

Chair's Message

Rainfall at the end of November has provided renewed optimism for many farmers as we approach the festive season. Whilst rainfall will never suit everyone at any time, this event has us looking to the rest of the season with greater enthusiasm.

During the past few months your Water Services Committee (WSC) representatives have been providing feedback to G-MW on major issues including the Modernisation whole of life costs, Water Plan and tariff, Business pricing, water savings calculations and the Northern Region Sustainable Water Strategy. These sessions are ongoing and changes in water management from State to the Commonwealth and climate change impacts are likely to be covered early in the New Year. I would like to thank all WSC members for their input throughout 2009.

If you haven't tried using the online services from G-MW I urge you to do so. Ordering water using the internet is easy and straightforward and has many useful sections including the ability to enter your own meter readings and check your usage via an ABA statement.

Whilst talking about online services I would like to draw your attention to a new email address for contacting the Murray Valley WSC (refer back page) and a WSC webpage

which will be available from mid January. This is a new idea to provide irrigators with an easy avenue to raise issues or provide feedback to the WSC or G-MW. It is important that the WSC get any thoughts you have so we can represent you in the best possible manner.

Modernisation is gearing up for a big winter program in Murray Valley in 2010. If you haven't been contacted by a farm designer as yet it will not be long. I encourage all irrigators to think positively about what benefits you might realise and seek advice on options. Customers who have been involved are reporting many positive outcomes.

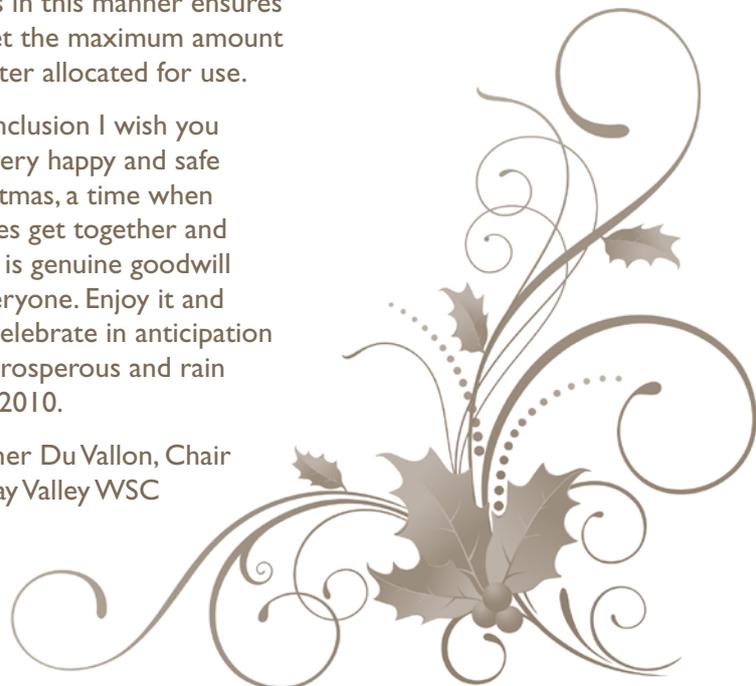
I take this opportunity to thank both irrigators and G-MW staff for the cooperation they have shown in maximising the efficiency of water delivery. By reducing losses in this manner ensures we get the maximum amount of water allocated for use.

In conclusion I wish you all a very happy and safe Christmas, a time when families get together and there is genuine goodwill in everyone. Enjoy it and let's celebrate in anticipation of a prosperous and rain filled 2010.

Heather Du Vallon, Chair
Murray Valley WSC



Heather du Vallon



GOULBURN-MURRAY
WATER

Murray Valley

irrigation news

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.

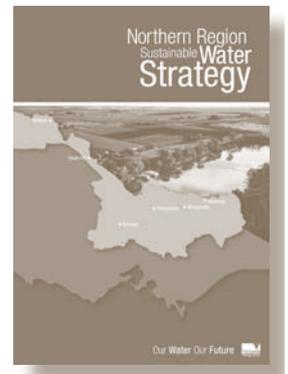
Available to all customers and sent fortnightly with allocation announcements, the e-newsletter will provide you the latest water information to help you make your business decisions.

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.

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

At the end of October the number of Allocation transactions processed was 1,674 compared with 2,167 at the same time last year. There have been 2,357 Water Share applications completed during the same period. The Allocation volume traded to date is 83,200ML and Water Share application approvals have totalled 218,370ML.

Be Safe This Summer – Don't Swim in Irrigation Channels

G-MW along with water corporations Southern Rural Water and Lower Murray Water have launched an update to past summer safety campaigns. This year's campaign reminds the community and visitors to the region to be as vigilant around channels and farm dams as they would be around major roads and highways.

Channels, like major roads and highways, are vital delivery routes designed to deliver water as efficiently as possible. They are not safe locations to play or swim.

Channels and dams are dangerous places. Water levels can change rapidly. Pipes, siphons, rocks and debris can be hidden below the surface and are more likely to injure people, pets and stock.

G-MW is encouraging members of the community to swim at appropriate swimming locations including local public pools and to adopt safe swimming practices including not swimming alone or while intoxicated.



Manager's Message

Christmas is upon us and it seems like only yesterday we were facing a very bleak season with a zero starting allocation. Whilst we would all like more water the allocations levels are at least offering an opportunity to get through the current season.

Our new WSC member, Bill Jones has settled in quickly and is making a valuable contribution to the WSC in Murray Valley. Please contact Bill or any of your other WSC members with questions or feedback on current issues in water.

This year has seen a big increase in the number of customers using the internet to place water orders. Those users I have spoken to who are using this method say they find it easier and they like the ability to see in writing what they have ordered. If you haven't tried it yet why not give it a try? If you have any difficulties call the office during office hours and someone will help you through till you get the hang of it.

Waterline via the internet is also a very good way to keep track of your usage. The information it provides is exactly the same as we can produce at the office, so you can keep up to date from home. It is important that people keep usage within their allocation, and that they ensure there is a confirmed water order in place before taking water to avoid impacting on other irrigators and/or potential prosecution.

A reminder that we have a planner on duty from 7am till 11pm 7 days a week. If you need to speak to a planner keep in mind that they are only able to speak to one customer at a time, so you may get a message saying the planner is unavailable. Once again I urge customers to leave a message stating what they intend to do rather than asking the planner to ring back. If we can do what you require the need for a call back is eliminated freeing up the planner to talk to other irrigators.

G-MW staff are often asked for advice by irrigators that are making water related decisions. Whilst staff members are happy to provide information, the decision is ultimately that of the customer. If you are not 100% sure of the implications or alternatives, it is advisable to seek professional advice to assist with the decision making.

I applaud irrigators and staff for the way you have cooperated to minimise water losses. Irrigators are urged to report channel leaks if they find them as we are reducing the number of staff we have in the field to keep costs low. If leaks go unreported they impact on our water delivery efficiency, which ultimately reduces the volume of allocation to customers.

I hope you all have merry Christmas, and a safe and happy New Year.

Jeff Parry
Manager, Murray Valley
Operations



Jeff Parry

PLANNER AVAILABILITY

Irrigation Area	Availability of Planners	Contact Number
Murray Valley Irrigation Area	7am–11pm 7 days/week	1300 469 469

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 – 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

To place an order go to Waterline online via G-MW's website or phone Waterline on 1300 469 469

Internet

www.g-mwater.com.au

Hint Add the login page to your favourites

G-MW can be contacted during normal business hours at any of its offices.

Murray Valley Office:

03 5871 0100

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

Heather du Vallon (Chair) 03 5864 1161

Barry Croke (Deputy Chair) 03 5865 8231

Max Baker 03 5864 1011

Alan Hendy 03 5865 8250

Ben McCracken 03 5864 6591

Jim McKeown 03 5873 2276

Kevin Whatman 03 5865 1399

William Jones 03 5873 2257

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