

Pricing

In February the G-MW Board approved a schedule of prices for inclusion in the 2009/10 Water Plan. Following consultation with Water Services Committees a range of feedback has been provided to the Board and the Essential Services Commission and a final pricing recommendation has been presented to the April Board meeting. G-MW will prepare a further submission for the ESC, who will decide whether to approve or amend the G-MW's pricing schedule. 2009/10 prices will be published on or before 30 June 2009.

Campaspe Issues

Limited water available for system operations

G-MW is continually reviewing the available water resources in Lake Eppalock and developing release plans to maximise essential domestic and stock supplies for our river and channel delivery customers. Recent assessments show there is limited water available for system operations and therefore G-MW will need to operate the system as efficiently as possible to ensure there is enough water to deliver essential needs for the remainder of the irrigation season.

Delivery of domestic & stock water

Delivery of essential domestic and stock supplies will continue for the remainder of the irrigation season in accordance with the original roster distributed to customers at the commencement of the season. G-MW aims to complete a final D&S delivery for the 2008/09 season on 10 - 14 May 2009. To ensure efficient delivery, we ask all customers to discuss their plans with their local G-MW team.

Backtrade

Backtrade to the Campaspe system this season will not be allowed due to the low volume of water available for system operations and the risk that any traded water could not be delivered.

Delivery of Carryover Water This Season

The limited volumes of water available to operate the delivery system also limits our ability to deliver carryover for irrigation purposes. We have delivered small volumes of carryover to coincide with the domestic and stock roster, however this will become difficult to manage if demand for carryover increases substantially.

If you intend to use carryover this season please contact G-MW immediately to discuss your plans. At the end of this season, unused allocation in your Allocation Bank Account, up to the carryover limits, will automatically carryover to the 2009/10 season.

contacts

To place an order go to Waterline online via G-MW's website or Waterline on 03 5484 0444

Internet
www.g-mwater.com.au

Hint Add the login page to your favourites or phone.

G-MW can be contacted during normal business hours at any of it's offices.

Rochester-Campaspe Office
03 5484 0400

Emergencies
Customers may contact G-MW to report emergencies and urgent matters such as reporting of pollution incidents and illegal activities by using the 24 hours emergency line.

24 hours emergency line:
1800 064 184

WSC MEMBERS

Richard Anderson: (Chair)	03 5483 2214
Peter Gibson: (Deputy Chair)	03 5486 5278
Ron Brooks	03 5482 1548
John Hewlett	03 5486 5278
Bill McMinn	03 5473 2233
Liz Wright	0427 888 834
Mark Hill	03 5484 6204
Ian Whatley	03 5472 1062
Bruce McCague	03 5474 2225
Ken Parker	03 5484 1498



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Rochester-Campaspe

IRRIGATION AREA

irrigation news

Chairmans message

As the end of the 2008/09 season approaches we once again reflect on what has been a very trying year. The continuation of low allocations has again presented all irrigators with many challenges. I would like to take this opportunity to encourage irrigators to ensure they stay informed on issues relating to the irrigation industry to ensure decisions are made with the most accurate information available.

The Rochester Gravity Irrigation Area will this winter be the focus of the NVIRP modernisation works program. Planning for this program is progressing well with constant interaction between NVIRP, G-MW and WSC members. The initial focus will be on the installation of 400 flume gates in regulating structures with metering upgrades also currently in planning. Many irrigators will have received an on farm visit from Farm Designers as part of the NVIRP process. This is to ensure that irrigators are involved in the selection of the metre outlet and can discuss future requirements. This will ultimately achieve an improved outcome during the installation process.

NRSWS System Reserve Policy for Loddon and Campaspe Systems

The draft Northern Region Sustainable Water Strategy (NRSWS) proposes amending system reserve policies to ensure water is available to operate the distribution systems in every year under the climate change scenarios considered. Modelling shows that setting aside water when the allocation reaches 30% (as planned for the Goulburn system) does not provide enough reserve to allow either the Loddon or Campaspe systems to operate every year. The DSE is undertaking impact assessments to see if the benefits can be achieved by adopting lower allocation thresholds and taking other measures.

Customers are reminded not to rely on water in irrigation channels for D&S requirements over the winter period. Please ensure you are making plans now to secure a sufficient supply for your requirements.

It has once again been an extremely trying year for our Campaspe customers who have endured zero allocation this season. The cooperation of irrigators with G-MW staff has enabled the efficient operation of the system to supply essential D&S requirements. Limited carryover has been delivered due to the low water availability however these irrigators are to be commended for their cooperation and understanding in another tough season. I urge Campaspe customers to read through the detail provided in this newsletter with regards to end of season issues specific to the Campaspe system.

Once again the Rochester-Campaspe WSC are consulting with various agencies regarding several immediate issues such as the Northern Region Sustainable Water Strategy, Modernisation, Pricing, and Carryover to name a few.



Richard Anderson

We will continue to strive for the best outcome for our fellow irrigators. If individuals wish to raise any issues or concerns please contact a member of your WSC to discuss or if you believe you would like to have a real input into the process please nominate for the upcoming WSC elections which will be advertised in the near future.

We have recently said farewell our local Manager, Jeff Parry, who has accepted the role as Manager Murray Valley Operations based in Cobram. Jeff has served the Rochester-Campaspe district well over the past 6 years and we wish him all the best in his new role and for the future. Thanks Jeff.

End of Season Orders

The season for all Gravity Irrigation Areas ends on the 15 May. To enable the efficient planning of supplies, the last water order day for Irrigation Areas is 8 May, with the exception of the Pyramid-Boort Area, where the last order day is 1 May because it is the furthest from the water storages.

2009 Season Update

Waranga Basin pumping

G-MW has installed two pump stations at Waranga Basin that will allow access to an additional 86,000 megalitres of much-needed water through the Basin's two channel outlets that cannot be released by gravity.

The project provides access to the 86,000 megalitres of water and underwrites 7% of the Goulburn system allocation, which currently stands at 33%.

A public open day is planned for 30 April and details will be advertised in local media.

G-MW is warning customers in the western part of the Central Goulburn, Rochester and Pyramid-Boort Irrigation Areas of the potential need to ration irrigation supplies during Autumn and encouraging all customers to discuss their irrigation plans with their local G-MW office.

Potential Rationing

After pumping begins the available flows from the Basin will be well below normal channel capacity and this means customers



may not be able to access their water as ordered if there is strong demand for irrigation. To ensure equitable access for all customers supplied below Waranga basin rationing of supplies may need to be implemented.

G-MW is already doing everything it can to minimise the need for rationing and maximise the flexibility of our water supply system, including moving water between Eildon, Goulburn Weir, Waranga Basin and Greens Lake.

Customers can help us delay or reduce the need for rationing by bringing forward their water use to take advantage of spare capacity. But more importantly, we are asking irrigators to discuss their irrigation plans with their local G-MW office so we can best manage demand across all users.

Providing Certainty in an Uncertain World

G-MW's seasonal allocation outlooks indicate possible allocations during the season for dry, average and wet inflow conditions. The actual allocations will vary with the weather, water use and catchment conditions. With the outlook information and other weather and market forecasts, customers can decide how best to manage their business into the future. The first outlook for the 2009/10 season was produced on 15 February and this information will be updated on 15 May, 1 July and at each subsequent allocation announcement during the irrigation season. The outlooks will be released via various media sources, included in drought newsletters and can be found on G-MW's website.

Providing the required notice when ordering water is critical to ensure the system operates efficiently and provides the agreed levels of service to customers. Failure to order or to take the supply in the manner ordered impacts on other customers in the system and reduces the water available for allocation to all customers.

Confirm your order

Please ensure you have a confirmed water order before taking water from regulated systems. Taking water without a confirmed order is an offence under the Water Act.

If you would like assistance to place an order online through WaterLINE contact your local G-MW team. Placing orders with the required notice and the confirmation process are vital to ensuring the system operates efficiently and the services meet customers' needs.

Don't take water illegally, use authorised extraction points

Before taking water from G-MW channels via a mobile tanker you must make application to do so at the local G-MW Irrigation Area office. You will be directed to take water from an approved site (there are a number of approved sites in each area) to ensure your safety and that the water is accounted for. You will also be provided with signage to display in the vehicle windscreen which clearly shows that the vehicle is authorised to take water from the channel system.

Customers are urged to report unauthorised taking of water to their local Area office.

NVIRP's winter works

The 2009 winter works will commence following the closure of the irrigation season on 15 May. Last year in the dry winter conditions the Early Works undertaken by FutureFlow on behalf of NVIRP achieved the installation of 1000 regulator gates. This year a further 800 channel regulators will be modernised with the installation of a further 1200 gates. Work will be undertaken in the Central Goulburn, Rochester, Pyramid-Boort, Murray Valley and Torrumbarry Irrigation Areas.

Modernisation Staff from NVIRP along with Farm Irrigation Assessors are talking with landowners in the areas where works are planned to be undertaken.

More than twenty kilometres of channel lining is planned to be installed in channels in the Central Goulburn Irrigation Area.

For further information regarding NVIRP's 2009 winter works please call 1300 163 006 or visit www.nvirp.com.au

Project by region	Gate Installations	Meter Installations (throughout 2009)
Central Goulburn	260	1350
Rochester-Campaspe	410	450
Pyramid-Boort	350	150
Murray Valley	80	70
Torrumbarry	120	260
2009 total	1220	2280

Customer feedback from survey

G-MW strives for a culture of continuous improvement and each year it conducts a survey of customers to determine and monitor the level of satisfaction customers have for the services they receive from G-MW as well as providing an opportunity for suggestions on ways these services can be improved. The 2008 survey has been analysed and overall the results are very positive and encouraging given the extreme conditions we are in.

Some suggestions include:

- Communication of Customer Committees activities
- Inconsistent and fluctuating water supply levels in channels
- Response to complaints and requests
- Keeping customers informed on issues affecting them
- Improved access to and availability of planners

G-MW has developed improvement action plans to respond to those issues highlighted through the survey where suggestions have been provided. Examples include the introduction of Night Shift and extended services via the Internet as described in the following articles.

Night Shift

Shepparton and Central Goulburn Irrigation Area customers can access planners from 7am through to 11:30pm 7 days a week as part of a trial program. The new rostering arrangements will also enable closer monitoring of the system for improved system efficiency, monitoring new automated sites and flows during the tuning and settling in period and quicker response times to emergencies and issues.

The trial comes in response to customer feedback through our recent customer survey and complements the introduction of automation across these Irrigation Areas. Following the positive response from customers we anticipate the extended operating hours will become permanent from next season and rolled out in other Irrigation Areas in line with modernisation and automation.

WaterLine online ordering

G-MW customers are increasingly placing their water orders using Water Online. In 2007/08 online ordering has nearly tripled with 22% of all orders placed via the Web and this has increased again this season. WaterLINE online offers the same features as the phone service, is available 24 hours a day 7 days a week and you can print your own Water Statements. In the near future you will be able to enter your meter readings via the Web providing up to date usage information to help with planning your water entitlements.

Modernisation/ Capital works

The Rochester-Campaspe Operations area will conduct its annual Capital Works program in conjunction with the NVIRP modernisation program this winter. The NVIRP program will deliver the automation of the Rochester backbone. This works will commence immediately following the end of the irrigation season.

In addition to this major works program the annual Rochester-Campaspe Capital Works program will continue. This winter works will compliment modernisation works and ensure that structures requiring upgrading/ replacement are complete. The program involves the replacement of several syphons on the Western Waranga Channel, drainage culvert replacement, meter and pipeline replacement in Campaspe and several other projects. For further information on any planned works please contact your local office for further information.