

contacts

To place an order go to Waterline online via G-MW's website or phone Waterline on 03 5832 9999

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 its offices.

Shepparton office contact
03 5832 9900

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

- | | |
|-------------------------------|--------------|
| John Horder
(Chair) | 03 5829 9454 |
| John Wenske
(Deputy Chair) | 03 5828 3243 |
| Jamie Craig | 03 5826 9468 |
| Max Hyland | 03 5829 2271 |
| Ian Klein | 03 5828 8350 |
| Rien Silverstein | 03 5829 2307 |
| Alan Strang | 03 5829 8481 |
| Craig Reynolds | 03 5828 8202 |



Shepparton

IRRIGATION AREA

TMB 7772

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.

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.

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.



Chairs Message

Shepparton WSC Chairman's message

Dear Fellow irrigation customers, The worst of the hot weather has now passed. I hope the extreme temperatures are not an indication of future trends. It has been a trying season so far and I thank all irrigators and G-MW staff for their co-operation and achievements in delivering the available water efficiently and effectively.

The devastating fires have dominated the media over the last few weeks. Many G-MW customers have been severely effected, losing irrigation equipment including pumps, pipes, groundwater infrastructure, property and stock. I understand G-MW is working with these customers to ensure a speedy and smooth return of service but for those that have lost friends and loved ones the emotional consequences are not be so easily repaired and our deepest thoughts are with them.

We are experiencing yet another year of extremely low allocations. Temporary water trading prices have remained relatively steady and much lower than at similar times last year. Carryover has been increased to 50% to assist farmers with their forward planning. There is still a large

volume of water not yet used in the Goulburn system which is available for use or trade. I encourage all irrigators to ensure they make arrangements early for carryover and advise G-MW of their intention regarding use of their current allocations.

The WSC has been working extensively with G-MW and DSE to ensure the final package of works and funding arrangements implemented as part of the Shepparton Modernisation Project represents as close as possible that committed under the project's Business Case and that customers get value for money from the project. The project is a major initiative that is being implemented which has the potential to have a significant impact on the long term sustainability of irrigation in our area. Negotiations are continuing on many aspects of the project and it is critical that an acceptable package of works, funding arrangements and water savings verification is agreed in the near future to give irrigators confidence and clarity. A key component of the remaining package which is being negotiated is the pressurised pipeline for horticultural customers in the



John Horder

Shepparton East area and the WSC is keen to see a positive and equitable outcome for all irrigators from these negotiations.

This winter FutureFlow will be undertaking another significant works schedule in the Shepparton Area as part of the Modernisation project. The Katandra concrete channels EG 22 & 24 are being replaced with 27km of gravity fed pipeline along with the replacement of approx 87 Dethridge wheels with Magflow meters. Consultation with customers in Katandra is almost complete, pipe deliveries, welding and installation have commenced. A significant number of Dethridge wheels and regulators will also be replaced across the remainder of the area.

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.

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.

2009 Season Update

Modernisation Update

FutureFlow has passed the halfway point of its modernisation program by completing \$160m of the \$278m project to the end of March 2009. Last year's works focussed on automating channel regulators across the GMID in order to reduce outfalls by more closely matching supply to demand from customers. The current phase of the project involves upgrading dethridge wheels in Central Goulburn and Shepparton to electronic meters. These meters improve measurement accuracy but also link to the automated regulators to provide a fully integrated delivery system.

The meter replacement program requires considerable consultation with customers. FutureFlow engages independent farm designers to undertake a Farm Irrigation Assessment which identifies rationalisation opportunities and determines the customer's irrigation requirements. This data is used by FutureFlow to design the new meter. A FutureFlow Customer Consultation Officer then contacts each customer to obtain acceptance of the new meter and arrange a time for the meter to be replaced. Generally a meter replacement requires a 5-7 day construction window for installation, commissioning and clean-up.

Other works being undertaken include the ongoing reconfiguration program in Shepparton, construction of the 27km Katandra pipeline and remaining regulator automation in Shepparton. The following table summarises FutureFlow's completed and remaining works.

The benefits of modernisation are beginning to take shape as the various works link together to provide a more efficient and modern delivery system. These benefits include:

- Water savings: the majority of the savings to date are outfall reductions from channel automation as well as seepage and

leakage reduction in channels with HDPE lining. Further savings will come from the reconfiguration, meter and pipeline projects.

- Remote system operation: wthe combination of channel automation, electronic meters and new radio towers allows G-MW to operate the system more efficiently from a central location. It also provides G-MW with the ability to monitor the system remotely and react to issues quickly.
- More consistent supply levels: automation provides more consistent supply levels, resulting in more constant flow rates for irrigators.
- Automation of meter operation: more than 50% of customers will receive upgraded meters with automated functionality. This means irrigation orders will be delivered on farm with out the need for manually operating a gate or valve. Flow rates through the new meter are also constant throughout the irrigation.
- Shorter ordering times: channel automation allows ordering times to be significantly reduced. This benefit will be available to customers with the introduction of G-MW's Demand Management System in the 2009/10 irrigation season.

FutureFlow would like to take this opportunity to thank G-MW customers for their co-operation in such a challenging environment for irrigators. The program couldn't be delivered without your support and we look forward to working with you for the remainder of the project. We always value feedback so please don't hesitate to contact us if you have any questions or suggestions.

Works complete	Shepparton	Central Goulburn	Murray Valley	Torrumbarry	Rochester	Pyramid-Boort
Reconfiguration	22km	775	127			
Channel automation (FlumeGate installation)	534					
Channel rehabilitation (HDPE lining)		470				
Meter replacement or rationalisation	290					
Katandra pipeline	4km					
Telemetry (ratio towers installed or upgraded)	1					

Works remaining	Shepparton	Central Goulburn	Murray Valley	Torrumbarry	Rochester	Pyramid-Boort
Reconfiguration	12 km					
Channel automation (FlumeGate installation)	264					
Meter replacement or rationalisation	1833	1384				
Katandra pipeline	23 km					

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.

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.

Private use of G-MW vehicles

Some G-MW Operations staff have access to the use of vehicles under a "limited private" use arrangement. This arrangement allows the use of vehicles, for private purposes, under stringent conditions and those who take up this offer contribute financially to the operational costs of the vehicle.

Vehicles being utilized for private use are designated by a window sticker advising that the "Driver contributes to the cost of operating the vehicle".

This arrangement allows more flexibility for staff and assists with improved response times to issues, as staff can respond to calls from their current location rather than returning to a designated point to access a vehicle prior to responding to an issue.

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.

Winter D&S Requirements

Customers are warned not to rely on water left in channels at the end of the season to meet their winter domestic and stock needs. If you do not have enough water storage on-farm for the winter period you should consider increasing your storage capacity or explore other water supply options including groundwater, public stand pipe facilities or the carting of water from other sources. Without a substantial autumn break there may be delays to the start of next season and customers need to factor this into their planning.