

Welcome to our summer edition of Southern Rural Water's newsletter for customers in the Macalister Irrigation Area.

Welcome to our summer newsletter, it is great to be able to provide you with some good news stories in this edition! We seem to have had a terrific spring with good inflows to our storages – not too much flooding - and a warmish early summer. Spill entitlement has been available up until December which is great and pretty unusual for the MID, I can only remember a few times this being the case so late in the season. Our new systems are providing some incredible performance levels in our district, we have moved from efficiency levels of 60 to 65% a few years ago to over 80% at times this season! This is on the back of a record result last season of 74%.

Our new balance storage in Denison is contributing to these results by reducing outfalls across one third of the district.

The recent Magnacide program has successfully eliminated a lot of our problem submerged weeds and we are looking forward to a clean network once we get going in earnest, although we can never realistically kill every weed. The

Federal Government announcement of \$20M to part fund phase 1b of our Tinamba system was warmly welcomed and together with your contribution and the State Government funding we can complete this important program of modernisation works.

Ultimately we want the best possible system, delivered at the lowest possible price with the best possible outcome for Australia's Premier Irrigation District!



Terry Clapham,
Manager Water Supply East

February water share auction

Our 2017 water share auction is scheduled to take place on Tuesday, February 7, 2017.

To participate in the auction, you will need to complete a registration form and return it to Southern Rural Water before 4.30pm Thursday, February 2. Registration is free of charge.

Permanent high and low reliability water shares will be available with seasonal allocation. The auction will consist of 284.8ML high and low water shares in bundled lots and a further 262.7ML of high reliability water shares. This water has been created as a result of the modernisation projects recently completed in the Macalister Irrigation District.

Customer Relations Project Officer

Hi I'm Pam Crawford and I am the Customer Relations Project Officer for the Water Supply East team.

I have been working at SRW for 14 years in various areas and joined Water Supply East seven years ago.

I'm a local, having grown up on my parents (Robert & Maree White), dairy farm at Boisdale, along with my brother Allan.

My role is to make sure your customer experience is second to none. If there is some way of us improving your

SRW experience, please be sure to let me know. You might receive a phone call or visit from me in the near future, I look forward to meeting you!

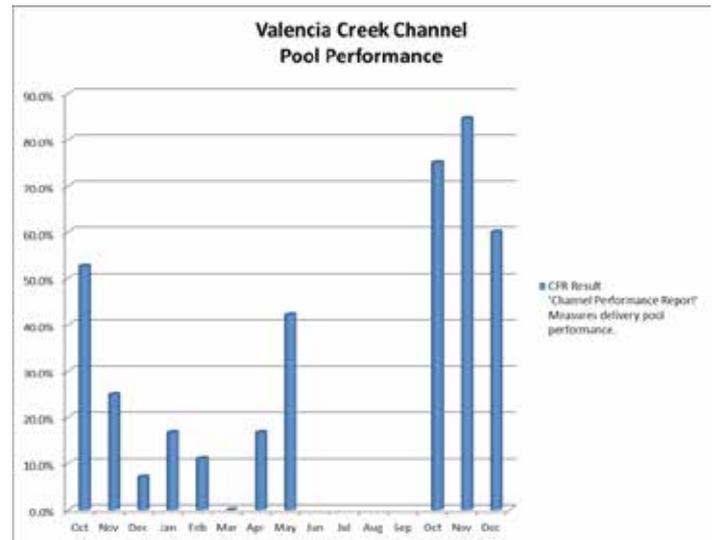


Lifeblood program

Channel cleaning was again the focus in a number of areas this winter. We hired two excavators and cleaned extensive amounts of silt and weeds from channels that were identified as having supply problems during last season. The work occurred mostly in Nambrok, Tinamba, Riverslea and Boisdale areas. The Valencia Creek channel was a particular focus, as performance in this channel has been poor and getting progressively worse.

Our control system has shown that the works have made a big improvement on channel performance and customer service outcomes as shown in the Graph for the first three months this season. We can clearly see for November that delivery performance was about 70% better which is extraordinary.

LIFEBLOOD is the missing link in our automation journey and through this program Southern Rural Water is ensuring that we get the maximum benefit from the investment in the district.



Submerged Weed Program

Submerged weeds (mostly ribbon weed) can have significant impacts on our channel capacities, sometimes reducing flows by as much as 30 or 40%. This can delay customer start times and cause havoc with our new automated equipment!

Our submerged weed program was again focused on our main channels, Main Southern, Main Northern, Main Sale and Nambrok number 1. A total distance of 40 km was treated in this season's program using a combination of boom application and dispersed into moving controlled flow of water from regulators.

The program was done in house by our own staff. Channel automation is making this process a lot easier to manage with the control of water movement. Some of the smaller channels will come into the program this season; during this time customer in these area will be notified of channel closure.



Above before - below after



Allocation auctions

We will be conducting Online Allocation auctions again this season using the Waterbid App. These auctions are planned to occur in December, January and February and at this stage we have 420ML of seasonal allocation on offer to customers. In December, we will sell 42ML.

The lots will be offered with no reserve and the auction will stay open for three days, allowing customers who have registered with Waterbid to bid in a process that is similar to the way EBay operates.

Keep up to date by registering for our SMS service or like our Facebook page to receive posts on auction dates and lot details.

Spill entitlement/usage

Once again we started the season with 70% allocation and good inflows to the storage. Spill was announced mid-July allowing us to increase to 100% HRWS.

The storage continued to spill until the end of October before customer demand kicked in, drawing it down to about 97%. Rain in late November increased inflows again allowing the storage to spill once again in early December. This allowed all customers ordered and metered usage to be accounted as spill entitlement up until 5 December.

Total estimated usage is 43,803ML, a big jump on last year's figure of 4,500ML. Overall usage for the district to date is about average.

Allocation review

With Glenmaggie sitting at 95%, our Thomson entitlement at 89% and spill entitlement usage of around 44,000ML, the December 15 allocation review will remain at 100% HRWS. The allocation will be reviewed fortnightly but with 100% of customer's entitlement to deliver between now and May 15 we will need to have to have above average usage along with substantial inflows to Glenmaggie for the model to show any availability for low reliability.

Private works agreements

Now is the time to contact us if you are thinking of undertaking any works on or near a SRW drain, channel or pipeline.

Below is a list of on-farm works where customers are required to apply for a Private Works Agreement:

- occupational crossings
- pivot crossings
- access to pump from a channel or drain
- domestic and stock pipe permits
- installation of either underground power cables or pipe lines
- storage.

MCCC members

Member's Name	Area	Contact No.
Iain Stewart, Chairperson	Maffra	0429 471 341
Brad Missen, Deputy Chairperson	Denison	0438 450 300
Graeme Anderson, OAM	Denison	0407 347 174
Jeannette Howie	Denison	0429 486 312
Jim Forsyth	Nuntin	0428 300 113
David Read	Stratford	0414 743 209
Jason Scicluna	Montgomery	0427 458 271
Malcolm Sellen	Nambrok	0414 988 946
Steve Dwyer	Newry	0407 570 469
Alan Clyne	Tinamba West	0407 544 761
Norm Drew	Heyfield	0427 482 553
Raelene Hanratty	Upper Maffra	0407 842 740

Private Works Agreements are issued by our Asset Officer in consultation with our engineers and your chosen contractor. The purpose of this agreement is to ensure that all works on our drains, channels or easements are completed to Southern Rural Water's approved standards. Once the Private Works Agreement is completed and returned to you signed, you can commence your on-farm works.

It is important to realize that no works can be undertaken on any SRW infrastructure without prior consultation and a signed Private Works Agreement in place.

For further information on our Private Works Agreements contact our office.

Meet your Planner – Aaron Carr

Aaron has been with SRW for 14 years, starting in general maintenance and as a section reliever. He has worked as a Planner for the last 10 years.

He grew up in the area and is involved with local football, cricket and golf.

Aaron's daily role consists of:

- Scheduling orders as close to requested start time as possible
- First point of contact with customers
- Monitoring Channel flows and performance
- Coordinating delivery with field operators
- Monitoring Environmental Flow requirements



Gippsland Irrigation Expo

The 2017 Expo will be held on March 15 at the Sale Showgrounds. Many exhibitors have already booked in, including:

- Philmac
- IrrigateWISA
- Bega Agricultural Services
- Ertech
- Rubicon
- SRW
- Murray Goulburn

There will also be some events happening on the day – like the Gippsland Irrigation Expo Facebook page to keep up to date!

Do you have an email address?

In order to reduce costs and minimise our carbon footprint, we would like to start sending newsletters and other information by email. If you have an email address, please email Customer Relations Project Officer, Pam Crawford, at pamelac@srw.com.au so we can add you to our email list.



Contact us for more information or to provide feedback

We will continue to provide you with the best information we can on the seasonal outlook and how we are managing the available water. As the season progresses, we will provide regular updates which may help you to plan your farming activities.

We are always looking for ways to improve our customer service. If you would like more information on any of the above topics, or you have any concerns, please contact one of our staff listed below.

Don't drink the water

Any water from sources managed or licensed by Southern Rural Water, including irrigation storages, channels, rivers and creeks, groundwater and farm dams, is untreated. It should not be considered safe for human consumption without proper treatment.



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