

## Operations Area Achievements

The MV Operations area has operated with reduced numbers for the entire season. At times the area has been under resourced by 9 staff but has continued to supply the service required in this low allocation year.

As of the 10th April the area has achieved a new record of 486 days worked without a lost time injury, the previous best was 446 days. This achievement is based on a dedicated plan to improve the workplace environment for the benefit of staff and customers.

## Become a Water Service Committee Member

Do you want to know more about the water industry? Would you like to contribute towards its future direction? If so consider nominating for the Water Service Committee positions that will be advertised in May. G-MW values the contribution that committee members make towards operations issues, service levels and future direction. More information on the nomination process can be obtained from your local office.

The Murray Valley WSC is in place for the benefit of our customers. The WSC continues to build a close relationship with G-MW and ensure that customer issues are addressed and suitable outcomes achieved. Your WSC members have provided input into the Modernisation planning, Groundwater review, Northern Victorian Sustainable Water Strategy, Asset Replacement program. The WSC closely monitor's expenditure and have been vocal in having unbundling issues addressed to ensure customers have the ability to make the best use of their water shares and available allocation.

## Linking Water Shares & Water Use Licenses to a Single ABA

Customers can now apply to allow allocation from many water shares to be pooled and used on an ongoing basis on many properties, subject to certain conditions such as the properties being in the same trading zone.

The conditions are detailed in the form Application to Link Multiple Water Shares and/or Multiple Water-Use Licences to a Single Allocation Bank Account, also called Form 40. Contact G-MW for a copy of the application form, or download it from the Water Register website [www.waterregister.vic.gov.au](http://www.waterregister.vic.gov.au)

## Final 2007/08 Water Usage Accounts

The final account for all water usage to the end of the irrigation season will be sent to customers by 13 June 2008. This account will include charges for: Infrastructure Use Fee, Surface and Subsurface Drainage, Casual Infrastructure Use Fee and Overuse Fee.

Customers are advised the due date for this account is 11 July 2008.

Customers experiencing financial hardship are encouraged to contact Goulburn-Murray Water on 1300 553 200 to make suitable payment arrangements.

## Thanks for helping reduce water losses

Reducing water losses from the channel system has been a major focus for G-MW this year. Tough targets were set at the start of the year and they are being met or bettered at this stage of the year. It is important that we reduce the losses as the water saved has helped increase allocations. The losses have been reduced through the installation of channel automation technology to measure and control the water better, diligent staff management and through the cooperation of customers taking more flexible water supply. We are very grateful for the ongoing cooperation of our customers during this difficult year.

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Murray-Valley

## Message from the Water Service Committee Chair

As we approach the end of the 2007/08 season we eagerly wait for a good autumn break. But while we wait, each of us needs to develop our own contingency plans. I'm sure we will have different approaches to issues such as ensuring our ongoing access to domestic and stock water over the winter, and whether or not to carryover allocation into the new season. The important point is to ensure each of us has a plan in place that we think is right for our individual business.

In this newsletter there is information about carryover, and some useful tips on how to access further information you need. I also encourage everyone to take note of the important end of season dates for orders and trades.

G-MW has advised that on 1 April there was 450 GL of water yet to be delivered in the Goulburn and Murray systems, at the same time last year there was only 250 GL undelivered. Some of this may be carried over to 2008/09 but I suspect many of us have autumn irrigation plans. With so much water yet to be delivered its important we share these plans with G-MW to best manage the delivery.

This newsletter also includes some more detail about modernisation and in particular what is happening in G-MW. The Murray Valley WSC will be meeting with representatives of the G-MW Board later this month, where we plan to discuss the role out of the Modernisation plan and ensure that the views of customers are shared with the board members.

I would like to acknowledge the immense effort from everyone this year that has enabled G-MW to make the most of our limited water supplies. Your cooperation demonstrates our regions ability to work together in tough times and it is greatly appreciated by your entire WSC.

In closing I wish to remind you that as your WSC Chair I am available to assist with any queries you may have. I may not have all the answers but I will endeavour to get them for you.

Heather DuVallon



## Channel Water Supply over the Winter Period

G-MW is urging customers to carefully plan their water needs for the coming winter months and not to rely on water left in the channels at the end of the season to meet winter domestic and stock needs. This winter there will be significant works undertaken as part of the Modernisation projects especially in the Cobram East to Yarroweyah areas and your channel could be drained. Further information will be provided to customers on channels where works will take place. Customers are encouraged to act now and provide sufficient on farm storage or explore other winter water supply options.

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## Ordering your water

Please make sure you order and confirm all your irrigation water. Taking water without ordering affects other customer's supply further down the channel and can lead to prosecution.



# irrigation news

## Planning for end of irrigation season:

G-MW is urging all customers to carefully plan their water needs for the remainder of the irrigation season. The season will close on Thursday 15 May and at this stage it has not been determined when the channels will be refilled for the start of the 2008/09 season.

Please make sure that you place your last orders in time, ensure any allocation trades have been lodged and that you have enough domestic and stock water for the winter period.

### Key dates for end of 2007/08 irrigation season

Close of allocation trade with NSW and SA	<b>30 April</b>
Last orders for water on WaterLINE	<b>9 May</b>
Close of the irrigation season and channel offtakes	<b>15 May</b>
Water share trade Last date for applications that you want processed in 2007/08	<b>Lodged with G-MW by 1 June *</b>
Allocation trade Last date for applications that you want processed in 2007/08	<b>Lodged with G-MW 13 June *</b>
Final payment date for 2007/08 Water Usage Accounts	<b>11 July</b>

\* this is the preferred date to ensure your application is processed in the current 2007/08 season. Applications received after this date will be processed but may not be finalised by 30 June.

## Carryover Checklist

This checklist is a starting point for customers considering carryover. All customers are encouraged to seek advice to ensure they are fully informed about what it means this year and for their allocations next season. Local G-MW staff can provide some guidance but cannot advise customers what it is right for their particular circumstances.

1. Carryover of unused allocation is available to customers on the Goulburn, Murray, Campaspe, Loddon and Broken systems.
2. To carryover your unused allocation the allocation must be held in an ABA that is linked to a water share, a supply by agreement, or a limited term transfer of a water share.
3. Unused 2007/08 allocation in a linked ABA at 30 June 2008 will be automatically carried over to 2008/09 season, as follows
  - Your unused allocation will first be carried over and recorded against your high-reliability water shares (HRWS) - up to 30% of your HRWS,
  - Any additional unused allocation will then be carried over and recorded against your low-reliability water shares (LRWS) - up to 30% of your LRWS.
4. At the start of 2008/09, 5% will be deducted from your carryover volume to cover evaporation losses.
5. If during the course of next season the sum of your HRWS carryover (as at 1 July 2008) and 2008/09 HRWS allocation reaches 100% of your HRWS volume, you will not receive any further 2008/09 HRWS allocation. The same principle applies to LRWS carryover.
6. The point at which you will stop receiving further allocation is determined by your carryover balance(s) at 1 July 2008 after the allowance for evaporation is deducted. This point will not change if you sell or use allocation, or sell entitlement during the 2008/09 season.
7. From 1 July 2008, you can trade the allocation you have carried over, or purchase allocation someone else has carried over.
8. Once the irrigation system is operating in your area you can take delivery of your carryover. You don't have to wait for a HRWS or LRWS allocation in order to access any or all of your carryover.

Please keep a look out for ads that will appear in local media over coming weeks providing further details or visit G-MW's website [www.g-mwater.com.au](http://www.g-mwater.com.au)

## Big increase in customer use of WaterLINE internet ordering

This irrigation season nearly one in four orders were placed via the internet with WaterLINE online. The easy to use website also allows you to view your own Water Usage Statement any time. Many of the

existing phone features are also available online. WaterLINE online can be accessed via the G-MW website ([www.g-mwater.com.au](http://www.g-mwater.com.au)) and follow the link to your area.



## System Modernisation

Modernising our channel system is a huge task and G-MW has taken steps to ensure we meet the modernisation challenges while still delivering our day to day activities of harvesting, storing and delivering water resources. The following provides an update on key developments in modernisation at G-MW.

### Launch of FutureFlow



Last month G-MW launched an Alliance called FutureFlow. FutureFlow is an alliance of companies involving G-MW, Transfield Services (Australia) Pty Ltd (TSL), Comdain Civil Constructions Pty Ltd and Sinclair Knight Merz (SKM).

FutureFlow is tasked with consulting with G-MW customers directly impacted by the works program and delivering the agreed program of works beginning with the Shepparton and Central Goulburn I-4 projects. Over the next two years FutureFlow will deliver around \$275 million of works on projects funded by Water For Rivers, The Living Murray Initiative, the Victorian Government and the Northern Victorian Infrastructure Renewal Project (NVIRP).

In a normal year G-MW spends around \$12 to 15 million upgrading the irrigation network. G-MW is looking to the Alliance to rapidly scale up the expertise, staff and resources available to deliver the works without compromising G-MW's capacity to deliver on its key responsibilities.

### Modernisation Winter Works Program

There will be modernisation works undertaken in every irrigation area this winter. Staff from FutureFlow will be in touch with customers to provide further details where works will be affecting customers. Most works in the Murray Valley area will be on the number 1 and number 2 channels in the Yarroweyah and Cobram East area. If you have queries relating to the winter works program you should contact your G-MW office.

## Overuse of your allocation

If customers use more than their allocation they are using someone else's water. Any overuse will attract a significant fee. To avoid overuse customers should read their meters well before the end of season and allow enough time to make an allocation trade to cover any water used. Allocation trades to cover any overuse must be lodged with G-MW within 30 days of advice from G-MW of being in overuse.

Any overuse of allocation will be carried forward into 2008/09 as a negative balance in the relevant ABA account. Current usage and entitlement figures are available on request from your local office at any time or via the G-MW WaterLINE.