

Welcome to the Southern Rural Water newsletter for customers in the Macalister Irrigation Area

Season update

Despite predictions of a La Nina year, the figures for Gippsland show closer to an average year. There has been an early break with March rainfall across the MID recorded as above average, and well above average for parts of the Latrobe Valley and South Gippsland.

Over the winter and spring 2020, we needed to make controlled releases from Glenmaggie Weir to allow enough space for the forecast heavy rain events – and to reduce the impact of potential downstream flooding.

The increased inflows into Lake Glenmaggie enabled us to declare spill entitlement between 1 July and 19 November 2020. Customers used 25,000 ML spill entitlement during this period.

The Thomson Reserve is now sitting just under 38,100ML, our payback volume is zero and we have delivered 11,241ML to customers. Lake Glenmaggie is currently 40% full (43,000ML) and has so far delivered 127,000 ML onto customers' farms this season.

Seasonal allocation has been reviewed fortnightly and is provided weekly via the MIA Weekly Snapshot and on the front page of the SRW website.

Even though there were below average inflows into the storage during December to February, the reduced demand due to rainfall allowed us to increase the low reliability allocation up to 20% in the summer period.

The recent review of volume remaining in storage allowed us to increase the low reliability allocation on 6 April to 100% for the remainder of the season. We are looking

forward to being able to complete all your orders to the close of the season for district customers on 15 May. Last orders will need to be in the system by 10 May.

Our MID2030 Modernisation program continues with the completion of the \$65m Phase 1B in late 2020, the \$63m Phase 2 underway, and some exciting news (see inside).

And with the easing of COVID restrictions, field days and events have returned. We shared a stand with Agriculture Victoria at FarmWorld in March, and we will be at the East Gippsland Field Days 23-24 April – so drop in to see us at stand B8 if you are having a day out.

Matt Cook

Acting Manager Water Supply East

Duty Officer

If you need assistance out of business hours our Duty Officer is available on: 1300 139 510 and choose option 5 and press 2 again.

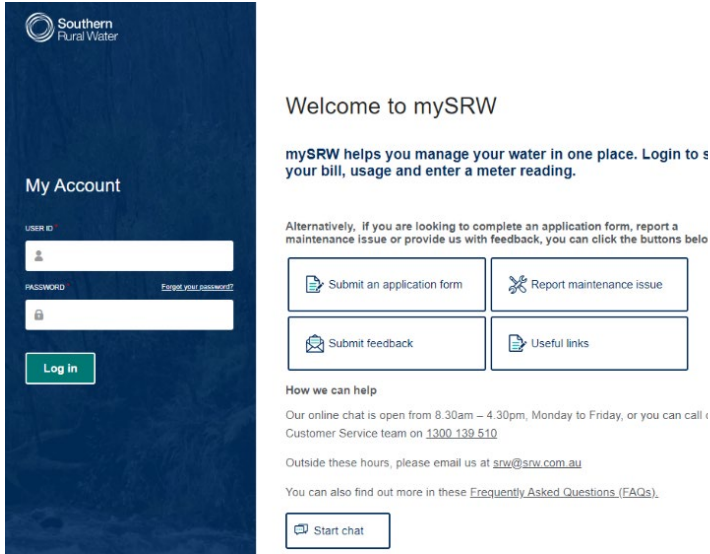
Planners are available on: 1300 360 117

Water shares

There were no allocation auctions held this year due to unavoidable delays in the process of validating and converting water savings into shares. During this time there was also an opportunity for the WaterBid site to undergo redevelopment. Water savings will be made available into the future through an auction, following the process of being validated and approved by the Minister.

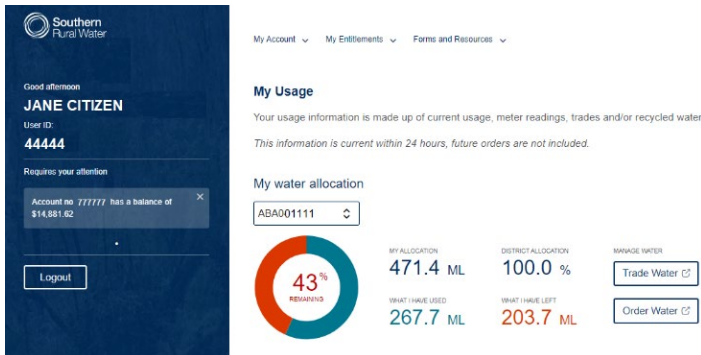
mySRW: usage and more

Our online customer service, mySRW helps you to see your water entitlements, usage and billing information, all in one place. See www.mysrw.com.au or access it at www.srw.com.au and click on the mySRW link.



As a registered Southern Rural Water customer, your water usage is shown overall and as individual service points, with comparisons across recent years.

You can also see your billing history, lodge maintenance requests and complete applications online. You can also enter your own meter reads.



If you need help to access mySRW or need your login reset, please call our Customer Service team on 1300 139 510.

Rubicon slip meter trial

This season, we held a successful trial of innovative Rubicon slip meters in the MID. These allow replacement of Dethridge wheels at a lower cost than other modernised outlets and with less disruption to your existing irrigation infrastructure. There will be 41 high-

volume Dethridge wheels across the MID replaced with the innovative, fully automated slipmeters this winter.

Stop-start notifications

In January, we introduced a notification service for water orders. The service will provide you with the ability to receive notifications before your water order is due to start and before your water order is due to end, by either SMS or email. You will need to opt in via WaterLine to receive these notifications. You will be notified (either by SMS or email) one hour before your order is due to start and one hour before your order is due to finish (if you have opted into both). You can opt in or out by visiting WaterLine online <https://www.srw.com.au/worder/Login> and logging into your account.

Waterline passwords

Security updates on a range of our information systems have meant the need for regular renewal of passwords. Some of you may have already got an online reminder to renew your Waterline password. Here's a reminder of the WaterLine online password requirements:

For online ordering you will need a password with a minimum 12 characters including the following.

- At least 1 capital letter (A-Z)
- At least 1 digit (0-9)
- At least 1 special character (e.g. ! @ # \$ % &)

Note: The password cannot contain any part of your name.

How do I update my WaterLine web password?

Go to WaterLine and log in as per normal

1. In the 'Current Password' field enter in your old password.
2. In the 'New Password' field enter in a new password that meets the requirements above
3. In 'Confirm Password', re-enter your new password
4. Click on 'Lodge' If the password does not meet requirements you will need to choose another.

What about the WaterLine telephone service?

Your 4-digit PIN remains for ordering over the phone.

MID2030 an award finalist

Late 2020 saw the completion of the final stage of the \$65m Phase 1B project in the Southern Tinamba supply zone, with Riverslea customers being connected this season.

Works on the \$63m Phase 2 have already begun with farm planning and pipeline design work for the Newry pipeline, some outlet upgrades on the Stratford supply and planning for the West Boisdale pipeline works to start this winter.

The MID2030 Modernisation program has been selected as a finalist in a national water sector award. The category focused on the customer outcomes and experience through project delivery.

Our case studies featured customers Hans Van Wees, Neil Gannon, Ryan Vardy and Ash Mezenberg, along with comments from others who have made changes to their irrigation practices, and seen efficiency improvements since their supply has been modernised. The winners of the Australian Water Association Awards will be announced at the OzWater21 conference in May. See our [case studies](#) and find out more about the \$160m MID2030 modernisation program at:

<http://www.srw.com.au/projects/mid-modernisation>



Stock and domestic reminder

Customers with stock and domestic use on pipelines and channels are reminded to make arrangements for alternative supply during the season closure period from 15 May to 15 August. All pipeline valves are closed off and there will be no water available in channels.

Focus on compliance

The Victorian Government's renewed focus on compliance and enforcement in water use was included in information that was sent out with the annual bills. The campaign is encouraging irrigators to be aware of their usage and avoid unauthorised take. For more information see: <http://www.srw.com.au/compliance/>

ZERO tolerance on water theft

So there is an even playing field for everyone.
www.srw.com.au/compliance



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.



88 Johnson Street
Maffra 3860

Maffra Depot
185 Johnson Street
Maffra

1300 139 510
srw@srw.com.au
www.srw.com.au

Maintenance Coordinator
Kane Watson
5139 3148

Operations Supervisor
Matt Cook
Ph: 5139 3286

Maintenance Supervisor
Peter Miller
5139 3248