

## Confirm your water ownership now

Default ownership arrangements will take effect for any unconfirmed water shares from **31 December 2008** and this may not be the preferred structure for some customers. G-MW has been contacting customers and assisting them in confirming their shares - if you have not resolved your unconfirmed shares

please contact G-MW and we will work with you to assist this process.

After 31 December, changes to the ownership structure will incur water register lodgement fees. You can check whether you have unconfirmed water shares by contacting G-MW on 03 5833 5533.

## Web ordering / information

Web ordering offers a quick and easy way to carry out your water ordering transactions, and access information on your Allocated Bank Account(s). To access this facility, go to the G-MW website ([www.g-mwater.com.au](http://www.g-mwater.com.au)), click on WaterLINE, enter your usual User & PIN number, and follow the prompts.

## Useful information

Where can I find my Allocation Bank Account (ABA) numbers or get a water statement?

You can find your ABA number via WaterLINE online at G-MW's website. Simply log in with your current user and pin number and follow the prompts.

## Planning over the Christmas period

All irrigators are encouraged to plan their water needs for the coming Christmas and New Year period. If you are intending to trade water please confirm your brokers' and/or exchanges' operating dates and deadlines and allow sufficient time for your trades to be executed and processed.

G-MW is also interested to hear from anyone planning to take delivery of water over the Christmas and New Year period so we can continue to work with customers to run the system as efficiently as possible.

## Christmas trading hours

The Rochester Office will be closed to the public from 1pm on 24th as well as 25th and 26th December and 1st and 2nd January. Please use WaterLINE for all your ordering requirements or to leave a message for your Planner.

## contacts

G-MW can be contacted during normal business hours at any of its offices. Customers may contact G-MW to report emergencies and urgent matters such as reporting of pollution incidents and illegal activities by using the after hours 24 hours emergency line: **1800 064 184**

### WSC MEMBERS

Richard Anderson (Chair)	03 5483 2214
Peter Gibson (Deputy Chair)	03 5484 5226
Ron Brooks	03 5482 1548
John Hewlett	03 5486 5278
Bill McMinn	03 5483 2233
Liz Wright	0427 888 834
Mark Hill	03 5484 6204
Ian Whatley	03 5482 1062
Bruce Macague	03 5484 2225
Ken Parker	03 5484 1498

TMB 7703



# Rochester-Campaspe

## Message from WSC Chair

The continuing dry conditions and low allocations are challenging us all. We are in uncharted territory with irrigators and Goulburn-Murray Water (G-MW) operating the systems, it is not business as usual.

This past year has also seen a number of far reaching policy developments and as your representatives we have been actively involved in informing and shaping the final outcomes. Over recent weeks you will have had opportunity to attend meetings held by the Northern Victoria Irrigation Renewal Project (NVIRP) at which they have detailed progress on the project including the scope of the system backbone that will be modernised. Our WSC has been meeting with NVIRP since early in the year and through regular meetings and discussion we have ensured the future needs and current concerns of customers from across the Area are reflected in the project and its delivery. The majority of Rochester's channel automation works will take place in winter 2009 and we will commence our next irrigation season with a lot of new technology that will take a little while to settle down, but will deliver improved service once it has done so.

The WSC have also been very actively involved in shaping outcomes of the Northern Region Sustainable Water Strategy (NRSWS) to ensure that we can meet the challenges of a potentially drier future. The range of challenges and ongoing drought have emphasised the importance of strong and active Water Services Committees that ensure your views and the views of irrigators across the region are heard by decision makers. Our contributions are greatly valued by G-MW, with Board and Executive managers attending 50 of the 86 WSC meetings held last year across G-MW. To make this happen, Committee members commit to a heavy schedule of meetings and discussions and meet at least monthly to scrutinise G-MW business and activity and advocate for improved outcomes. WSC chairs meet regularly as a Leadership group to coordinate positions and inform the decision making of G-MW and other Government agencies on significant issues. I would like to thank my fellow committee members for their time and input over what has been a very intense and challenging year.



Richard Anderson

We are also pleased that a review of drainage tariffs, including drainage diversion charges has commenced.

We have many challenges to come including the efficient roll out of modernisation across our systems and the potential impacts of the Federal Government water buy backs. We will be advocating for positions that reflect the interests of G-MW customers and communities dependant on irrigation in Northern Victoria.

We wish all our customers a Merry Christmas and a happy New Year, and also thank you for your support and input over the past year.

Richard Anderson  
Chair  
Rochester-Campaspe WSC



## Message from Operations Manager & staff

Management and staff of G-MW Rochester-Campaspe Area thank customers for their high level cooperation in the past year in these adverse circumstances and

wish all a Happy Christmas and fulfilling 2009.

Jeff Parry  
Manager  
Rochester-Campaspe Operations

# 2009 Season Update

## Start of season issues

Some customers may have experienced supply interruptions at the start of the season. This has been caused by two main factors;

1. Drought operation mode – G-MW are running the channel system differently to a normal year. We are keeping channels low between deliveries to minimise losses and make more water available to customers. This means we have to increase levels prior to irrigations and therefore consistent deliveries are more difficult, and
2. Manual operation of new regulators - In areas where we have installed new automated regulators they have to be operated manually before we commission them completely and then “tune” the channel system. When all regulators have been commissioned and the channels tuned the operation of these systems will improve. This should be completed on all systems prior to Christmas.

Thankyou for your continued cooperation and understanding during this time, and if you are experiencing any supply issues please contact your Area planner immediately.

## Improving customer service

### Coming soon - new WaterLINE online on the way

In 2007/08 the number of customers' using our online ordering service nearly tripled. To support your growing use of this service G-MW is planning a new web ordering facility with enhanced services. The new services will make the most of the online environment and the information that will be available to G-MW and its customers from the new modernised system. All the current features that make the current online ordering easy will remain plus;

- New improved look and easier navigation;
- Meter read entry – this will enable customers to enter meter readings and get updated entitlement remaining information
- Graphical channel capacity – customers can see available channel capacity to help ordering in advance
- Messaging – customers can send and receive messages and other important communications

The new WaterLINE will roll out in 2009 and will be accompanied by comprehensive customer information and training.

## NRSWS

The Northern Region Sustainable Water Strategy (NRSWS) is developing a 50 year blueprint to guide water management across northern Victoria to meet the challenges of a drier future. WSCs have been actively involved in this process, providing ongoing feedback and formal submissions. WSCs views on the proposed NRSWS strategy will be submitted to the NRSWS Committee in mid December. Visit <http://www.gmwater.com.au/policy/> to find out more about the NRSWS and how you can provide input into this process.

## Modernisation and reconfiguration update

From 1 November 2008, G-MW's reconfiguration program has shifted under the management of Northern Victoria Infrastructure Renewal Project (NVIRP). This means all reconfiguration initiatives across the region will be funded, driven and delivered by the one organisation with a common approach and criteria on key aspects including financial compensation. To assist with the seamless transfer G-MW reconfiguration staff have been seconded to NVIRP and G-MW Reconfiguration Working Groups will become NVIRP's Modernisation Committees and will provide input on the entire NVIRP roll out. The WSC has been involved with discussions with NVIRP on the development guidelines and the extent of the proposed automated backbone and members will continue an active oversight role as the project progresses.

Reconfiguration offers submitted to G-MW before 1 November will be delivered by G-MW, offers received after that date will be delivered by NVIRP.

NVIRP has commenced their consultation program with a number of well attended community forums held across G-MW. An integral part of this process was the release of the location of the core automated-backbone system, further details of the connections program, and information of the year 2 works programs. Copies of the backbone maps can be obtained from NVIRP's new website at [www.nvirp.com.au](http://www.nvirp.com.au) or your local area office.

## 2009 Works Program

The identified backbone within the Rochester Area will be fully automated with 410 gates installed during the 2009 winter shutdown. An extensive consultation program will commence in mid-December to advise of precise locations for all planned works and provide property owners' with time to plan for this major upgrade.

## CGI-4 modernisation delivers

A massive reduction in system outfalls, which include spills and releases that overtop channel banks, in the Central Goulburn 1 to 4 channel systems has been attributed to channel automation. This system was one of the first to be modernised and in 2007/08 we had only 25 ML of outfall compared to 1,850 ML in 2002/03 (in both seasons allocations were 57%). In 2002/03 deliveries were higher but the results are still outstanding - in 2007/08 G-MW delivered more than 1500 ML onto farm for every 1 ML of outfalls – in 2002/03 we delivered around 30 ML onto farm for every 1 ML of outfall. The technology has improved G-MW's ability to monitor, control and respond to changes in customer demand and the CGI-4 results are evidence that the new technology can improve system performance and reduce water losses in all seasons – including dry years.

## NVIRP/G-MW Memorandum of Understanding



Left to right: Murray Smith NVIRP CEO, Stephen Mills, G-MW Chair, Richard Guy, NVIRP Chair, David Stewart G-MW MD.

G-MW and NVIRP have signed a Memorandum of Understanding to define roles and responsibilities for the modernisation of G-MW's systems. NVIRP have been charged with the responsibility to modernise G-MW's system and deliver water savings while G-MW must allow access to sites and ensure that customer entitlements and service levels can be delivered while the work progresses. The document provides the framework and specifies cooperative arrangements to ensure efficient project planning and delivery.

## Continued service during modernisation

G-MW will continue to operate the existing channel network to supply water to all customers - including customers not located on the NVIRP backbone. Modernisation of the Goulburn Murray Irrigation District channel system by NVIRP will continue through to December 2012.

## Irrigation renewal delivers new low for Rochester outfalls

The installation of automated channel regulators on the majority of channel offtakes from the Waranga Western Channel coupled with remote monitoring of system outfalls saw the Rochester Irrigation Area reduce system outfalls to only 2% of deliveries in 2007/08. Deliveries were more than 40% higher than in 2006/07 but 2007/08 outfalls were 10% lower. Over the previous six seasons (excluding 2007/08) outfalls have averaged 4% of deliveries.

Reduced outfalls do not impact on G-MW's existing environmental and passing flow requirements along the rivers within its region. Irrigation renewal will also boost G-MW's existing efforts to reduce outfalls in order to reduce the outfalls of nutrients and salinity from the drainage system which ultimately impacts on downstream river health.

## Future service standards under modernisation

G-MW and NVIRP have committed to principles that service levels must be improved under the modernisation of the system. The channel systems will still have capacity limits and so in peak periods everyone still won't be able to access water at the same time. All customers will need to order deliveries; however, the notice required for delivery in most circumstances will be significantly reduced. The more notice you give the better the chance of getting water when you want it. When a channel is fully automated then confirmation of the order delivery will be instantaneous via WaterLINE.