

Quarterly update

SUMMER 2017



Project Director update

Welcome to the Summer 2017 edition of the Connections Project newsletter.

I'm pleased to report that the project has delivered a successful winter works program and is continuing to work through the irrigation season where possible, and in consultation with landowners. Winter works involved more than 250,000 'man hours' worked in carrying out the program. We also achieved an excellent safety record, recording zero lost time injuries.

We will be recognising the success of the program with a series of community celebrations across the GMID in coming months. We will have more details on our website as they become available.

We're on track implementing the reset delivery plan with the formal adoption of reconfiguration plans, and many in various stages of the engagement process.

And we've recently clocked up 1,000 kilometres of channel decommissioned – a huge milestone.

It's easy to think that with winter works complete, it's time to slow down a little, however, our teams will maintain our 'can-do' approach right through the irrigation season, including:

- » Currently constructing almost 12km of pipelines across a number of locations
- » Upgrading and rationalising meters and carrying out on-farm works where possible (in consultation with landowners)
- » Evaluating and awarding a range of tenders as part of the project's on-farm works delivery, including establishing a panel of preferred contractors.

And finally, just a reminder to be careful around our construction sites as our workers will continue to be on site throughout summer.

Thanks for your continued support of the project.

WINTER WORKS



**WINTER
MAN HOURS**
250,000



**LOST TIME
INJURIES**
0



Frank Fisseler
Project
Director

Determining your flow rate

When we upgrade meters, we are often asked about how flow rates are determined.

As part of the reset delivery plan, we published our operational rules on the project website. These rules set out how we make decisions on a range of matters, including proposed and determined flow rate.

Flow rate is determined on your historic water use in the years 2011-2012, 2012-2013 and 2013-2014. These were all 100% allocation years so are a good indicator of water use patterns.

Of course, where you can demonstrate that your historic water use does not accurately reflect your property (for example, you recently purchased the property, you've changed the focus of your enterprise and/or you've completed a whole farm plan), the project will consider granting an exception.

It's important to raise any change in circumstances with the project team so that exceptions can be adequately considered.

Type of meter

In determining the type of meter to be installed, our engineering team will base the meter size on the determined flow rate for the outlet. The difference in cost from one meter size to the next can be significant so it is important the selected meters are fit for purpose, but not unduly oversized. To ensure there is fairness in the outcomes provided to all customers, the project will only consider funding an increased meter size if there is a demonstrated and justifiable need for a larger flow rate.

If you would like a higher flow rate than that determined by the project, you have the option to co-contribute to a larger meter (subject to the capacity of the channel). You can contact the project via your engagement officer or area office to discuss your options.

Our Operational Rules and Landowner Guide are both available on the project website www.connectionsproject.com.au

Quality

To ensure quality on any construction undertaken by the project, in-depth checklists are followed during the construction process and all works are inspected by a Goulburn-Murray Water representative and contractor construction supervisor prior to final sign-off.

Where we've learned there is an issue with infrastructure or construction not functioning as it should, construction teams will immediately return to site to fix any defect in construction or investigate an issue. We ensure we identify any recurring defects and apply the learning to practices across the project.

Following one of the largest winter works programs ever constructed, the project team has been working closely with contractor John Holland to implement processes to ensure we continue to deliver high-quality construction and installation.

Complaints

Resolving landowners concerns is an important part of our work to ensure the connections process is as smooth as possible.

Sometimes there are complex factors involved in how we assess a concern and gather the information that might be required to fully understand each individual case.

As part of our process, we will acknowledge a complaint within two business days, and respond with an indication of how we plan to resolve, or our process towards resolution, within 10 business days. We will do our best to find a resolution to the satisfaction of all parties to the best of our ability and within legislative

and policy frameworks.

We have a dedicated Project team committed to helping landowners work through their concerns as we aim to resolve them as soon as possible.

If you do have a concern, we encourage you to contact your delivery team (Connections Project or John Holland) or phone the project on 1300 163 006 or email connections@gmwater.com.au



If you have on-farm works happening, make sure you're aware of how to stay safe throughout the works process.

Safety is our priority for on-farm works

Carrying out on-farm works to re-connect your property to the modernised network is an important part of the connections process.

The movement of vehicles, stock and people (particularly children) needs to be taken into account when works are being undertaken.

The following tips will help us to ensure safe working zones for our workers and for you:

- » We will ensure any construction area is fenced/flagged off with warning signs around the site advising of specific works and any potential safety hazards. There may be trenches and excavations on your property, as well as piles of material. It's important that you stay well clear of these areas as material piles and land near trenches may become unstable.
- » Don't enter the site without first contacting the site supervisor and keep away from the site and out-of-bounds areas.
- » Don't climb on any machinery when it is not in use or no-one is around
- » Be aware there may be more vehicle movement than normal on your property and it may increase during different construction phases. Heavy machinery operators may not be able to see approaching people or vehicles, and machines may move without warning
- » If you have visitors or other people coming to your property, let them know there might be works happening
- » Secure dogs or other animals that could enter the work zone

If you have any questions, we encourage you to contact the site supervisor, whose number will be listed on the site signage. Alternatively, you can contact your Connections Project representative (project team or John Holland team) for more information – you can find their contact details on any of our written communication to you.

Plan2Farm

Plan2Farm is a program designed to encourage irrigators in the Goulburn-Murray Irrigation District to consider the future path of their farm and develop a whole-farm strategy

Farmers are encouraged to consider applying for the program ahead of the Connections Project beginning in their area - particularly to investigate and make decisions on farm irrigation modernisation and volumes of water needed.

Independent advice will be available to farmers during the process to help them make informed decisions and farmers will be supported to implement actions for up to three years. Workbooks are also part of the program to help farmers think through and talk about the future of their farm.

All farmers within the Goulburn Murray Irrigation District are eligible to apply and farmers with water use licences in the broader GMW-regulated area are also welcome to apply.

You can find more information about Plan2Farm, including how to register your interest, at the North Central Catchment Management Authority website - www.nccma.vic.gov.au/projects/agriculture - or contact Project Manager Shari Rankin at the NCCMA on 03 5448 7124.

Update your contact details

The Connections Project may need to contact you at different times to update you on your connection or provide you with important information about the project. So we can get in contact with you quickly and effectively, it's important we have your correct details.

We're introducing text messaging to remind landowners of upcoming channel meetings, construction works and other important notifications.

If you want to receive these, make sure your details are up to date and we have your mobile number in GMW's customer database.

You can update your details at the Goulburn-Murray Water website - www.gmwater.com.au - by clicking the *My GMW - Manage My Account* button or by phoning 1800 013 357.

Taking the project's pulse

In the months ahead, you may be contacted by our research partner to take a 'pulse check' of how we're tracking.

Your feedback is important because it gives us an opportunity to improve and change our processes in 'real time'.

In particular, we would like to know:

- » A little bit about you, such as location and enterprise type
- » The status of your works (i.e. just starting, mid-way or finished)
- » Information about how satisfied you are in your dealings with the project and/or our contractors

The surveys will be quick and at a time that suits you. There will be a range of options to complete the survey: phone, online, and via paper form. If you do not want to participate in the surveys, please email us at connections@gmwater.com.au

To find out more about the GMW Connections Project

Website connectionsproject.com.au

Call 1300 163 006

Email connections@gmwater.com.au

Visit 55 Welsford Street, Shepparton, VIC

Your local area GMW office to talk to one of your local engagement officers

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