

# Flood Recovery Update

Part 2



G-MW is aware that over the coming weeks our customers and the community, like us, will begin the challenge of rebuilding. The following information is intended to assist with this process.



## Contacting G-MW

All of G-MW's offices are now open to the public. However, if customers are unable to reach their nearest office, they can call G-MW via WaterLINE or their local area office on:

**Kerang - (03) 5451 0111**

**Pyramid Hill - (03) 5455 7100**

**Rochester - (03) 5484 0400**

## Water Quality

G-MW is warning customers and the community in flood-affected areas that warmer weather may worsen water quality problems in many lakes, wetlands and rivers.

Customers are advised that water within our irrigation network, including channels and lakes, may be contaminated by flood water, so please check the water quality before use, especially if water is for stock and domestic purposes.

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 Delivery

G-MW is making rapid progress in restoring supply to those customers affected by the floods. In the Pyramid-Boort area, channels east of the Loddon River are fully operational and most on the western side will be operational shortly. At this stage the only factor that is slowing down the recovery process is that some areas are still underwater or inaccessible. Once water recedes G-MW will be able to access and begin repair works to restore the system to an operational status.

Customers are encouraged to order their water through WaterLINE online or on 1300 469 469 and to discuss their water delivery requirements with their planners. A minimum of four days notice is appreciated so we can ensure the network is working in the requested area.

## Replacing information and records

Call G-MW on **1800 013 357** and G-MW will replace any water entitlement records and statements free of charge. To ensure the privacy of customer information, G-MW staff will need to verify customer identities. If you require your records to be sent to an alternative address, please notify us when requesting replacements.

## Further financial advice and assistance

### Emergency cash grants

DHS regional office 1300 650 172

### Clean Up & Restoration Grants & Low Interest Loans

Rural Finance Corporation (03) 5448 2600

### Financial Counselling

Rural Financial Counselling Service 1800 686 175

### Tax records, statements, payments and refunds

Australian Tax Office 1800 806 218

**Rural Support Line**  
1300 655 969

**Lifeline**  
131 114

**Beyondblue**  
1300 224 636

## G-MW Accounts

Many customers across G-MW's Rochester, Pyramid-Boort and Torrumbarry Irrigation Areas have homes and businesses that have been affected by the recent floods. We recognise that many customers will now face significant financial difficulties. We encourage all customers in this situation to contact G-MW to discuss their account and service needs. We will endeavour to assist with alternative payment arrangements.

G-MW has put on hold and extended payment dates for customers in flood affected areas who may have missed the 16 December payment in full and the 17 January 3rd installment payment dates. For flood-affected customers, payment in full has been extended to 28 February and the 3rd installment can be paid along with the 4th and final installment on 16 February. In all cases, we ask any customers experiencing financial difficulties to contact G-MW.

If you are a customer affected by the floods and have received a reminder notice, please contact us on **1300 553 200** to organise alternate arrangements.

## Flood Recovery Information

Available at [www.g-mwater.com.au/floodrecovery](http://www.g-mwater.com.au/floodrecovery)

We recognise that restoring supply to customers for domestic and stock and irrigation is a vital step in recovery. To assist customers, we have developed two important information tools available 24/7 through our website.

1. Check the operational status of your outlet by using our operational status table at [www.g-mwater.com.au/floodrecovery](http://www.g-mwater.com.au/floodrecovery). There are instructions on how to look up individual outlets without having to scroll through the entire table. We update this database at 5pm each day.
2. Check the operational status of channels. Our map of the channel network is also updated daily. The green channels have been confirmed as operational, and the red channels have damage and are not yet operational.

Through our website's Flood Recovery Page, flood update advertisements in local papers and our WaterLINE online and phone services, we are providing updates on a range of other information.

If customers do not have access to the internet, they are advised to please contact WaterLINE on 1300 469 469 and a staff member will talk you through the information available.

