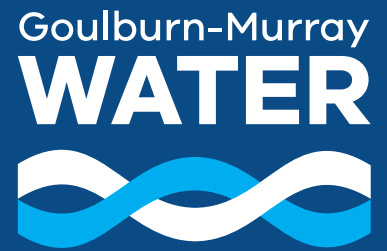


Autumn Newsletter



1800 013 357  info@gmwater.com.au  www.gmwater.com.au

Our new look Autumn newsletter replaces the former End of Season newsletter with information on forthcoming events, dates and opportunities for all GMW customers.

At a glance

Whether you are checking off your to-do list before 15 May or you need more information on key deadlines and projects across the GMID, we aim to keep you informed with:

- managing your unused water
- preparing for end of season
- Winter Works
- project updates
- and more.



Upcoming events

GMW Education Webinar Series: We have a number of webinars coming up. Keep up to date www.gmwater.com.au/yoursay

Goulburn to Murray trade review: There are a number of ways you can provide feedback, including an online survey. Go to www.engage.vic.gov.au

GMW Annual Water Forum: December 2021.

Murray Muster 2021: Digging Deeper will be held on Wednesday 26 May 2021. For more information visit www.murraydairy.com.au or phone 03 5833 5312.

Hort Connections 2021: Brisbane, June 2021. This year's theme is 'Celebrating the international year of fruits and vegetables'. For more information visit www.hortconnections.com.au

@goulburn-murray-water 

 Goulburnmurraywater

Goulburnmurraywater 

 @GMWater

Follow us on social media to keep up to date with important information.

We want to hear from you!

As part of our engagement with customers, we are pleased to invite all customers to participate in a range of engagement activities later this year and into 2022, to support us in the development of our Service Plans. Please stay tuned for upcoming

announcements on our website in the coming months. If you would like to stay in touch with us to find out more on our engagement activities, visit www.gmwater.com.au/yoursay or email communications@gmwater.com.au

Managing unused water

There are a number of options available to you for managing your unused water.

Carrying over water

You can carry over any of your unused water allocation from one irrigation season, into the next. Carrying over water means that your unused allocation is available to use or trade without the need to purchase and secures access to water at the start of the season. This option is open to those of you in the Broken, Bullarook, Campaspe, Goulburn, Loddon and Murray systems. So if you do have unused water that you wish to carryover, make sure it is linked to a water share, limited term transfer of a water share, or supply by agreement before 16 June 2021.

Trading water

You also have the option of selling your unused water allocation through a trade. You can find a buyer or engage a water broker or solicitor to do this. The rules around water share and allocation trading in Victoria is governed by the Minister for Water. For more information visit www.waterregister.vic.gov.au/water-trading. Remember to submit your online trades by 5pm 30 June 2021.

Relinquishing water

You can also return any unused allocation to the consumptive pool, at no charge. This may save on storage fees so you need to submit your applications with GMW by 24 June 2021 or 5pm 30 June 2021 if lodged online.

Using water

To use your remaining water, the last day to submit a water order to ensure delivery is 10 May 2021. Just make sure your final order is for the remaining volume available.

Key dates and deadlines you need to know

Here are a few key dates and deadlines to pop into your calendar.



Last day to submit water orders to ensure delivery



End of gravity irrigation season



Final submissions for temporary transfer of groundwater applications



Last day to submit land applications and delivery share applications



Last day to submit water share applications



Last day to submit interstate allocation trades



Final season meter reads to be entered for Diversions customers



Last day to submit manual applications to trade or relinquish allocations



Last day to submit online applications to trade or relinquish allocations via MyWater



Last day to pay end of season accounts



First day of the new irrigation season

Winter works, weeds and maintenance



A message from our General Manager Infrastructure Delivery Services, Warren Jose

We listened to your feedback on cleaning up our channels and waterways. This winter shutdown period, our maintenance teams will be completing essential works on our assets while following the appropriate COVIDSafe settings. These works include weed control, channel maintenance, infrastructure repairs and replacement to ensure the efficient delivery of water to customers during the irrigation period. This may mean an increase of trucks and heavy machinery on roads through the GMID so we advise you to be careful. As an essential service, we will continue to complete essential work where it is safe to do so. For more information about our Winter Works 2021 program visit www.gmwater.com.au/winterworks

Payment plans

We understand that some customers may be experiencing financial hardship. We are committed to working with you to help find a solution that best suits individual circumstances. There are a range of hardship guidelines and payment options available for customers including:

- instalment options
- early payment discounts
- flexible payment plans
- payment extensions.

If you would like more information about our flexible payment plans, please phone our Customer Experience Team on 1800 013 357.



Update your details

It's important we have your details up to date to ensure you receive all the latest news, incident and service interruption information and account reminders from GMW. This includes your address, mobile number and email address. For more information, visit

www.gmwater.com.au/updateyourdetails

Water theft

With the end of the irrigation season approaching, we are reminding you all to keep your water account balance positive to avoid penalties. It is illegal to take and use more water than allowed under your entitlement. Please ensure you have the right authorisations before taking water from a dam, bore, stream, river, creek or irrigation channel. To find out more or to report an alleged offence, visit www.gmwater.com.au/compliance

ZERO tolerance on water theft

Keep your account balance positive to avoid penalties.

www.gmwater.com.au/compliance

Information for irrigation customers

Prepare early: fill your dams



A message from our General Manager Water Delivery Services, Warren Blyth

The irrigation season will finish on 15 May 2021, and during our annual irrigation season shutdown we can't guarantee that you will have access to water from the channel system for domestic and stock purposes.

We ask that you fill your dams before 15 May to secure your winter water.

During the irrigation off-season, we undertake important maintenance on our channels to efficiently and reliably deliver water to our customers when the irrigation season commences on 15 August.

This irrigation off-season we will be lowering more channels than previous years to enable this crucial maintenance, including the repairing of damaged banks and the maintenance of weeds and silt which impact the delivery of water during the irrigation season.

Irrigators' Share Distribution

As an irrigator customer, it's important you receive your share of the Irrigators' Share Distribution.

If you hold delivery share within any of the six irrigation areas of the GMID and contribute to the cost of operating and maintaining the GMID by paying the common Infrastructure Access Fee (IAF), you are eligible to receive a benefit.

For more information, visit

www.gmwater.com.au/irrigators-share or email the project team ISDProject@gmwater.com.au

New Mitiamo Pipeline operational

From 1 July 2021, customers along the newly completed Mitiamo Pipeline will be able to access secure, reliable water supply 365 days per year.

A testing and commissioning phase will take place throughout May and June 2021, with metering at customer tapping points to commence from 1 July. For more information visit

www.gmwater.com.au/mitiamo

New Customer and Water Register Fee

We listened to your feedback on the amount of bills and multiple service fees you receive from GMW every year.

From 2021-22, Service Fees will be replaced by a Customer Fee and the Water Register Fee on your fixed charges account. Customers currently pay a Service Fee for each service they receive from GMW, however the new Customer Fee will replace multiple Service Fees.

The Water Register Fee is charged to GMW by the Department of Environment, Land, Water and Planning (DELWP) on the basis of customers' water entitlement records stored in the Victorian Water Register. Under our current arrangements, this is recovered by the Service Fee which all customers receive regardless of the number of entitlements they have in the Victorian Water Register. The Water Register Fee will recover the costs of customers storing their records in the Water Register.

In many cases, customers will be able to consolidate their water entitlements, reducing the number of records, and associated fees. For more information on how to consolidate water entitlements, please phone our Customer Experience Team on 1800 013 357.

Water Efficiency Project

We are pleased to announce that \$177.5 million in Commonwealth funding has been secured for the Water Efficiency Project.



Water Efficiency Project

These projects will deliver 15.9 GL in water savings and further modernise the GMID, using off-farm infrastructure changes to help meet Victoria's obligations as part of the Murray Darling Basin Plan and avoid water buy-backs by the Commonwealth Government.


It is anticipated more than 1000 customers will see improvements to irrigation standards for more, and around 900 regional jobs will be produced during construction.

With funding secured, the project team are planning their program in detail and look forward to continuing to engage with our customers and key stakeholders as information becomes available.

For more information, visit www.gmwater.com.au/wep

GMW online services

MyGMW MyGMW - Manage your GMW account online, anytime and anywhere, through our secure online portal MyGMW. Access MyGMW from www.gmwater.com.au/myaccount

 **WaterLine** - 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 at www.gmwater.com.au/waterline



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

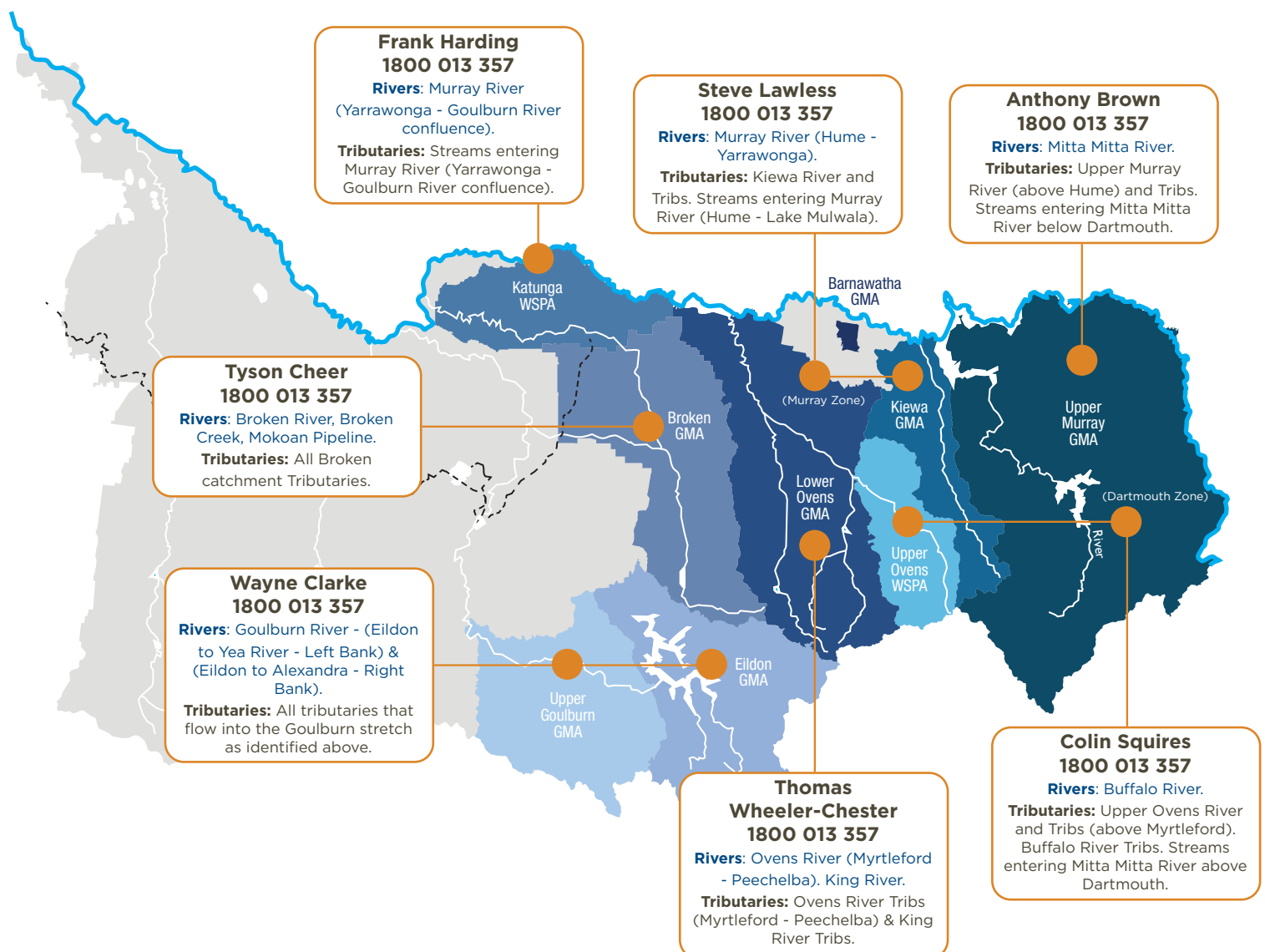
Information for Diversions and Groundwater customers

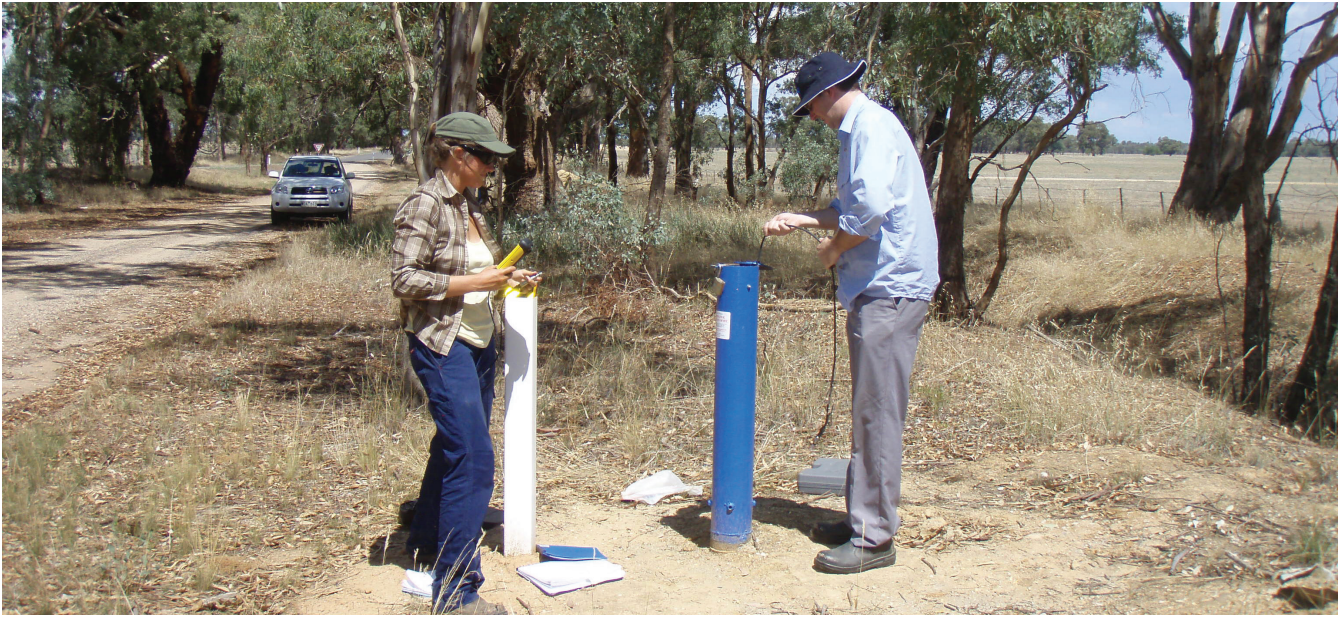
Our Diversions Inspectors have commenced reading meters for diversions customers. Once a meter has been read, a sticker will be placed on the meter.

Applications for temporary transfer of groundwater are to be submitted prior to 29 May 2021. Applications made after this date may not be processed due to the expected number of applications submitted at the end of the season.

Remember: If you are using water after final meter read has taken place you need to notify the Diversion Inspectors before 21 June 2021. Failure to do so will result in any usage being recorded against your 2020/21 usage.

East region diversion inspectors





West region diversion inspectors

