

## Final Meter Reads

Customers are reminded that G-MW read meters during May each season. Both surface water and groundwater customers who wish to use entitlement during May or June must order their requirements or contact their local Diversion Inspector.

If customers use water after 10 May, they are reminded to advise your local Diversion Inspector by 14 June 2010. This will ensure all meter readings are finalised by the end of the 2009/10 season. Failure to do so will result in any usage being accounted for against customers 2010/11 usage.

## New Regional Water Services Committees

G-MW customer committees bring local customer understanding and experience to the development of G-MW's service and pricing. From this July, diversion and groundwater customers can nominate to join one of five regional water services committees (WSC). The committees consolidate 15 existing Catchment Committees, system WSCs and groundwater reference committees to streamline roles, administration and – for the first time – support the integration of surface and groundwater management (conjunctive management). The changes reflect recommendations from the review that began in 2007 and lead by a customer steering committee.



Diversion and groundwater customers are able to nominate for one of six positions on their local committee as part of the appointment process. A further three positions can be filled by direct appointment by the Board of G-MW and the Board will use this mechanism to ensure each committee has an appropriate mix of skills and representation for its catchments and services. G-MW intends to make appointments to the new committees in July. Further information about the new committees and their appointment processes are available at [www.g-mwater.com.au](http://www.g-mwater.com.au).

## G-MW Water Trading and 2010/11 Ballot

G-MW will run a ballot on 12 July to ensure everyone has equitable access to early season processing of water share transfer applications. The ballot does not apply to allocation trades.

### My water share application is not affected by the 4% limit, does it need to go in the ballot?

If you submit an application after 21 June 2010 it will automatically be included in the ballot regardless of whether the water shares are owned by an irrigation area customer or a regulated diverter. Remember the ballot does not determine whether an application is successful – it allocates a number in the processing queue for each and every application.

### Why?

G-MW anticipates there will be a large number of applications submitted in early 2010/11. The ballot will fairly determine the processing order for ALL applications to transfer water shares received during this period.

### What happens if I submit my application after the ballot application period?

G-MW will begin processing ballot applications on 12 July, once these are complete we will begin processing applications received after 9 July. If we have a large volume of ballot applications we may not be able to start processing the later applications for several months.

The 2010/11 ballot rules will be published on the DSE website shortly.

## Learn how to get the most out of G-MW's online WaterLINE.

If you would like to learn about WaterLINE's exciting new features visit your local Office and we will walk you through it. To see WaterLINE online in action go to [www.g-mwater.com.au](http://www.g-mwater.com.au) and follow the link in the middle of the page.



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 5705
Shepparton	03 5832 9957
Rochester	03 5484 0415
Cairn Curran	03 5475 2049
Cobram	03 5871 0112
Wangaratta	03 5723 2501



# Diversions

TMB 7993

## Manager's Message

G-MW has recently made changes to improve customer service for all customers. For you, as a diversion customer, this means your contact with G-MW can be directed to the local operations office which will now function as a single point of entry for all customer enquiries. To complement these changes and provide more effective customer representation five Water Service Committees have been established to replace the previous Water Service & Customer reference committee structure. Advertisements calling for nominations for positions on these five committees will

appear in media over the next few weeks. I encourage anyone who has an interest in influencing and improving the services provided by G-MW to nominate for these positions. I also thank members of previous committees for their dedication and efforts in representing customers and welcome their future contribution within the new structure. Contacts for your local operations office are included on the back of this newsletter. Contacts for new WSC members will be advised following the appointment process. Over the next month we will undertake our annual customer



Phillip Hoare – Acting Manager  
Water Services Operations Division

satisfaction survey and we are keen to hear your feedback on G-MW's operations and services. The survey team will contact at least 500 customers from across G-MW's entire service region to conduct a phone survey that will take around 10 minutes. Your feedback will help us improve our service delivery and operations in the local area. If you have any questions about this process please contact your local G-MW team.

## End of season checklist

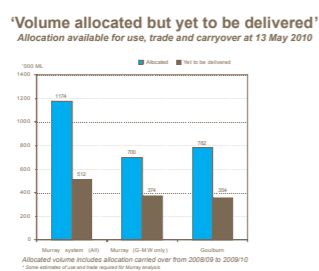
Dates and deadlines	Forthcoming dates for your diary
17 May	Last day for lodging applications for property amalgamations and subdivisions for processing by 30th June 2010.
1 June	Last day for lodging applications to trade unregulated surface water or groundwater for processing by 30 June 2010
14 June	Last day for submitting your final meter reading to your local Diversion Inspector if you used water after 10 May
18 June	Last day for submitting allocation trade and water share transfer applications to guarantee processing in the current 2009/10 season.
21 June to 9 July	Applications will be held for the 2010 ballot if they are received in this period
12 July	Ballot takes place to determine processing order for all applications received during the ballot period. Ballot includes all applications – not just applications affected by the 4% limit – submitted during the ballot application period.
Early July	Allocation Bank Account statements issued to all customers by the Victorian Water Register. The statement shows transactions into and out of your ABA for the 2009/10 season and your closing balance.

## Market update

“Volume of water available for use, trade and carryover”

Dam levels do not give the full picture of how much water is available for delivery, carryover or trade. To keep you informed, G-MW publishes the volume of water allocated to entitlement holders and the amount of water that is available for delivery with each allocation announcement.

At 13 May there is 873,200 ML of water in customers Allocation Bank Accounts (ABA) that is available for delivery, trade or carryover. On the Murray there is 512,200 ML yet to be delivered with 373,900 ML of this held by G-MW Murray system customers.



## Groundwater

### Changes to Water Supply Protection Areas (WSPA) in Campaspe and Loddon catchments

Recently completed reviews of the Campaspe Deep Lead and Spring Hill Water Supply Protection Areas (WSPAs) management plans have recommended new and expanded WSPA boundaries for managing the groundwater resources. The recommendation have been forwarded to the Minister for Water for consideration and approval.

Submissions are being sought until the 17 May 2010 on the proposal to replace the existing Campaspe Deep Lead WSPA with a proposed Lower Campaspe Valley WSPA and to revoke the current Groundwater Management Plan.

Submissions are sought until the 11 June 2010 on the proposal to replace the existing Spring Hill and Upper Loddon WSPAs with a proposed Loddon Highlands WSPA, which would see the revocation of the current Spring Hill WSPA Groundwater Management Plan.

If the Minister approves the proposed WSPAs, the next stage is the formation of consultative committees to develop new draft groundwater management plans. Expressions of interest are currently being sought from landholders or other interested persons in each of the areas to be on these committees. The closing date to lodge an expression of interest is the 21 May 2010.

### Update on Upper Ovens WSPA

In the Upper Ovens WSPA, the consultative committee is finalising draft management arrangements before commencing the process of drafting a management plan by June 2010. A community consultation process to seek feedback on the proposals has started. Once a draft plan is developed it will be forwarded to the Minister for consideration. The management plan, once developed, will be the first in Victoria which manages both groundwater and surface water together under the same management rules.

More information is available from the G-MW website, or by contacting (03) 5833 5774

## Unregulated Systems

### Proposed Abolition of Yea River and King Parrot Creek Water Supply Protection Areas

The February 2009 bushfires impacted the hydrology and ecology of both the Yea River and King Parrot Creek catchments, as well as deeply affecting local communities. Consequently, the Government recommended in the Northern Region Sustainable Water Strategy (December 2009) that the development of Stream Flow Management Plans for these catchments is not appropriate at this time and G-MW will develop local management rules to manage section 51 take and use licenses, by 2011. As Stream Flow Management Plans will not be developed, the King Parrot Creek and Yea River WSPAs are proposed to be abolished. The abolition of the WSPAs would allow licence holders to resume the permanent trading of water within these catchments.

Submissions relating to the proposed abolition of the WSPAs are invited and should be lodged by 29 June 2010. Submissions should be marked King Parrot Creek WSPA or Yea River WSPA, and sent to Goulburn-Murray Water: to the attention of Matthew Pethybridge, PO Box 165 Tatura Vic 3616.

### Improved reserve policy for Goulburn and Murray regulated systems

#### Why do we need a new reserve policy?

So you can plan with certainty. Modelling in the NRSWS for the Goulburn System shows that with the new reserve policy in place on 15 August every year, there will be

- Starting allocations
- System can operate to deliver allocation and carryover

Even under the most extreme modelled climate change scenario

#### How will it work?

Under the current reserve policy, water is reserved for system operations in the next season after 1 April or once the allocation reaches 100% of high-reliability water shares, whichever happens first. With allocations failing to reach 100% in recent years, the dry autumn and winter conditions have not provided sufficient inflows to meet all the operating requirements by 15 August.

Under the new policy, G-MW will begin building reserves for the following season once allocations reach 30% of high-reliability water shares by assigning inflows equally to the reserve and to increasing current season allocations. Once allocations reach 50% of high-reliability water shares, all further inflows until 1 April are directed to building current season allocations.

#### Reserve Policy Starting Dates

Goulburn System: The new reserve policy will come into effect in the 2010/11 season with the benefits realised in 2011/12.

Murray System: The new reserve policy will come into effect in the 2011/12 season with the benefits realised in 2012/13.

Existing reserve policies remain in place for the Broken, Bullarook, Campaspe and Loddon Systems.

## Improvements to carryover rules for Goulburn, Campaspe and Murray Regulated systems

### Why do we need carryover?

Carryover allows you to carryover your allocations and water purchases from one season for use in the next season. It allows you to manage risks for your business and plan with certainty – you know you will have water for use or trade at the start of the next season (*Trading rules and/or system operations permitting*).

### How has carryover improved?

1. All water in your Allocation Bank Account (ABA) linked to water shares on 30 June will automatically carryover
2. You can choose to start the season with the equivalent of a 100% allocation on your high and low reliability water shares – to trade or use (*Trading rules and/or system operations permitting*).
3. If your ABA is linked to low and high reliability water shares, your carryover is recorded against your low then high reliability shares
4. There are some new concepts
  - a. **Spillable Water Account (SWA)** – If you carryover allocation equivalent to more than 100% of your high and low reliability water shares, the extra water is quarantined in a SWA until the declaration is made or the storage spills. If the storages fill completely, water in SWAs will be the first water to spill – this protects the existing entitlements.
  - b. **Declaration** – A declaration is made by the Water Resource Manager (G-MW) when there is a low risk of the spill happening.

### When can I access my carryover?

From the start of next season you can access water in your ABA equivalent to 100% of the high and low reliability shares linked to your ABA. If you carryover more than this, the water above 100% is quarantined in an SWA and is not be available for trade or use until the Water Resource Manager (G-MW) makes the declaration. Once a declaration is made your SWA balance will be available in your ABA for trade or use. (*Trading rules and/or system operations permitting*).

### When will G-MW make the declaration?

Seasonal conditions will determine when G-MW can make the declaration. In dry years the declaration could be made as early as 1 July, in wet years it may take until the end of the peak inflow period in November.

## What happens to my carryover when the storage physically spills?

There is no impact on the water in your ABA. If Eildon on the Goulburn system, or Eppalock on the Campaspe system spills then everyone ‘loses’ the same proportion from their SWA and any remaining water will be made available in your ABA.

## Can I trade or use water in my SWA?

No – water in your SWA cannot be used or traded until it becomes available in your ABA after the declaration or spill.

## If I buy water at the start of next season will this impact on my carryover?

No – the carryover rules only apply to the allocation in your ABA as at 30 June and allocation you receive in the 2010/11 season.

## Will there be a fee for SWA?

Yes, a fee will apply to each ML transferred from your SWA back into your ABA. G-MW has proposed a fee to the Essential Services Commission of \$8.83 per ML transferred from SWA into ABA for Campaspe System customers and \$2.87 per ML transferred from SWA into ABA for Goulburn System customers.

## Why is G-MW charging a fee?

Water share owners pay a storage fee based on the volume of their water share. The Spillable Water Account enables a water share owner to store allocation greater than the volume of their water share. A small fee on the Spillable Water Account will ensure everyone making use of the dams to store their carryover makes an appropriate contribution to the costs of the storage, including interstate customers and the environment. G-MW will offset the revenue from SWAs by reducing future storage fees and this will benefit all those who contribute to the costs of storages.

## Your 2010/11 Carryover Checklist

You don’t need to apply for carryover but you should consider the following.

- Ensure the water you want to carryover is in an ABA linked to a water share, limited term transfer of a water share or supply by agreement. If not, you will need to submit an application to transfer the allocation before 18 June 2010.
- Since carryover for Goulburn, Campaspe and Murray regulated system customers will record against low then high you should check the water shares you have attached to your ABA(s).
- We will see the benefits of the new system reserve policy in the Goulburn System from 2011/12 and the Murray system from 2012/13. Until then system start up will depend on seasonal conditions.
- We encourage you to seek professional advice on your water plans from an experienced broker or adviser.

## Carryover for other systems

Existing rules still apply for **Broken, Loddon, Bullarook, Ovens & King systems**. Visit our website or call your local office for a copy of our carryover fact sheet.