

Customer Satisfaction Survey 2012

During June G-MW completes its annual Customer Satisfaction Survey. The 2012 survey will include 750 telephone interviews with customers across the G-MW area. This year we have also added an online survey to ensure all customers have the opportunity to provide feedback on our services. The online survey will be available at www.g-mwater.com.au

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.

The final results will be shared with the Water Services Committees over the coming months as we identify ways to further improve the services we deliver.

Water Quality

Please be on the lookout for changes in water quality as rainfall, warm weather or floods may cause changes. Please monitor your water supply source and make alternative arrangements if water quality deteriorates.

Water users are reminded that water supplied by G-MW is not fit for any use that may involve human consumption, either directly or indirectly, without first being properly treated.

Key payment dates for your Fixed Charges Account

16 October 2012	• 1st instalment for the Shepparton Irrigation Area
16 November 2012	• 2nd instalment for the Shepparton Irrigation Area
16 December 2012	• Payment in full due date for the Shepparton Irrigation Area.
16 January 2013	• 3rd instalment for the Shepparton Irrigation Area
16 February 2013	• 4th and final instalment for the Shepparton Irrigation Area

Getting to know and recognise G-MW staff

At G-MW we have a number of staff who have devoted many years to providing customer service. In the Shepparton Operations Area we have 2 staff members who have achieved significant milestones for service, Barry Russell – 45 years and Alan Lawler – 30 years. Congratulations to these staff on their achievement.

Water Information goes mobile!

G-MW has launched a new mobile platform for some of its most popular online information.

You can now get the latest information on water storages including current levels, weekly changes and average levels right in the palm of your hand.

G-MW customers can also use the mobile site to check on water deliveries and pay bills.

Simply visit G-MW's existing website www.g-mwater.com.au on your smart phone or mobile device and the new mobile website will appear automatically.



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

G-MW contacts

Shepparton office
21 Wheeler Street, Shepparton 3630
(03) 5822 7900

Don't forget you can order water online or over the phone, 24 hours a day at www.g-mwater.com.au or on 1300 469 469.

For all emergencies please call 1800 064 184 (24hr).

For all general enquiries please call 1800 013 357.



Shepparton

IRRIGATION AREA

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.

With your newsletter you'll also find:

The G-MW 2012/13 pricing schedule - This schedule is for your information and allows you to compare prices across all of G-MW's different services. G-MW is required to mail out the full schedule by the Australian Competition and Consumer Commission (ACCC).

G-MW has extracted pricing data specific to your Area and printed these in this newsletter to make it easier for you to identify your costs.

Privacy notice - G-MW is obliged to inform all its customers about the use, disclosure and handling of their personal information in the delivery of the Northern Victoria Irrigation Renewal Project (NVIRP) that effective from 1 July 2012 will be delivered by G-MW.

Chair's Message

There is a new direction at G-MW with a new Board and new Managing Director, Gavin Hanlon. We have appreciated Gavin Hanlon attending many of our Water Service Committee meetings. This has provided a welcome opportunity for us to exchange ideas. I've been pleased with the vision he has for G-MW and believe the WSC will continue to have opportunities to influence the future direction of this organisation.

Victorian Water Minister Peter Walsh has met with WSC Chairs and has expressed his desire for the Committees to have a greater involvement in G-MW. Along with the other WSC representatives I sit on the Carryover Review Committee set up by Minister Walsh. We have had several meetings in Melbourne to discuss improvements to Carryover. I hope to see some improvements to the rules by the end of the year.

NVIRP will be integrated into G-MW on 1 July. Plans are being developed to modernise the Shepparton East areas that weren't modernised in the Shepparton Modernisation Program.

Customers need to be aware that there is the potential for our storages to 'spill' this season. Water in your 'spillable water account' as of the 1st of July is unavailable for use until the declaration is made. The water in the available balance of your Allocation Bank Account (ABA) however, is available.

Three customer meetings were held across the Shepparton Irrigation Area recently. A broad range of topics including carryover, trades and pricing were discussed. These meetings are an excellent way for customers to become better informed on operational and policy changes that continue to take place.

Earlier this year a large amount of our Irrigation Area was



Craig Reynolds
Chair, Shepparton

inundated with flood water like never seen before. While causing a fair amount of damage to infrastructure and crops it was great to see the spirit of people working together to assist those in need during the flood and also during the recovery phase.

It's been good to see a year with plenty of water available for the region's irrigators and there is good potential for it to be so again next season. I hope this equates to a prosperous year for you and your farming business.

Craig Reynolds

Customer Reminder

Stock damage to channel banks

- Repair of channel bank damaged by stock is costly and impacts directly on customers prices
- Customers are reminded to keep livestock off channels to avoid damage and costly repairs. If you require information on fencing channel boundaries please contact your local Customer Service Centre.

Operational Update

The Shepparton Irrigation Area has delivered approx 100,000 ML this season which is a significant increase from recent seasons; this is equivalent to 80% of High Reliability Water Share. An efficiency of approx 86% has been achieved with a combination of automation and improved operational practices. In addition there is approximately 180,000 ML that remains unused in customers Allocation Bank Accounts. For information on Carryover please refer to the G-MW website or contact the local Customer Service Centre.

Winter Works update

G-MW will only be draining channels when required for winter works.

G-MW winter works are currently underway in the Shepparton Irrigation Area to help improve service delivery for the coming season. G-MW will undertake the following works this winter:

- Replacement of Road Crossing on EG 12, Boundary Road between Kerr / Holmes Road & Moores / McPhersons Road. This will require a full road closure for 10 days from the 4th of June. Construction of this structure will take approximately 5 weeks.
- Replacement of 3 meters and construction of an outfall structure on the EG 2/14 Pipeline
- Minor bank maintenance and general repairs on structures throughout the area.

G-MW encourages customers and members of the public to take extra care when travelling in the vicinity of works sites and to be aware of changes to traffic conditions and construction traffic. Customers are also reminded not to enter a worksite under any circumstances unless authorised.

Safety around the G-MW network

G-MW customers interact with our assets in many ways across the season. Your safety is vital so please ensure you understand the hazards and risks associated with G-MW infrastructure. Call your local G-MW customer service centre or talk with a staff member onsite to find out more.

Where G-MW are undertaking works on assets, please observe all safety precautions, signage requirements and site restriction requirements implemented by the corporation.

2012 flood event

The heavy rain events of late February/early March triggered one of the largest flood events seen in living memory in parts of the Shepparton Irrigation Area. The unusual nature of the flood was that it arose from local rainfall not from flows in the Goulburn or Broken Rivers. Many of our customers were inundated by water levels they had not thought possible. What was pleasing throughout and since the floods has been the willingness of customers and G-MW staff to work together to solve problems as they arose. Luckily there was very little damage to the channel infrastructure and when customers required water the channel system was back up and running quickly. Recovery for customers will be a long slow process and G-MW will help out where possible. Customers are reminded that at all times they must request permission before pumping any water into irrigation channels.

Integration

From 1 July this year, the Northern Victoria Irrigation Renewal Project (NVIRP) will be integrated into G-MW.

The combined organisation will be called Goulburn-Murray Water and will continue modernising irrigation infrastructure throughout the Goulburn Murray Irrigation District.

Although the integration of the 2 organisations will occur from 1 July 2012, it may be a year or so before we realise all the efficiencies and benefits of a single organisation.

The connections program is by far the largest component of the remainder of the project and this will be managed by a separate team within G-MW. We are currently finalising a connections implementation plan to ensure the process is clearly understood by all involved.

G-MW is currently undergoing a transformation to ensure it delivers the project and continues normal operations. To achieve this G-MW needs to become more efficient, and will be a very different organisation at the end of the project.

G-MW Water Plan 3 update

G-MW has released the first in a series of discussion papers to help inform the development of its three year Water Plan which commences July 2013.

The Water Plan is the mechanism for the Australian Competition and Consumer Commission / Essential Services Commission to approve water corporations' service standards, revenue and prices.

G-MW has produced 4 separate consultation brochures for its customer groups including:

- Irrigation District customers (including pumped)
- Bulk Water customers and Headworks users
- Water District and Loch Garry Flood Protection District customers and
- Licensed Diverters

These consultation brochures outline proposed levels of service, capital expenditure, cost saving measures and the projected amount of revenue required.

Key points about the first discussion papers:

- Proposed that revenue be capped at CPI plus 1.5% annually.
- To achieve this, a \$6 million efficiency saving from within G-MW over the three year term of the Water Plan must be achieved.
- A 25% reduction in G-MW operational staff in the coming years, recognising that the full benefits of modernisation of G-MW's infrastructure cannot be achieved until the project is complete. It is anticipated that this reduction will occur through natural attrition.

The second discussion paper in the series, to be released in July, will be focused on the design of our tariff system. Water Services Committee Chairs will guide the development of a tariff strategy for the longer term and help inform G-MW's Water Plan. The final in the series, scheduled for late September, will be our Water Plan with proposed pricing.

Copies of G-MW's 4 Water Plan consultation brochures are available online at www.g-mwater.com.au/water-plan-3 or from your local G-MW Customer Service Centre. The opportunity to provide feedback closes on Monday 30 July 2012.

Water services prices 2012/13

2012/13 prices have now been approved by the Essential Services Commission.

Service point fees

Service point fees have increased from \$200 to \$250 for 2012/13. This increase reflects the increasing costs of maintaining the meter fleet and is the start of a longer term price signalling approach to ensure that meter infrastructure is only replaced where it is required.

Fees & Charges

Shepparton Gravity Irrigation	2011/12 Current	2012/13 Approved	% Change	\$ Change
Storage				
Entitlement Storage Fee (per ML/HRWS)	9.00	9.40	4%	0.40
Entitlement Storage Fee (per ML/LRWS)	4.39	4.60	5%	0.21
Delivery				
Service Fee (per property)	75.00	80.00	7%	5.00
Service Point Fee – Irrigation (each)	200.00	250.00	25%	50.00
Service Point Fee – D&S (each)	50.00	50.00	0%	-
Infrastructure Access Fee (per ML/d delivery share)	4,527.44	4,690.00	4%	162.56
Infrastructure Use Fee (per ML delivered)	11.35	11.35	0%	-
Casual Infrastructure Use Fee (per ML delivered)	124.53	129.00	4%	4.47
Primary surface drainage				
Service Fee (per property)	75.00	80.00	7%	5.00
Area Fee (per hectare)	10.13	10.50	4%	0.37
Water use Fee (per ML delivered)	4.94	5.20	5%	0.26

Examples of customer impact

Shepparton Gravity Irrigation	Small	Medium	Large
Water Shares (ML) (HRWS/LRWS)	2	100/48	650/312
Delivery Share (ML/day)	0.02	1	
Service Points (Irrigation)	0	2	6
Service Points (D&S)	1	1	2
2011/12	252.84	8,103.01	49,274.27
2012/13	261.90	8,467.55	51,194.08
Change %	4%	4%	4%
Change \$	9.05	364.54	1,919.81

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

All prices referenced in this newsletter are inclusive of CPI. For G-MW's complete 2012/13 price schedule please see the enclosed brochure with this newsletter or visit www.g-mwater.com.au

Pricing Simulators

G-MW has developed pricing simulators that can help you understand the charges that will apply for your services in 2012/13. G-MW's simulators are available at www.g-mwater.com.au.

