

Welcome to our Start of Season customer newsletter

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Managing Director



From high-density horticultural operations to family-run garlic farms and dairies spanning generations, the Goulburn Murray Irrigation District (GMID) is diverse. This district is fuelled by a rare combination of productive assets; nutrient dense soil, long hours of sunlight but most importantly access to precious irrigation water.

Good rainfall during April and May provided ideal conditions for the upcoming season. In fact, autumn delivered two months of increased rainfall with the highest flows into Waranga Basin for the past decade while sustained flows from the Ovens and Goulburn rivers helped fill Lake Victoria in the Murray system. This is clearly good news for water holders on the Goulburn and Murray systems after two years of dry conditions. We are now hoping to see at least average conditions prevail during the winter months.

There is no doubt our community is facing unprecedented challenges this year. For Goulburn-Murray Water (GMW) as an essential service provider, this has meant successfully implementing our business continuity plan and I am happy to report, we are meeting the high levels of service expected by our customers. For many of our staff, this means working from home while remote schooling children and teenagers and sharing an office with family members. But like you, we have found a way for this to work.

Our works teams have delivered close to 22,000 labour hours since 15 May with the completion of a multi-million-dollar, Winter Works program. Important maintenance and refurbishment has been undertaken to keep the delivery system running at peak efficiency in readiness for the upcoming season.

For the second half of this year, we will continue implementing our Transformation Action Plan with the business undergoing continuous improvement, identifying further efficiencies and innovation. We wrote to our customer base in March outlining a landmark drop in our revenue requirements leading to a \$20 million revenue saving annually. We have now issued your first bill under our new pricing plan, in place for the next four years, delivering a drop in fees for most customers of about 10 per cent.

As a large business, GMW plays a significant role in reducing the spread of coronavirus (COVID-19) to keep our communities safe. While our offices across the district remain closed to visitors, as always, we urge all customers to call or email us for any further information or assistance.

GMW's vision, just like its customers, is a fair, affordable and efficient irrigation delivery system now and for decades to come. We look forward to working with you and engaging with you throughout the upcoming season.

Groundwater allocations

GMW manages Groundwater Management Areas and Water Supply Protection Areas across much of northern Victoria. Groundwater allocations for 2020/21 have been announced for a number of areas. Visit www.g-mwater.com.au/water-resources/ground-water

Seasonal Determination

The Northern Victoria Resource Manager for northern Victoria updated the 2020/21 seasonal determinations and outlook on Monday, 17 August.

The Murray system moves from 19 per cent of high-reliability water shares (HRWS) to 24 per cent HRWS. The Goulburn and Loddon systems increase from 37 per cent HRWS to 40 per cent HRWS. The Campaspe system moves from 40 per cent HRWS to 45 per cent HRWS. The Broken system increases from 30 per cent HRWS to 39 per cent HRWS. Seasonal determinations in the Bullarook system increases from 5 per cent HRWS to 19 per cent HRWS.

Resource Manager Mark Bailey said rain led to the seasonal determination increases.

"After falling during June and July, flows into the major storages have picked up following the rain of the past week," he said.

"More rain will bring further improvements in the seasonal determinations.

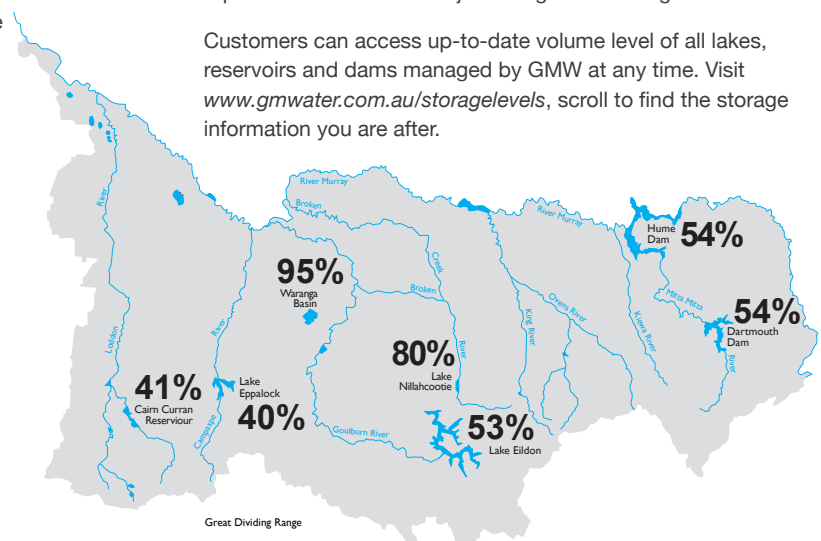
"The major storages historically record their highest flows between August and October."

Dr Bailey said the latest Bureau of Meteorology seasonal outlook favours above-average rainfall across the catchment areas for the three month period from September to November.

Storage levels and inflows

Here's a snapshot of some of our major storages as 16 August 2020.

Customers can access up-to-date volume level of all lakes, reservoirs and dams managed by GMW at any time. Visit www.gmwater.com.au/storagelevels, scroll to find the storage information you are after.



Your Say @ GMW

We want your input, knowledge, thoughts and advice. Visit www.g-mwater.com.au/your-say-at-gmw to register for the latest events and webinars and to find out which projects and topics we're engaging with our customers, stakeholders and communities on.

Connections Project Update

The Connections Project has been very busy as it approaches completion.

Our final Winter Works Program comprised works to decommission 100 km of channel and treat more than 450 meters.

Our Project team continues to respond to the challenges brought about by coronavirus (COVID-19), to continue meeting delivery targets as well as required health protocols. We have put extra processes and procedures into action so that the health and safety of stakeholders and wider community are paramount. Although these are challenging times for everyone, the Project remains on track for the successful delivery and completion of its water savings and other contractual targets by October 2020.

GMW offices remain closed due to coronavirus

GMW is assuring its customers it will continue providing a high level of service as it responds to the coronavirus (COVID-19) outbreak.

Customer access to all GMW offices, including the Connections Project office, has been restricted indefinitely in a bid to prevent the spread of COVID-19.

Please stay in touch via the Customer Contact Centre, WaterLINE, online services and over the phone as required. Phone 1800 013 357 or visit www.gmwater.com.au

Update your details

To help us contact you quickly and efficiently in case of an incident, service interruption or when you need to know important information, it's critical we have your current mobile number and email address.

You can update your address by filling out a simple form on our website:

www.gmwater.com.au/updateyourdetails

Alternatively, phone us on 1800 013 357 for assistance with ensuring your details are up to date.

Our 2020/21 fees and charges

Our 2020/21 Price list, which outlines our fees and charges, is now available on our website at www.gmwater.com.au/pricing

You can also download a copy of our 2020/24 Pricing Submission, which was endorsed by the Essential Services Commission in June. During the 2020/24 pricing period, most customers will receive on average a 10 per cent drop in their fees.

Delivery share trades

Did you know you can now express interest in trading delivery shares?

If customers have identified they have delivery shares no longer required, rather than having to terminate their delivery shares at a cost, they can express interest in buying or selling through their local water broker.

For more information visit www.gmwater.com.au/deliverysharereview

Water Quality

A reminder that water supplied by GMW is not suitable for human consumption without first being properly treated.

Diversions

Diversions inspectors

A number of our diversions inspectors previously stationed at our Rochester office have been relocated across the district – two to our Cairn Curran office and one to our Lake Eppalock office.

Our Diversions Service Manager West has also relocated to the Kerang office.

This will allow us to better serve our customers in those regions, and will allow customers to meet with diversions inspectors at GMW offices closer to them – however, please note for now our offices remain closed due to the COVID-19 pandemic.

Lodging orders

We'd like to take the opportunity to remind our regulated diverter customers that they must order water before using it, and use must accurately reflect the flow rate and ordered duration.

Without placing an order, you are taking water without authority and may be subject to penalties under the Water Act.

Placing an order for water also means we are able to accurately account for how much water was used if a meter fails.

More information is available by phoning our Diversions team on 1800 013 357, or at our Diversions webpage: www.gmwater.com.au/diversions

Key services

MyGMW Manage your GMW account online, anytime and anywhere, through our secure online portal MyGMW. Access MyGMW from <https://mygmw.gmwater.com.au>



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



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.



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

Hardship and payment plans

GMW is continuing to proactively provide customers with access to flexible payment options.

A range of hardship guidelines and payment options are available. These include but are not limited to:

- Instalment options
- Early payment discounts
- Flexible payment plans
- Payment extensions

Anyone experiencing hardship is urged to seek more information on payment options by phoning our Customer Contact Centre. Our team is committed to working with customers to resolve these challenges wherever possible. Phone 1800 013 357 or visit www.gmwater.com.au

Rosters and Restrictions

GMW monitors flow in unregulated streams and implements rosters and restrictions when flow decreases below minimum volumes.

Our Rosters and Restrictions webpage allows customers to review the status of their stream at an time.

Our map allows you to choose your catchment and stream and see the current roster or restriction and the date it commenced.

It is updated on a regular basis and can be found at www.gmwater.com.au/rosters-and-restrictions