



Lindsay Jarvis OAM
Chair Murray System WSC

Craig Madden
Chair Regional Groundwater WSC

Alan Rothacker
Chair Goulburn System WSC

Chair's Message

Another year has passed with below average rainfalls, and in some areas zero allocations. G-MW's challenge of managing and delivering water to customers efficiently and equitably never stops.

The entire irrigation network is being constantly monitored to identify opportunities to minimise system losses in the regulated system and so increase the supplies available to irrigators. Rostering deliveries and, where necessary, suspending access on some streams are examples of actions to reduce system loss and ensure equitable access for all customers.

Our Groundwater resources are also under considerable stress, warranting careful management to sustain user's access to their entitlement, but also with a view to the future recovery of the aquifers. The ongoing development and review of the Groundwater Management Plans is important and we encourage your participation.

G-MW's Operations management is being restructured to deliver better customer service, namely access to management staff at a local level. It was therefore timely to look at the structure and number of our customer committee's, review how they are currently operating and look for opportunities to improve and align with the new management structure.

A review was recently completed and all current Water Service and Catchment Committees' members had the opportunity to provide input. The review was positive, recommended some changes to the current structure and highlighted areas for improvement that can be progressed in the future. The most significant recommendation from the review is to restructure the existing 10 Water Service and Catchment Committees into five Regional Water Services Committees. These committees will

consider both surface water and groundwater issues, and will have the flexibility to set up working groups on specific issues.

I would like to take this opportunity to wish you all a safe and Merry Christmas and hopefully a wet and prosperous 2010.

Craig Madden, Chair
Regional Groundwater WSC



2009 Season Update

Get the Latest G-MW Customer Updates Delivered Online

You can now register to receive G-MW news updates via email. Designed to provide you with clear, concise and timely **operational** information, "irrigator e-news" is our latest online initiative. The new e-newsletter will contain information on allocations, dam levels, outlooks, trading information, localised area information and much more.

Available to all customers and sent fortnightly with allocation announcements, the e-newsletter will provide you the latest water information to help you make your business decisions.

To subscribe to the e-newsletter go to www.g-mwater.com.au/subscribe



Northern Region Sustainable Water Strategy

The Northern Region Sustainable Water Strategy was released this month. Copies are available online at www.ourwater.vic.gov.au/programs/sws/northern

The Strategy is the culmination of more than two years of community consultation and includes proposals to improve carryover and system reserve policies. G-MW would like to recognise the contributions made by customers and their Water Services Committees. We also thank Jim McKeown and John McNeil, Richard Anderson and recently retired Shepparton WSC member Rein Silverstein for their contribution and participation on the NRSWS consultative groups.

www.ourwater.vic.gov.au/programs/sws/northern



New Water Ordering Book



New Water Register Application Fees

Victorian Water Register fees for some applications to trade water increased on Monday 2 November 2009. The increases apply to fees charged when application forms are submitted to water corporations for approval to trade allocation and for a range of water share transactions. The new fees are available from the Water Register website at www.waterregister.vic.gov.au. Please note that G-MW cannot begin processing of an application until the correct fee has been paid.

Visit your local G-MW office and collect a copy of the new water order book to assist you in ordering water either over the phone or internet. WaterLINE is G-MW's new water communication system for all your water ordering requirements and inquiries. The book includes a step-by-step guide to ordering water online and over the phone and includes pages to record your water order information and important property water information. The WaterLINE books are free and available from your local G-MW office.

Retiring diversion WSC representatives

Some of our WSC representatives have recently advised they will retire from their positions; Laurie Fitzsimmons, John Gall, Ray Henderson, Russell McKay and Fred White. G-MW acknowledges the importance and commitment of all WSC members and in particular expresses its gratitude to these retiring members of Catchment and Systems WSC's

Diversions customer committee review

A review of the current Diversions Operations WSC structure commenced February 2009. The main drivers of the review include;

- Complexity in management and administration of the current structure
- Duplication of items at catchment and systems WSC level
- Need to allow for conjunctive management of surface and groundwater
- Need to consider restructure of Water Services operation areas to integrate diversions functions into new catchment based Operation Areas.

Consultants KKPM Organisational Strategists assisted in the review and developed a proposed future consultation model. A Steering Committee including systems WSC chairs and deputies met regularly to inform and guide the review. The process also included a workshop involving all Catchment and Reference Committee representatives.

The review recommended a number of significant changes to the current representation model, including the replacement of the current 16 committee structure with five catchment based WSC's .

The WSC's – based on catchment and G-MW Operational areas are:

- Loddon
- Campaspe
- Goulburn/Broken
- King/Ovens/Mid Murray [Downstream of Hume]
- Kiewa/Mitta Mitta/Upper Murray [Upstream of Hume].

A Diversions WSC Leadership group of Chairs and deputies can also be convened as and when required to coordinate advice on strategic issues.

The recommendations will now be considered by G-MW with implementation likely in 2010.

Manager's Message

Management and staff of G-MW Diversion Operations, thank customers for their high level of cooperation in the past year in these adverse circumstances and wish you all a Merry Christmas and a fulfilling 2010

Jamie Baker
Acting Manager, Diversion Operations



Jamie Baker

Water Trading Update

Water transaction activity remains steady with approximately 60 Allocation transactions and 20 Water Share applications being received each day. Allocation trades within Goulburn-Murray Water are being completed within 5 days and Water Share transactions are being completed within 10 days of receipt

Dairy Shed Water Licence Transition Program

The Department of Sustainability and Environment (DSE) is running a program, to provide an opportunity for dairy farmers to accurately licence water used in Victoria's dairy sheds sourced from groundwater or unregulated surface water.

Please note: This program does not apply to dairy sheds supplied exclusively by water from the regulated system (channels, regulated rivers etc) and/or roof rainfall runoff.

Dairy farmers who are eligible may have either a groundwater or surface water licence for an amount of 2-4 megalitres (ML), or no licence at all. DSE has declared an amnesty until 26 February 2010, so that farmers can upgrade their licences to accurately reflect how much water they actually use, or apply for a licence if they don't have one.

For more information:

Refer to your Department of Primary Industries Dairy Shed Water booklet sent to all dairy farmers in Victoria (which also includes application forms) , Visit <http://www.ourwater.vic.gov.au> or Phone 136 186

Three Year Price Path

G-MW is in the final stages of the required consultation process which will lead to the lodgement of the next three year pricing path for all water services. The process commenced early into this financial year, but has more recently involved meetings with each of the Water Services Committees (WSC's) to discuss the cost base and model prices under various scenarios for the three years from 2010/11 to 2012/13.

The requirements of the Essential Services Commission (ESC), the pricing regulator for the water industry, include the lodgement of an initial total revenue requirement for these three years in December 2009. G-MW will then need to add detail on the particular tariff arrangements and specific prices for each water service by early March 2010. In order to satisfy these requirements G-MW will also need to finalise discussions with WSC's regarding some proposals to change the tariff structure by modelling tariff levels under the new revenue requirements and lodge the detailed price paths with the ESC by the due date.

In addition G-MW is also consulting with other water corporations which are customers of G-MW that buy bulk water from our storages for distribution to their customers.

For more information on the ESC consultation and price determinations visit www.esc.vic.gov.au/public/Water/Consultations/

Carryover

Despite not receiving any allocation during the 2008/09 season, or so far this season, a number of customers in the Broken, Campaspe and Loddon systems have maintained water in their allocation bank accounts through carryover. The total volume of undelivered water in the Broken system is equivalent to an 11% allocation of high-reliability water shares (HRWS). The equivalent allocation is 4% HRWS in the Campaspe system and 2% HRWS in the Loddon system. This water is available for trade, or delivery subject to conditions. The equivalent allocations are updated with each allocation announcement and can be found at <http://www.g-mwater.com.au/news/drought-response/>.

Carryover – 100% Allocation Rule

Customers who carried over the maximum volume of allocation into the current 2009/10 season commenced with an allocation of 47.5% of their water share volume (50% less 5% evaporation) on 1 July 2009. The rules that apply until 30 June 2010 specify that the maximum allocation an entitlement holder can receive is 100% of their water share through carryover and the current season allocation.

When the allocation of high-reliability water shares in the Murray reached 53% this season, customers who had carried over the maximum volume of high-reliability water share allocation reached the 100% allocation limit and no additional allocations were added to their Allocation Bank Accounts. With the current 60% allocation, some 5,378 ML has not been allocated to these customers because of the 100% allocation rule. This water has been returned to the general allocation pool. If and when the allocation on other systems exceeds 52% similarly the 100% allocation rule will apply to customers who had carried over the maximum volumes.

The rules for carryover will change for some systems on 1 July 2010 in line with the NRSWS details will be communicated during 2010. For more information visit www.ourwater.vic.gov.au/programs/sws/northern

Rockets on the Web

On the 1st and the 15th of each month, when G-MW makes allocation announcements, 'rockets' or resource graphs showing the breakdown of water in store and commitments are updated and made available on G-MW's website at www.g-mwater.com.au. Rockets are a useful indicator for systems without an allocation to see the shortfall before any allocations can be made.

Rural Support Line 1300 655 969

Lifeline 131 114

Beyondblue 1300 224 636

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**

Tatura	03 5833 5740
Shepparton	03 5832 9957
Rochester	03 5484 0415
Cairn Curran	03 5475 2049
Cobram	03 5871 0112
Wangaratta	03 5723 2501

Murray WSC

Lindsay Jarvis (Chairman)	02 6027 530
Peter Serpell (Deputy Chair)	02 6028 9356

Goulburn WSC

Alan Rothacker (Chairman)	03 5437 3091
John McKinstry (Deputy Chair)	03 5432 2314

Regional Groundwater WSC

Craig Madden (Chairman)	03 5796 2416
Ken Parker (Deputy Chair)	03 5484 1498

You can now email your WSC on diversionwsc@g-mwater.com.au