



## 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.

I would again like to congratulate our local G-MW team for their wonderful job in assisting local authorities during the flood. All staff worked long hours under difficult situations to ensure that the impact of flood water was reduced for the good of the whole region. I thank local staff and their families who helped save important files and equipment when our local Rochester office was inundated – these people worked tirelessly around the clock to minimise the damage to G-MW assets. We apologise for any inconvenience to customers throughout the office refurbishment.

Midway through the season we saw a change in management at our Rochester office. Sandy Schroen was appointed to manage our area, taking over from Daniel Irwin, who headed north west to manage the Central Murray G-MW area. On behalf of our irrigators I would like to thank Daniel for his past work here and leadership he provided to staff and in our local community. I would also like to acknowledge the work of Peter Clydesdale who undertook the management role whilst the change in manager took place.

The spring and summer rains, then subsequent floods, have interrupted many irrigators' plans and

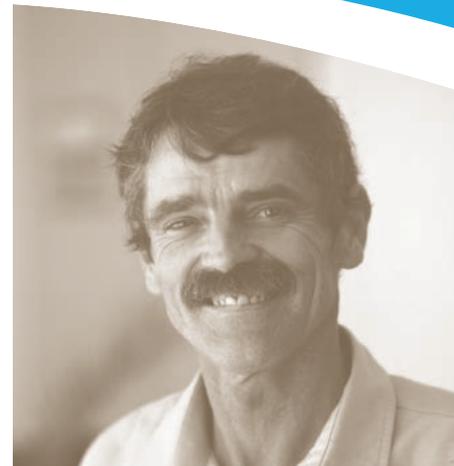
caused us to use a record low amount of water this season.

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!

We continue to work with NVIRP and the Shire of Campaspe to resolve issues in the Campaspe Irrigation District. As a project of this size and complexity is unprecedented in an irrigation area, it has been a long process, working through "red tape" and getting the best outcome for our local irrigators.

Local staff, along with contractors are undertaking a huge winter works program at the moment. I caution people to watch out for G-MW staff and contractors on country roads and keep safe!



**Richard Anderson**  
Chair, Rochester-Campaspe WSC

## Manager's Message

What a season we have had! Taking over the reigns as Operational Manager late last year, I was abruptly jolted into reality, with unprecedented flooding in the Rochester Irrigation Area. With the office being inundated and the consequent clean up and refurbishment, bought home the hardship many of our customers and local towns people were experiencing.

I am managing what was previously known as the Pyramid-Boort Irrigation Area and the Rochester Irrigation Area, under the new umbrella of Loddon-Campaspe Operational Area. Customers will hardly notice a change and this initiative is purely driven by a need to increase efficiencies and to reduce costs to customers, as management and supervision is shared across the two areas. Each area will maintain an individual identity and Water Services Committee.

Another change that has taken place this season was to centralise the planning function in Tatura. This has been done to improve the delivery of water, with

customers having 24 hour access to staff to assist with any service issue they may have and to make changes to their irrigation plan. It is likely when you contact the central planner that you will hear a familiar voice as three of our local planning staff work in the Central planning unit to ensure that local knowledge is available for customers and other planning staff.

I am looking forward to the coming season. It will be the first time since I have been with G-MW that customers will be assured that they will have water available at the start of the season – so lets hope we all have a busy and productive spring!



**Sandra Schroen**  
Manager, Loddon-Campaspe Operations

# irrigation news

## 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 Rochester 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.

## 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.

# 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](http://www.g-mwater.com.au)



## Drainage Services

Drainage service charges for the 2011/12 season have been rebalanced with a 23% increase in the Area Fee (per hectare) and a corresponding 23% reduction in the Water Use fee. The service fee is unchanged.

Subsurface Drainage prices have increased by 8%. 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

Rochester	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	300/144	900/432
Delivery share (ML/day)	0.02	3	10
Service points (Irrigation)		2	1
Service points (D&S)	1	1	1
2010/11	\$198.10	\$12,995.76	\$39,387.28
2011/12	\$202.04	\$13,604.04	\$41,442.52
Change \$	\$3.94	\$608.28	\$2,055.24

\*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.

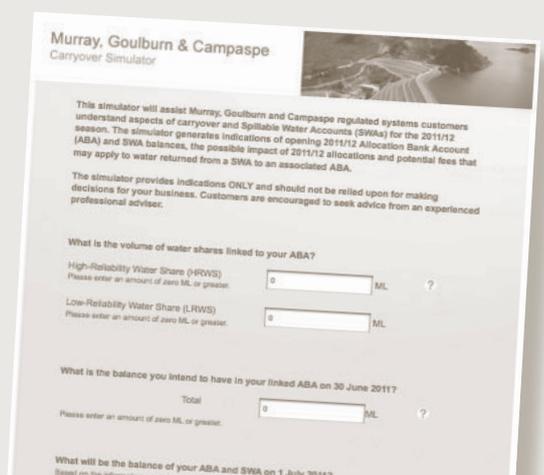
# G-MW online Carryover simulators

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](http://www.g-mwater.com.au)



# Winter Works Update

Winter works are currently underway in the Rochester Irrigation Area to help improve service delivery for the coming season. G-MW will replace five Waranga Western Channel Subways on McColl Rd between Restdown Rd and Brickchurch Rd 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.



Replacing 5 subways along the Waranga Western Channel between the 74km and 85km regulators.

## 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

### Rochester office

03 5484 0400

CampaspeWSC@[g-mwater.com.au](mailto:g-mwater.com.au)

### Emergencies

To report emergencies and urgent matters such as pollution incidents and illegal activities call by using 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](http://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.