GMW will also

complete the meter replacement on 3 outlets and repair a section of the No 4 pipeline.

SMS Service for Pumped Irrigation District customers

As customers are aware, there are occasions where GMW is required to interrupt supply to complete urgent maintenance repair work. This would normally occur to enable the repair of a leak which has been identified in the pipeline.

To improve communication with our pumped customers in these instances, customers can 'opt in' to our free SMS service to receive messages when the supply in their area has been/will be interrupted. Please note this service is not intended to replace private on-farm pump protection systems.

To access this service, customers need to 'opt in' via WaterLINE online. Simply select the 'User Options' tab after you log in and then select 'Communication Register'. Enter your mobile number in the space provided and select Pump District – Supply Interrupt.

Torrumbarry WSC contact details:

Charlie Gillingham (Chair)
0457 719 874

Andrew Leahy (Deputy Chair)
0408 500 875

Margot Henty
0427 506 604

Ross Gordon
0427 562 169

Nathan Free
0427 178 626

Guy Duncan
0437 092 144

Craig Feuerherdt
0438 050 074

Paul Bethune
0439 508 757

Grant Davies
0427 372 718

As at 30 June 2013

Torrumbarry Winter Works

- Channel Remodelling on Number 5 channel in Koondrook and 6/1 channel in Cohuna.
- Bridge works on the Kerang Weir Bridge- Inspection and assessment only.
- Tyntynder Surface Drainage works on Mc Gee Rd Crossing and Occupation Crossing, Tyntynder.
- Access and inspect siphon under Loddon River as part of the MDBA Salt Interception.
- New Hipwell Rd regulator in Gunbower Creek, New Bridge on Island Rd and new Hipwell Rd Offtake structure as part of the Living Murray Project.

Please ensure you have alternative arrangements for winter Domestic & Stock supplies and do not rely on water remaining in the irrigation channels over the winter period as they may be drawn down to complete winter works. If you have any concerns about your Domestic & Stock supply, please contact your local GMW Customer Service Centre.

ROCHESTER-CAMPASPE IRRIGATION AREA

Rochester-Campaspe WSC Chair message

Approximately 138 GL of water was carried over into the 2012/2013 season for the Rochester Irrigation District customers to use. Towards the end of this irrigation season, GMW delivered volumes in excess of 220GL, which has not been seen in this area since 2005/2006.

I would like to remind customers of the altered carryover rules that have come into effect from July 1 this year and recommend customers contact GMW to understand how these changes relate to individuals.

The modernised irrigation system is showing its benefits as improved water availability has increased with demand on the system. Many channels have operated close to capacity which has enabled GMW to test the systems performance with pleasing results. It is satisfying to know that many irrigators are taking advantage of technology by utilising the internet to place orders, check ABA statements and monitor their irrigations. I have spoken to irrigators who have been pleased with the extra flexibility and higher flow rates that the modernised system is providing.

GMW has commenced a targeted strategic engagement plan on a five year Blueprint for the future which aims to stabilise prices for customers and save \$20million from GMW operations. A Blueprint meeting was held at Rochester in April and presented by

Managing Director Gavin Hanlon. Customers were given an opportunity to discuss proposed changes and provide feedback to GMW and were appreciative of Gavin's attendance. If you were unable to attend the meeting or wish to receive more information on the Blueprint please visit the GMW website or contact GMW and ask for a copy to be mailed to you.

The next financial year will see the Rochester Irrigation District embark on a \$655k capital works program which includes the replacement of road and occupational crossings, 600 meters of bank remodel and 1.5km of rock armouring. In addition to this GMW will also undertake the construction of 3km of access tracks and a 7.4km fencing program.

As WSCs, we continue to have input to the GMW tariff review covering associated charges to surface water and drainage within the district. Your WSC supports common pricing across all districts for services, except for capital expenditure which we believe should remain district focused.

We look forward to a good season next year and as members of the WSC we will continue to represent customers and provide advice and recommendations to GMW.

Richard Anderson
Rochester-Campaspe WSC Chair

Rochester-Campaspe WSC contact details:

Richard Anderson (Chair)
0428 832 210

Bruce Macague (Deputy Chair)
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Ron Brooks
03 5482 1548

Peter Gibson
0438 354 319

John Hewlett
0428 691 337

Mark Hill
0408 577 848

Bill McMinn
0429 832 225

Eiril Rathjen
0488 329 266

Patrick Rochford
03 5488 2294

GMW Winter Works

- Subway works on the Waranga Western Channel, East of Tonkin Rd between McColl and Prairie/ Rochester Rd.
- Road Crossing works on Laurie Rd Wanalta (Laurie Rd will be closed between 20 May & 13 July 2013)

Please ensure you have alternative arrangements for winter Domestic & Stock supplies and do not rely on water remaining in the irrigation channels over the winter period as they may be drawn down to complete winter works. If you have any concerns about your Domestic & Stock supply, please contact your local GMW



LODDON VALLEY IRRIGATION AREA

Loddon Valley WSC Chair message

A substantial amount of water was carried over into the 2012/2013 season for the Loddon Valley customers to use. Customers have used a large volume of water this season which has not been seen in this area since 2005/2006.

I would like to remind customers of the changed carryover rules that have come into effect from July 1 this year. Please ensure you are aware of these changes and how they relate to your situation.

The modernised irrigation system is showing its benefits as improved water availability has increased with demand on the system. With many channels running close to capacity it has enabled GMW to test its capability at near capacity and it has performed well. It is pleasing to know that many irrigators are taking advantage of using the internet to place orders, check ABA statements and monitor their irrigations. I have spoken to many who have been pleased with the extra flexibility and higher flow rates the modernised system is providing. It is unfortunate that many irrigators are still not connected and therefore cannot update their own infrastructure. It is important that all irrigators are connected as soon as possible.

Your WSC has been advising GMW and working with them to raise concerns/ issues that have been provided by irrigators throughout the year.

GMW has undertaken a restructure during the past 6 months and commenced a targeted strategic engagement plan on a five year Blueprint for the future which aims to stabilise prices for customers and save \$20million from GMW operations. A 'Blueprint' meeting held at Durham Ox during April which was attended by Gavin Hanlon and many GMW staff members to provide an outline on this blueprint and to answer any other questions that Irrigators had. This meeting was well attended. If you were unable to attend please either look on the GMW website to read the Blueprint or contact GMW and ask for a copy to be mailed to you.

GMW Connections will be having more public SCP meetings as the year continues. Customers within these SCP's will be advised by letter where and when these will be held and they will also be advertised, so please make sure if you are involved in these, that you attend your relevant session.

On behalf of the Loddon Valley WSC and GMW, I would like to acknowledge retiring member Brian Ralphs for his service as a member on the Loddon Valley WSC.

Have a happy break from irrigating and may the rains take over.

John Nelson
Loddon Valley WSC Chair

Loddon Valley WSC contact details:

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Laurie Maxted (Deputy Chair)
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Chris Harrison
03 5455 1251
Allan Mann
03 5455 7048
Robert Moon
0428 551 292
Murray Haw
03 5455 1236
Ken Pattison
0427 534 158
William Diss
0427 882 393

As at 30 June 2013

Winter Works

- Subway replacement on the Waranga Western Channel, near Harry Road.
- Bridge rehabilitation works on the Boort Number 2 channel, Pyramid Rd – south of Boort.
- Bridge Decking works on the Waranga Western Channel near Whitchitella Bus Route Road.
- 4 and 6 mile flood regulators works on the Waranga Westers Channel, channel will be drained.
- Access works on Drain 1 and Drain 4/1 between Hands and Rochester/ Dingee Rd's.

Please ensure you have alternative arrangements for winter Domestic & Stock supplies and do not rely on water remaining in the irrigation channels over the winter period as they may be drawn down to complete winter works. If you have any concerns about your Domestic & Stock supply, please contact your local GMW Customer Service Centre.



Loddon Water District WSC Chair message

Apart from an isolated thunderstorm, summer and autumn have been very dry on our farm. We enter the current season with very little sub soil moisture, unlike the previous two years. We also have the challenges of rain water tanks and dams going dry, but these are easily managed with the secure and reliable water delivered to our farm by the pipeline, for which we are grateful. With these drier conditions throughout the Loddon Valley, pipeline usage has increased during the past months, with many customers 'hooking on' to their tapping points.

I would like to take the opportunity to thank customers for continuing to use water from the system in a responsible manner. The pipeline continues to function exceptionally well, without many problems at all.

In response to a WSC request, GMW has introduced an SMS alert service for supply interruptions. I encourage customers to "opt

in" to this service, which can be done via the internet through WaterLINE. Note: Customers are still expected to maintain minimum water storage levels on farm.

GMW has undertaken a restructure during the past 6 months and commenced a targeted strategic engagement plan on a five year Blueprint for the future which aims to stabilise prices for customers and save \$20million from GMW operations. A 'Blueprint' meeting held at Durham Ox during April was attended by Gavin Hanlon and many GMW staff members to provide an outline on this blueprint and answer any other questions that Irrigators had. This meeting was well attended. If you were unable to attend please either look on the GMW website to read the Blueprint or contact GMW and ask for a copy to be mailed to you.

Grant Malone
Loddon Water District WSC Chair

Loddon Water District WSC contact details:

Grant Malone (Deputy Chair)
0437 635 415

Garry Addlem
0429 378 410

Margaret Brady
03 5457 4220

Jim Chalmers
03 5494 7373

Roger Nolan
0419 521 000

Deidre Schlitz
0409 022 768

Geoff Thomas
0429 182 959

Carl Chamberlain
0427 577 220

Loddon Water Districts update

Storage Tanks

If you are a pipeline customer, please remember that as part of your agreement you are required to have four days supply stored in a water tank on your property to ensure service standards are maintained. If you do not have adequate storage or have any questions relating to the agreement please contact GMW on 1800 013 357 to discuss options that may be available to you.

Access around pipeline

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 GMW 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 meters, filters and valves can be damaged by fire.

Works around pipeline

If you are undertaking works in the vicinity of GMW assets please ensure you adequately locate the asset/s to ensure it is not damaged in any way.

Please remember to contact GMW before you dig, when excavating or driving fence posts in the vicinity of the East Loddon and Normanville pipelines.

Costs associated with repairs to GMW assets resulting from private works will be recovered from the individual. For more information on asset locations prior to undertaking works please contact GMW on 1800 013 357.

Loddon Valley Water Districts WSC invites nominations to fill a vacancy

Your local Loddon Valley Water Districts WSC, which represents domestic & Stock pipelines and dam fill schemes in the Loddon Valley area, would like to invite nominations from eligible individuals to become a member of the committee as the committee currently has one vacancy.

Expressions of interest will close at 5pm, Friday 19 July 2013.

Information on GMW's Water Services Committees and their roles is available at www.g-mwater.com.au/wsc

For more information or to request a nomination pack please contact David Currie at the Pyramid Hill Customer Service Centre on 1800 013 357.



Normanville Pumping Station

LODDON-CAMPASPE GROUNDWATER & SURFACE WATER DIVERTERS

Loddon-Campaspe Regional WSC Chair message

The 6 months since our last newsletter has been very tough for many GMW customers, particularly those in the south of the Loddon-Campaspe Region. The very hot and dry summer has led to increased water use and costs and reduced yields from summer crops. The lack of rain to establish pasture has also led to increased hay and grain requirements over the coming winter.

The increased use of ground water during the season has caused ground water levels to drop. Hopefully winter and spring can bring good recharge rains. GMW will inform ground water users of their allocation as the season progresses to enable customers to plan ahead.

Seasonal outlooks look positive for both the Loddon and Campaspe regulated systems with a high likelihood of receiving 100% of HRWS by the end of the 2013/14 irrigation season.

The sale of water to the Commonwealth Government and subsequent use as the Environmental Water Holder Determines, will lead to increased minimum flows and environmental flows in the Campaspe and Loddon Rivers.

The GMW Waterwheels Van visited Bridgewater, Newlyn and other upper catchment towns during April providing the opportunity for customers to meet with staff and discuss specific issues face to face. GMW and WSC's through their tariff review are working hard to cut costs and make

the GMW business as efficient as possible. Unless producer input costs are kept down, then the work of GMW is irrelevant, as these other costs and poor prices totally overwhelm the business models of each irrigation enterprise. When produce leaves the farm gate, processing and transport costs, both extremely high by world standards, further undermine producer returns.

Approximately 30% of water in the Gravity System has been sold to the Government for Environmental use. In most cases this was because their business was unable to generate sufficient profit using irrigated water. The dots need to be joined!!

I encourage GMW to be more pro-active in informing Local, State and Federal Governments where their policies are taking irrigated agriculture and the associated downstream businesses. Many of these businesses have survived and prospered over the last 50 years. The challenge is to follow policies which ensure survival and future prosperity.

On behalf of the Loddon Campaspe Regional WSC and GMW, I am pleased to welcome Tim Harrington and Thomas Walsh to the committee and would like to acknowledge retiring members Ian Whatley and Richard Anderson for their service as members on the Loddon-Campaspe Regional WSC.

Alan Rothacker
Loddon Campaspe Regional WSC Chair

Loddon-Campaspe Regional WSC contact details:

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Garry Addlem
0429 378 410
Andrew Maher
0427 378 217
Russell McKay
0447 457 239 (Business hours only)
Norm Suckling
0413 325 324
Tim Harrington
03 5439 7282
William Connelly
03 5424 1395
Thomas Walsh
0427 241 820

Access to pump sites

Customers are reminded of the need to maintain safe access to pump sites to ensure the safety of GMW employees and those accessing works. Access tracks to meters and pump sites need to be maintained in order to minimise the likelihood of injury. Your cooperation in ensuring sites are clear of debris and hazards is greatly appreciated.



SHEPPARTON IRRIGATION AREA

Shepparton WSC Chair message

As we finish a successful irrigation season with the highest amounts of water being delivered for a long time, the modernised system appears to have performed well.

There has been a change to carryover rules, which will limit the amount of water that can be carried over to 100% of the amount of high and low-reliability entitlement that you hold on 30 June. Any water exceeding this amount will be socialised and reallocated to entitlement holders in the following year. I think these will be positive changes for water use with the GMID.

GMW have released a blueprint for the next 5 years. This has many positives for Shepparton irrigators, including one price across all areas within 5 years introducing greater equity into the system. It also outlines savings of \$20 million over the next five years. Another change that affects Shepparton Irrigators is the increase in outlet charges however there is a potential opportunity for these outlets to be salvaged and redeployed if irrigators want to reduce the number of outlets and therefore their charges and the operating costs of the system.

The Shepparton East Modernisation Project will begin in the winter shutdown period with automation of regulators on the backbone and meters will be upgraded through the next season on the backbone.

Irrigators outside of the backbone area should begin thinking about their future irrigation requirements and will have the opportunity to work with the GMW Connections Project to hopefully get a suitable outcome, whether that be to connect to the backbone or take a compensation package.

On behalf of the Shepparton WSC and GMW, I would like to acknowledge retiring members Keith Schier for his service as a member of the Loch Garry Flood Protection District and also Donnie Zurcas for his service as a member on the Shepparton WSC.

Here's looking to another successful irrigation season.

Craig Reynolds
Shepparton WSC Chair

Shepparton WSC contact details:

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Ross Heywood (Deputy Chair)
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John Horder
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Jamie Craig
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Ian Klein
0438 288 350

Rien Silverstein
0407 857 757

Alan Strang
0423 854 336

Kevin Minogue
0427 283 278

Winter Works

- Replacement of road culverts on the East Goulburn 12 channel at Tallygaroopna West Road.
- Offtake regulator works on the East Goulburn 17 channel Offtake.
- Refurbishment of road culverts on the East Goulburn Main Channel at Cosgrove Lemnos Road and Old Dookie Road.
- Repairs to Syphon of the East Goulburn Drain 4 under East Goulburn 12 channel.
- Measurement works on East Goulburn Main Channel at Five mile flume.

Please ensure you have alternative arrangements for winter Domestic & Stock supplies and do not rely on water remaining in the irrigation channels over the winter period as they may be drawn down to complete winter works. If you have any concerns about your Domestic & Stock supply, please contact your local GMW Customer Service Centre.



Central Goulburn WSC Chair message

Record volumes of water were used thanks to an exceptionally dry 2012/13 irrigation season. This has seen an amnesty for and a questioning of the validity and logic of Annual Use Limits.

Some of the new rules adopted from recommendations by the carryover committee have come into effect this season. The volume of water required for the Reserve Policy has reduced in line with the shrinking channel system. This should mean slightly more water available for allocation at the start of next season.

The main rule change of course is the inability to carryover water in spillable accounts. I firmly believe this will be a good move for agriculture as entitlement holders have 3 options regarding their allocation:

1. Use it! This will be good for communities as production stimulates local economies.
2. Sell it! This puts more water onto the market for those who want to use it.
3. Lose it! This returns water to the community pool for allocation next season.

The main concern of customers, which includes the WSC, is the ever increasing costs associated with irrigation. A third of water entitlement in the Central Goulburn area has already left, mostly ending up under the control of the Murray Darling Basin Authority. There was a very real danger that these costs were going to increase even more rapidly as residual irrigators were going to pick up the slack left behind. In an attempt to minimise the damage, GMW have

released their 'Blueprint' plan for the future. It describes in relatively simple detail how they will be reducing costs, (\$20 million), as well as future strategies and tariffs to deal with the rapidly changing face and footprint of irrigation.

While this initiative will help with price relief, I am concerned that this is not the total solution to our concerns. I am likely to be labelled pessimistic but this is a longer term plan that will assist customers as we move into the future modernised irrigation era. However; while there are regulatory constraints on GMW, such as the requirement to "borrow" 60-70% of its capital expenditure every year, it is likely that GMW debt will continue to increase. The fact that irrigation customers are expected to pay for the majority of costs associated with a regulated river system when the whole nation benefits is unsustainable, unfair and undemocratic. Until these truths are recognised by the appropriate authorities and acted on accordingly, I believe a real reduction in prices appears a long way off. As a WSC we will continue to explore avenues to reduce cost for our fellow irrigators.

One such initiative which interests me, suggested by GMW and currently being explored, is the subsidisation of costs through the generation of electricity at storage inflows and releases. The WSC is open to suggestions and would be interested in presenting to GMW any other worthwhile ideas with an end result of new players in the industry and price relief for irrigators.

Peter Hacon
Central Goulburn WSC Chair

Central Goulburn WSC contact details:

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Ross Read (Deputy Chair)
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Ross Crawford
0408 523 108

Ray Sellwood
0428 559 320

Murray McDonald
0417 370 767

Douglas Costello
0408 335 780

Peter Costello
0437 741 929

Jennifer Savage
0418 381 318

Winter Works

- Channel remediation and plastic lining works around the Toolamba and Ardmona areas.
- Regulator upgrades on Scobie Rd north of the Murray Valley Highway near Wyuna.
- Bridge works on customer properties along Kiota Rd, west of Murchison-Tatura Rd and along Murton Rd between Craven and Downer Rds.

Please ensure you have alternative arrangements for winter Domestic & Stock supplies and do not rely on water remaining in the irrigation channels over the winter period as they may be drawn down to complete winter works. If you have any concerns about your Domestic & Stock supply, please contact your local GMW Customer Service Centre.



TUNGAMAH WATER DISTRICT

Tungamah Water District WSC Chair message

The 12/13 season has come to an end and once again our pipeline has served us well through the prolonged dry spell. However there are some issues that need to be addressed; customers are reminded that they are not to fill dams directly from the pipeline. This is not permitted and water can only be used via a storage water tank at the correct capacity for the nominated stock and domestic use, i.e. four days' supply. Direct connection to existing on farm infrastructure without being accessed via a storage tank is also not permitted.

If you find an excessively wet area along the pipeline route please report it to GMW on 1800 013 357.

The good news for us all is that it has started to rain!

Rod Squires
Tungamah Water District WSC Chair

Tungamah Water District WSC contact details:

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Dorothy Down (Deputy Chair)
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Neville Ludeman
03 5743 1595

Geoff Mills
03 5748 5594

Laurie Whinray
0409 408 299

Bill O'Connor
03 5833 9294

Tungamah Water Districts update

Storage Tanks

If you are a pipeline customer, please remember that as part of your agreement you are required to have four days supply stored in a water tank on your property to ensure service standards are maintained. If you do not have adequate storage or have any questions relating to the agreement please contact GMW on 1800 013 357 to discuss options that may be available to you.

Access around pipeline

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 GMW 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 meters, filters and valves can be damaged by fire.

Works around pipeline

If you are undertaking works in the vicinity of GMW assets, please ensure you adequately locate the asset/s to ensure it is not damaged in any way. Please remember to contact G-MW before you dig, when excavating or driving fence posts in the vicinity of the Tungamah pipeline. Costs associated with repairs to GMW assets resulting from private works will be recovered from the individual. For more information on asset locations prior to undertaking works please contact GMW on 1800 013 357.



Tungamah Storage Dam

GOULBURN–BROKEN GROUNDWATER & SURFACE WATER DIVERTERS

Goulburn-Broken Regional WSC Chair message

Hello everyone,

Another year of water use has come to a close and I hope it was a rewarding one for you after so many tough ones. Let's hope that next season is also kind to us.

The Board and management of GMW have also had a pretty tough year and have had to make some drastic decisions. Unfortunately, if a third of the water is sold out of the area then fewer personnel are needed.

Being a RWSC member is a rewarding position, one that involves discussing the very future of the water industry with GMW

management and giving them the outlook from a users perspective. We as a WSC are looking forward to an exciting year ahead.

At present we are trying to construct a new tariff system, one that will save work in GMW and at the same time save the users money. There are areas that can be streamlined within GMW so we intend to look at these as well as we move through this review process.

Be part of these exciting new times.

Morris Brown
Goulburn Broken Regional WSC Chair

Goulburn-Broken RWSC contact details:

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Wayne Spinks (Deputy Chair)
0418 557 679

Mark Foletta
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David Scott
0437 212 494

Craig Madden
0407 576 804

Sandy MacKenzie
0477 552 426

Upper Goulburn and Strathbogie Groundwater Management Plans

GMW, in consultation with the Goulburn Broken Catchment Management Authority, the Department of Environment & Primary Industries, local Shire Councils, groundwater licence holders and other stakeholder representatives, has developed the Upper Goulburn and Strathbogie Groundwater Management Area management plans.

These plans will protect existing entitlement holders and the environment, set a cap on licensed entitlement and establish trading

zones and rules. The plans will not change stock and domestic rights, reduce existing entitlement, set restrictions on entitlement, change existing surface water operating rules or target specific types of groundwater use.

The Upper Goulburn and the Strathbogie Groundwater Management Areas will be finalised shortly. When complete, both management plans will be available on the GMW website at www.g-mwater.com.au

Access to pump sites

Please remember that you need to maintain safe access to pump sites to ensure the safety of GMW employees and those accessing works. Access tracks to meters and pump sites need to be maintained in order to minimise the likelihood of injury. Your cooperation in ensuring sites are clear of debris and hazards is greatly appreciated.



MURRAY VALLEY IRRIGATION AREA

Murray Valley WSC Chair message

Allocations of 200% Water Right were once fairly normal. Most irrigators just got on with the job of producing milk and fruit. That is history and adapting to change and the constant review of their business models is now an essential part of an irrigator's activities. This is an equally important part of GMW's existence as they strive to provide better service with less water owned by irrigators.

This new operating environment has been shaped by many factors, including district irrigators having sold over a third of their water. It is also due to irrigators finding that their traditional farm produce has become so uncompetitive internationally because of the dollar value and exceptionally high local processing costs. But all is not lost. Murray Valley irrigators are making good use of their delivery shares and skills in water trading to access plenty of water to grow crops where they gain a higher proportion of the export dollar.

These realities have been at the core of WSC discussions in the past year. GMW staff have put in an enormous effort in conjunction with WSCs to find ways they can provide a service we can afford. This has now been captured in the Blueprint document which outlines arrangements through to around 2018. If you could not attend one of the recent meetings for irrigators, please contact GMW to request a copy to be mailed to you.

Irrigation modernisation now requires significant input from the WSC. We often

hear how GMW Connections are progressing and resolving challenges, however we often suspect the inevitable predicaments of irrigators are not coming to our attention. Groups of irrigators in Strategic Connection Projects (SCPs), and individuals, should be contacting WSC members if they are having any difficulties.

Management of ground water is a current discussion topic. Shallow aquifer management is one of the fundamentals for salinity control. Irrigators' use of this groundwater is a big factor in water table management. Groundwater use can be discouraged by high licence fees, increases in energy costs, and less reliable supply from bores in some years. Against the case for less regulation is the danger associated with greater reliance on saline water. Now is the time for irrigators to make their views known as groundwater arrangements are being reviewed in conjunction with WSCs.

I commend the extraordinary effort that WSC members and GMW staff have made in the past season, especially at the district level, where so many have had to adapt to new circumstances.

On behalf of the Murray Valley WSC and GMW, I would like to acknowledge retiring member Ben McCracken for his service as a member on the Murray Valley WSC.

Barry Croke
Murray Valley WSC Chair

New Structure

GMW is constructing a new regulator in the Yarrowonga main channel to replace an old knife edge structure near the Tungamah road. This new regulator will allow the implementation of channel automation in the Murray Valley area during the coming season. These works will allow the delivery system

to utilise water between the regulator and the Yarrowonga weir to support the channel operation, improving delivery and shortening order times for customers. While this will assist deliveries in the coming season, the full benefit of this new regulator is expected to be achieved for the 2014/15 irrigation season.



Murray Valley WSC contact details:

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Jim McKeown (Deputy Chair)
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Max Baker
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Damien Carpenter
0477 145 332

Alan Hendy
0428 178 682

Paul Mundy
0427 735 335

Murray Valley Winter Works

- Install new regulator (MV.1B) on the Yarrowonga Main Channel upstream of Tungamah Road.
- Remove 8 mile Knife Edge on the Yarrowonga Main Channel just downstream of Tungamah Rd.
- Plastic lining on number 3/5 channel - Katunga North.
- Plastic lining on the number 5 main channel – Katunga South.
- Clay lining on the number 5 main channel - north of Nathalia.
- Replacement of drainage crossing on 3/13 drain at Leafs Rd Waaia.
- Replacement of drainage crossing on 16/6 drain at Labuan Rd Yarroweyah.
- Pipe inspection upstream and downstream of Murray River pump MV.81 on Racecourse Rd Cobram.

Please ensure you have alternative arrangements for winter Domestic & Stock supplies and do not rely on water remaining in the irrigation channels over the winter period as they may be drawn down to complete winter works. If you have any concerns about your Domestic & Stock supply, please contact your local GMW Customer Service Centre.

MURRAY NORTH-EAST GROUNDWATER & SURFACE WATER DIVERTERS

Ovens, King & Mid Murray RWSC Chair message

Dear fellow irrigators,

Summer and autumn have been very challenging for all farmers - dairy, grapes, hops, fruit, vegetables, nuts and beef cattle. While usage has reduced significantly along the valley since tobacco is no longer grown, this irrigation season saw King River irrigators go onto stage one water restrictions on 26 February with Lake William Hovell at 70% because inflows into the dam had dropped off below the trigger level. The restrictions were lifted on the 4 April when William Hovell was at 77% full after the catchment had received rainfall above the storage.

It is ironic that twice the capacity of William Hovell and Buffalo flowed through the spill way in one 24hr period during the recent floods which caused so much damage.

I have been working with the other WSCs along with GMW Managing Director, Gavin Hanlon and the Board of GMW, on the blueprint to deliver key initiatives over the next 5 years. These key initiatives include, but are not limited to:

- Significantly reducing Goulburn Murray Water operational costs.
- Redesigning tariffs to ensure they are cost reflective.
- Promote productive agriculture

It is very important that irrigators' costs are kept at a minimum as this will encourage agricultural production, which is the back bone of rural communities. In addition I have also been assisting GMW review trading rules in the Regulated Ovens and King Systems.

Here's hoping next season is a far better than the last, we must be due for a good season.

On behalf of the Ovens, King and Mid Murray Regional WSC and GMW, I would like to acknowledge retiring member Timothy McNeil for his service as a member on the Ovens, King and Mid Murray Regional WSC.

Malcolm Carson
Ovens, King & Mid Murray RWSC Chair

Kiewa, Mitta Mitta & Upper Murray RWSC Chair message

After two wet summers, we have now finished a dry summer followed by no real autumn. However most of Australia is worse off than us and the Australian Dollar is hurting, and seems unwilling to devalue.

GMW Managing Director, Gavin Hanlon has made an undertaking to reduce the cost of water to customers by \$20 Million. This is occurring on two fronts, restructuring the business, and the tariff review, which all Water Service Chairs have been involved in. Our goal is that you should be able to understand what you are paying for. Energy costs for pumping water still make up the biggest cost, but water licences cannot continue to rise year after year. Finding a crop that can cover the costs and make a profit on using water is a challenge in the current financial climate. This makes retaining

water licences for future generations hard. These are just a few of the things we will be discussing when WSC members have the chance to take part in the tariff review as part of our annual workshop later this year. We will also be seeking your feedback. Looking forward to a warm wet winter.

On behalf of the Kiewa, Mitta Mitta and Upper Murray Regional WSC and GMW, I am pleased to welcome Brooke McKimmie to the committee and would like to acknowledge retiring members Ron McCormick and Stephen Paton for their service as members on the Kiewa, Mitta Mitta and Upper Murray Regional WSC.

Peter Serpell
Kiewa, Mitta Mitta & Upper Murray RWSC Chair

Ovens, King & Mid Murray RWSC contact details:

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Rodger Broderick
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Sid Dalbosco
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Brian Keenan
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Alister Laidlaw
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Malcolm Lumby
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Raymond Park
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Kiewa, Mitta Mitta & Upper Murray RWSC contact details:

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Donald Crosthwaite
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Brooke McKimmie
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Gordon Nicholas
0458 760 512

Steve Rigoni
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Mac Paton
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Domestic & Stock Dams

Please remember that you must apply to register all new dams and/or prior to undertaking alterations to existing dams on properties less than 8ha and/or are in a rural residential zone.

GMW e-services

Our expanding range of web, email and mobile phone services ensures everything you need is the click of a button away.



SMS Allocations: Allocation announcements sent direct to your mobile phone.



SMS Start/Stop: Reminders of when your water order will start and stop.



Irrigation e-news: Determination and Irrigation updates emailed to you once a month.



e-Dams: Water storage levels emailed to you daily, weekly or monthly.



Online Payments: To pay your GMW account please visit our website at www.g-mwater.com.au



WaterLINE: 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.

2013/14 changes to carryover in the Goulburn, Murray and Campaspe systems

The changes in carryover rules only apply to the Goulburn, Murray and Campaspe systems. All of the changes, excluding limiting carryover on the Murray, came into effect on 1 July 2013. The end of season cap on carryover will not come into effect for the Murray system until 30 June 2014.

For a full list of the changes to carryover, please visit the Victorian Water Register at www.waterregister.vic.gov.au/Public/Carryoverreview. You should also consider seeking professional advice from an experienced broker or advisor.

Changes to spillable water charges

If the volume of water you carryover plus new seasonal allocation is greater than your water share volume you will incur an above entitlement storage fee. This fee does not apply to water that spills. The volume that the

fee is based on is not changed by trade (in or out) or use of allocation during the season.

The fee will appear on customer's accounts as "above entitlement storage fee".

Variable & Fixed Charges Accounts

Each year GMW sends out two types of accounts, Fixed and Variable. Fixed Charges accounts are issued in June/July each year and recover the cost of system maintenance and replacement. Variable Charges accounts are issued in March (interim account) and June (final account) each year and recover the actual costs of delivering your water from our water storages to your property.

GMW customers will receive their annual fixed charges account in July. Information about payment options and due dates will be included with the accounts. If you are experiencing financial hardship please contact GMW on 1800 013 357 to discuss options that may be available to assist you.

Are you intending to do maintenance works on your property?

If you are intending on doing maintenance works on your property please take care around GMW assets. Any cost associated

with a damaged asset that could have been avoided will incur a cost to the customer.

Access to pump sites

Please remember that you need to maintain safe access to pump sites to ensure the safety of GMW employees and those accessing works. Access tracks to meters

and pump sites need to be maintained in order to minimise the likelihood of injury. Your cooperation in ensuring sites are clear of debris and hazards is greatly appreciated.



GMW Contact Numbers

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Office Hours

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GMW Connections Project

P: 1300 163 006

Office Hours

8 a.m. - 4:45 p.m. Monday to Friday



Your Local Customer Service Centres

(Office hours 8.00am - 4.45pm, Monday to Friday)

Cobram Office

Dillon Street, Cobram 3644

Wangaratta Office

Murrell Street, Wangaratta 3677

Shepparton Office

21 Wheeler Street, Shepparton 3630

Kyabram Office - *Opening Soon*

79 McCormick Road, Kyabram 3620

Rochester Office

41 High Street, Rochester 3561

Pyramid Hill Office

24 Barber Street, Pyramid Hill 3575

Kerang Office

78 Kerang-Koondrook Road, Kerang 3579