

End of Season Newsletter 2018/19



Welcome to our End of Season customer newsletter

Charmaine Quick

Managing Director



As the gravity irrigation season draws to a close, I am pleased to report that Goulburn-Murray Water (GMW) will meet the delivery demands of all our entitlement holders over what has been a hot and dry spring and summer.

From the opening of the season on 15 August last year, the irrigation infrastructure across the Goulburn Murray Irrigation District (GMID) has performed well to ensure water has been supplied where and when it has been needed. I am proud of the contribution GMW staff have made to the smooth running of the system for our customers.

This last season has certainly had its challenges. Our customers and our communities all share concerns with continuing dry conditions and we hope winter will bring respite - replenishing our storages and easing pressure on water prices.

This newsletter serves to update our customers on some of their water management options as we near the end of this season. In it you'll find important information on carryover, trade and making the most of your unused water as well as important dates and deadlines.

When the season officially ends on 15 May, GMW will get busy with our ambitious Winter Works program. But beyond business as usual, customers will see real transformation taking place at GMW in coming months as we adjust to the challenges of the future. This means placing GMW on a sustainable path to providing reliable, efficient services to our customers at an affordable price.

Although I've been in the water industry all my professional life, arriving at GMW in February has brought me home to the Goulburn Valley and back to my rural roots. I look forward to contributing to our collective prosperity in the seasons to come.

Remember: GMW provides water entitlement holders with information about their end of irrigation season options as a courtesy. Customers are responsible for ensuring they take the necessary steps to carryover, use, sell or relinquish any unused water allocation by the appropriate deadlines.

Managing water

It's important for customers to know and understand the options available to them to ensure against allocation being written off. Your options in brief:

CARRYOVER

Carryover allows some water entitlement holders to take their unused water allocation from this irrigation season, into the next. Carrying over water means that the unused allocation is available to use or trade in the next season without the need to purchase and ensures access to water at the start of the season.

Remember: If you have unused water that you wish to carryover, it needs to be linked to your water shares before 28 June.

TRADING

Water entitlement holders have the option of selling their unused water allocation through a trade. Water share and allocation trading in Victoria is governed by rules set by the Minister for Water. For more information on these rules, visit www.waterregister.vic.gov.au/water-trading.

Remember: Manual trades must be submitted by 21 June. Online trades can be processed through www.waterregister.vic.gov.au until 28 June.

RELINQUISHING WATER

Water entitlement holders who do not wish to use, sell or carryover their unused water, can apply to relinquish their allocation. There is no charge and it saves on above entitlement storage fees.

Remember: To relinquish water, applications must be submitted with GMW by 21 June, or 28 June if the application is made online.

If you have questions regarding your water management options, call us on 1800 013 357.

Don't forget to fill your dam

The irrigation season ends 15 May and will commence on 15 August. During this period, we cannot guarantee that you will have access to water from the channel system.

Remember: Fill your tanks and dams before 15 May to secure your winter water.

Key dates and deadlines



Last day to submit water orders to ensure delivery



End of gravity irrigation season



Last day to submit land applications and delivery share transfers



Last day to submit water share applications



Last day to submit interstate allocation trades



End of season accounts issued



Last day to submit manual applications to trade or relinquish allocations



Last day to submit online applications to trade or relinquish allocations



Last day to pay end of season accounts



First day of the new irrigation season

Winter Works

Extensive upgrades to the irrigation delivery network will take place across the Goulburn Murray Irrigation District (GMID) from 15 May to 15 August with a multi-million-dollar program of planned works.

As part of the Connections Project, about 60km of pipeline will be installed, 175km of channel decommissioned, 30 regulators installed and 700 meters treated.



60km

Pipeline installed



175km

Channel decommissioned



30

Regulators installed

GMW maintenance crews, construction crews and contractors will also ramp up activity, undertaking channel bank works and infrastructure repair and replacement made possible when the channels are not being used for water delivery.

This means there will be increased use of trucks and heavy machinery on minor roads throughout the GMID and the community is urged to exercise care and understanding to ensure these important works can be done effectively and safely.



Blue-green algae update

Blue-green algae are naturally occurring bacteria in our waterways and storages. Hot weather and still water provide ideal conditions for algae levels to increase in our rivers, streams and channels.

Blue-green algae contain toxins that are harmful to humans and animals. GMW has a number of current alerts in place for blue-green algae.

Remember: For the latest update on these locations and helpful information, visit www.gmwater.com.au/news/bga

Sign up for online and mobile services

MyGMW Manage your GMW account online, anytime and

anywhere, through our secure online portal MyGMW. Access MyGMW from our website at www.gmwater.com.au/customer-services/manage-my-account



The Start and Stop SMS service enables you to receive reminders of when your water order is to start and stop. Subscribe for this service through your WaterLINE account.



WaterLINE is our 24-hour online and telephone water ordering system where customers can lodge irrigation orders, find out their Allocation Account (ABA) balance and manage their accounts. Access WaterLINE by visiting www.gmwater.com.au/waterline



eNews is a regular email including customer updates and important information, profiles, news, water safety tips, information on local area operations, key dates, projects, events and more. Subscribe to eNews by visiting www.gmwater.com.au/subscribe



Our dams email provides water storage and dam levels information straight to your inbox on a daily, weekly or monthly basis. Subscribe by visiting www.gmwater.com.au/subscribe

More information

The Victorian Water Register website www.waterregister.vic.gov.au provides extensive information about the options available to water entitlement holders at the end of the irrigation season, particularly regarding carryover, and includes a range of resources.

GMW and Murray Dairy have also produced a six-part video series to help irrigators better understand how they can manage water. These, and other information on water management, can be found on the GMW website at www.gmwater.com.au/water-entitlements

Websites such as the Northern Victoria Resource Manager (www.nvrm.net.au) and the Murray-Darling Basin Authority (www.mdba.gov.au) also provide information about water trends and availability, which can help users plan their use.

Remember: The Northern Victoria Resource Manager will release an updated 2019/20 seasonal determination outlook on 15 May.



Have your say

We're hard at work on our next Pricing Submission and Transforming GMW to ensure we can continue to deliver reliable, efficient services to our customers at an affordable price.

We want to hear what is important to you and initially, we are hosting 2100 conversations – from this, we'll host workshops and recommendation days across the region.

Start by giving us your feedback and completing our 2100 Conversations Survey at <https://yoursay.gmwater.com.au>

Helping through difficult times

We understand that some of our customers are facing challenging times. That's why we're committed to doing all we can to support our customers.

If you're experiencing financial difficulties, there are a number of ways we can help you manage your account and relieve some of the pressure you may be facing.

Remember: For information about our flexible payment plans, call us on 1800 013 357.

GMW Customer Enquiries

Email info@gmwater.com.au

Phone 1800 013 357

Website gmwater.com.au