



Chair's Message

As we come to the close of another extraordinary irrigation season, we must remain sympathetic to all who have been affected by the recent floods, and for with 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 dams. 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 area were held and topics such as Pricing, Carryover and SWA 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. Your Water Service Committee (WSC) recently discussed issues specific to the Pumped districts with G-MW and were interested to understand the challenges in your area. Ongoing dialogue and communication with customers will be a key component in ensuring the WSC continue to address issues in these districts.

Our long serving WSC Swan Hill representative Bruce Jones has decided to retire from WSC duties. Bruce has been an exceptional member of the committee and has been passionate about all irrigation issues. Bruce has served on the committee for 15 years with two years as chairman, and we wish him well for the future.

I wish all irrigators well for the 2011/12 irrigation season and hopefully we find the climate more productive this coming season than the last.



Brian Boulton
WSC Pumped Districts Representative



Charlie Gillingham
Chair, Torrumbarry WSC

Manager's Message

Recent meetings with the Nyah and Tresco customers focused on pricing, as well as information about Carryover. I would like to commend all irrigators who have attended these meetings for their constructive input. Recent conditions have not been favourable for crops and I understand the sensitivity associated when discussing pricing issues.

With regard to operational supply I would like to advise customers that they will have access to irrigation planners 24 hours a day during the next irrigation season.

I would like to congratulate Bruce Jones on his service as a valued Water Services Committee member and wish him well in future endeavours. I would like to acknowledge Ross Stanton who is now Operations Coordinator for the Central Murray Area and Khane Mason who has recently accepted the Water Supervisors role. Both of these positions provide an important interface with our customers.



Daniel Irwin
Manager, Central Murray
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 Murray System price averages irrigators' share of the costs for the Murray, Ovens and King 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.

The Murray System entitlement storage fee has increased by 28% for high-reliability water shares and 32% for low-reliability water shares. Murray system storage costs have increased to fund G-MW customers' portion of Victoria's contribution to the Murray Darling Basin Authority's (MDBA) programs. The MDBA's programs include more than \$14 million worth of works at Mildura Weir, Dartmouth Dam, Hume Dam and Lake Victoria. G-MW has also completed upgrade works at Lake William-Hovell in the Ovens Basin.

Water Delivery Charges

Water delivery charges for customers in the Nyah and Tresco pumped districts have increased from 2010/11.

Why?

Over the past three seasons, low deliveries have seen these services accumulate revenue shortfalls and price increases are required to recover the shortfalls over the final two years of the current 5 year Water Plan. As a result, delivery charges for Nyah and Tresco have increased by slightly more than CPI.

Drainage Services

Sub-surface drainage charges are unchanged in Nyah and have increased by 1% in Tresco including CPI.

Examples of price impact

Nyah	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	100	200
Delivery share (ML/day)	0.02	1	2
Additional service points (Irrigation)	0	3	5
Drainage ML	0	100	200
2010/11	\$176.15	\$5,494.49	\$10,631.00
2011/12	\$186.54	\$6,014.06	\$11,670.14
Change \$	\$10.39	\$519.57	\$1,039.14

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

Tresco	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	100	200
Delivery share (ML/day)	0.02	1	2
Additional service points (Irrigation)	0	3	5
Drainage ML	0	100	200
2010/11	\$186.22	\$5,958.51	\$11,634.04
2011/12	\$193.99	\$6,348.01	\$12,413.04
Change \$	\$7.78	\$389.50	\$779.00

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

G-MW online Carryover simulators

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



All prices referenced in this newsletter are inclusive of CPI of 3.3%. For G-MW's complete 2011/12 price list please see the insert enclosed with this newsletter or visit www.g-mwater.com.au

contacts

Rural Support Line 1300 655 969
Lifeline 131 114
Beyondblue 1300 224 636

Torrumbarry office 03 5451 0111

24 hour emergency line 1800 064 184

Emergencies

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

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.



Pricing Simulators:
To help you understand the charges that may apply for your services in 2011/12.