

Winter Works Update

Winter works are currently underway in the Central Goulburn Irrigation Area to help improve service delivery for the coming season. G-MW will work on two bridge crossings on Dunbar Rd, Merrigum and also Hammond Rd, Murchison North this winter. Customers and members of the public are reminded to be mindful while moving around the works areas due to the increase in traffic.



Road culvert replacement on the corner of Mason Rd and Morrissey Road, Stanhope.

Customer Satisfaction Survey 2011

During June, G-MW completed its annual customer satisfaction survey. The survey involved 500 telephone interviews with customers from all services including groundwater and surface water diversions, Irrigation Areas, water districts and pumped irrigation districts. The survey is a key tool in measuring customers' views on our water management and delivery as well as customer service, communications and consultation processes. The survey results help us to identify areas for improvement as well as areas where we are doing well. Over coming months the final results will be shared with the Water Service Committees as we identify ways to further improve the services we deliver.

Thank you to all customers who participated in the survey.

Rural Support Line 1300 655 969

Lifeline 131 114

Beyondblue 1300 224 636

contacts

Central Goulburn office

03 5833 5705

CentralGoulburnWSC@g-mwater.com.au

Emergencies

To report emergencies and urgent matters such as pollution incidents and illegal activities call our 24 hour emergency line.

24 hour emergency line:

1800 064 184

G-MW e-services



Online Payments:

To pay your G-MW account please visit our website at www.g-mwater.com.au



SMS Allocations:

Allocation announcements sent direct to your mobile phone.



SMS Start/Stop:

Reminders of when your water order will start and stop.



Irrigation eNews:

Allocation and irrigation updates emailed to you twice a month.



eDams:

Water storage levels emailed to you daily, weekly or monthly.



Online offers additional features such as the ability to view spare channel capacity and adjust flow rates and duration - all with 24 hour, 7 days a week convenience.



Central Goulburn

IRRIGATION AREA

irrigation news

June 2011

Chair's Message

As we look back on another extraordinary irrigation season, we must remain sympathetic to all that have been affected by the recent floods, and remember for some the recovery will last for a long time to come.

The spring and summer rains, then subsequent floods, have interrupted many irrigators' plans and caused us to use a record low amount of water this season.

This has created a large amount of carryover in our storages. For many of you as allocations increase next season this will be the first time that you have carried over enough water to activate your Spillable Water Account (SWA). Didn't take long to go from one extreme to another!

Recent customer meetings across the Central Goulburn Irrigation Area were well attended and topics such as carryover and SWAs were discussed. These meetings are an excellent way for customers to become better informed on a suite of operational and policy changes that continue to take place.

NVIRP continue to modernise our irrigation system with major works taking place along the 'backbone'. These major works will happen during the winter shut down period, and most connections will occur when practical.

Your WSC recently discussed pricing issues and were pleased that following ESC approval, increases for next year in the gravity system will be minimal with only a small increase in storage fees. We continue to question G-MW to justify price increases and

will continue to advocate for customers to ensure that the impact is minimal.

Water Service Committee nominations have been advertised and

closed. Nominations have not exceeded vacancies which means there is no need for a ballot and the nominations will now be forwarded to the Board for consideration of appointments. I look forward to working alongside the new committee in the upcoming year. Our long serving Tatura representative Gerardo Fasano has decided to retire from WSC duties. Gerardo has been an exceptional member of the committee and has been passionate about all irrigation issues. Gerardo has served on the committee for more than 20 years and we wish him well for the future. Another member who is not seeking re-election is Kevin Fitzsimmons who has spent a three year term with the Central Goulburn WSC. Kevin's input to local and corporate issues was always constructive and he, together with Gerardo, will be missed.



Ross Crawford
Chair, Central Goulburn WSC

Manager's Message

Despite a significant increase in deliveries during the latter part of the season a significant volume of Carryover will be recorded by Central Goulburn Irrigators this season. This coupled with a positive outlook for 2011/12 allocations provides plenty of optimism for all irrigators moving into the new irrigation season.

The modernisation program continues across the Central Goulburn Irrigation area with additional flume gate regulators, customer outlets and sections of plastic lined channels being installed this winter. As technology rolls out it is extremely pleasing to see customers making use of internet facilities for water ordering. Many customers have commented on the ease of using the internet for order and usage details.

Managing the irrigation system is a joint effort and I appreciate the support from customers in promptly reporting leaks and other maintenance issues. This allows maintenance staff to respond in a timely manner and improve the efficiency of the system.

I would like to thank the Central Goulburn Water Services Committee for their valuable input and support throughout the year on a number of issues and wish outgoing members Gerardo Fasano and Kevin Fitzsimmons well in future endeavours.



Paul Cox
Acting Manager, Central Goulburn Operations

Water services prices 2011/12

G-MW is required to produce a schedule of fees and charges that will apply for all of its services for the coming year. The schedule is submitted to the Essential Services Commission (ESC) for review. Once the ESC makes its determination the Board of G-MW is required to give its approval before the prices can take effect.

How are prices calculated?

To remain viable, each service must recover the costs of its annual operations and maintenance as well as a proportion of the long term capital costs. This includes recovering shortfalls from previous seasons that may result from low deliveries.

The annual costs are determined in consultation with local Customer Committees who advise G-MW on the trade off between an appropriate level of service and cost of delivering this service standard. The long term capital costs are determined according to a formula defined by the ESC.

Water storage services

Water storage service charges recover the costs of operating and maintaining the water storages. The Goulburn System entitlement storage fee has increased by 28% for high-reliability water shares (HRWS) and 34% for low-reliability water shares for Goulburn allocation customers and by 18% for HRWS for Broken, Campaspe, Loddon and Bullarook allocation customers. Goulburn system storage costs have increased to fund more than \$3 million worth of dam safety and improvement works at Goulburn Weir, Tullaroop, Laanacoorie, Hepburn, Nillahcootie and Eildon.

Why is there a difference?

In 2009/10 G-MW recovered revenue from the Goulburn allocation customers in anticipation of funding the costs of pumping the Waranga Basin in that season. Pumping wasn't required so the revenue was returned to Goulburn allocation customers as a reduction from the system fee – Goulburn allocation customers paid \$7.03 per ML while the other system customers paid \$7.65. In 2011/12 everyone returns to the same price which has increased from last year.

- The Goulburn System price averages irrigators' share of the costs for the Goulburn, Broken, Campaspe, Loddon and Bullarook basins across the irrigators who own water shares in these basins. The costs are charged per megalitres of water share.
- Urban water corporations, environmental entitlement holders and water shares not attached to land pay the individual basin price for the water shares they own in each basin.

Water Delivery Charges

Water delivery charges for customers in the Central Goulburn Irrigation Area are unchanged from last year.

Water delivery fees fund the costs of operating and maintaining the channel network and services associated with water delivery in each Irrigation Area.

2011/12 prices do not include irrigators' contribution to the Northern Victoria Irrigation Renewal Project (NVIRP). The first NVIRP payment is now forecast to occur in June 2012. Accordingly, the impact of this is not included in this year's pricing.

Drainage Services

Most customers will see a reduction in their drainage service charges for the 2011/12 season. The service fee and area fees are unchanged, and the water use fee has been reduced by 29%.

Subsurface Drainage prices have increased by \$0.45/ML. Revenue for this service has been less than budgeted over the past three years because of low water deliveries. These shortfalls need to be recovered in the next two years to remain viable in the short term.

Community Surface Drainage prices have increased by CPI only.

Drainage service charges fund the costs of operating and maintaining the drainage network and services associated with mitigating the impact of irrigation on the natural environment and rivers.

Examples of price impact

Central Goulburn	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	150/72	800/384
Delivery share (ML/day)	0.02	1.5	8
Service points (Irrigation)		2	8
Service points (D&S)	1	1	2
2010/11	\$206.92	\$7,625.00	\$38,857.84
2011/12	\$210.86	\$7,903.04	\$40,340.72
Change \$	\$3.94	\$278.04	\$1,482.88

*Examples provide an indication only. The examples assume a customer has storage, delivery and drainage services.

Safety around the G-MW network

G-MW customers interact with our assets in many ways across the season. From opening your outlet to lending a hand with temporary G-MW site equipment. Your safety is vital so please make sure you are properly briefed on what is expected of you and the hazards and risks associated with these activities before hand. Call your local area office or talk with a staff member onsite to find out more.

G-MW pricing simulators

No two customers have the exact same combination of water services. G-MW has developed pricing simulators that can help you understand the charges that may apply for your services in 2011/12. G-MW's simulators are available at www.g-mwater.com.au



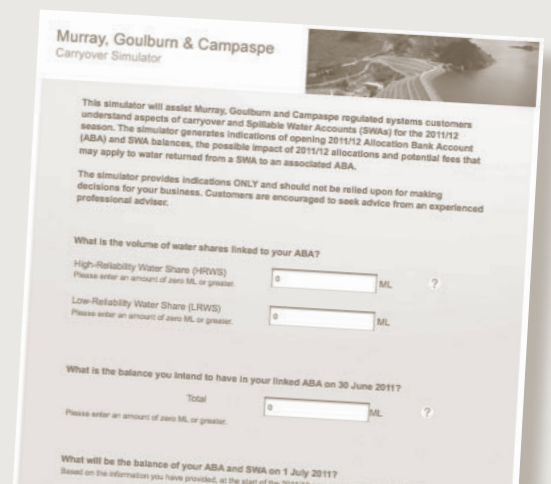
G-MW online Carryover simulators

At 15 June Northern Victorian irrigators had approximately 2,200,000 ML of water in Allocation Bank Accounts and eligible for Carryover into next season.

This is about 1,400,000 ML more than at the same time last year and reinforces the significant improvement in water resources this season.

At this stage, preliminary analysis suggests approximately 1,900,000 ML of this water will be available for trade and use in customers' Allocation Bank Accounts (ABA) from the start of next season, with a further 300,000 ML quarantined in spillable water accounts until there is a spill or pre-release or the declaration can be made. These volumes will be confirmed by the Victorian Water Register at the end of the current year.

Every customer's circumstances are different, so to assist you in understanding how Carryover might fit into your farm planning visit G-MW's online Carryover simulators at www.g-mwater.com.au



Do you have an NVIRP connections agreement?

Meter rationalisations

NVIRP advised G-MW on 15 May 2011 of outlets that have been removed or that NVIRP plans to remove by 15 August 2011. The irrigation or domestic and stock service point fee will not be charged on your 2011/12 account. NVIRP will fund the 2011/12 service point fee if the outlet isn't removed.

Termination or reduction of delivery shares

If your paperwork was correctly completed and submitted to G-MW by 15 May 2011, your 2011/12 Infrastructure Access Fee will be reduced in line with the reduction in your delivery shares.

What happens if your rationalisation agreement isn't reflected in your 2011/12 account?

NVIRP have advised that you should call them in the first instance on 1300 163 006.