

Price Submission 5

Briefing paper for engagement



Water districts

Efficiency achieved as a % of delivered

Summary / Definition of Topic:

GMW manages four pumped pipelines that supply Domestic and Stock water to more than 800 customers in the East Loddon and Tungamah water districts. This service standard only relates to our customers in these water districts.

The efficiency measure is determined as the difference between the recorded deliveries against the measured inflows. Our current target for achieving this is 85% of the time.

The more efficient the distribution system operation, the less water we need to release from the storage to meet your needs. In other words – the more efficient the system, the less extra water we need to get it there.

Why is this topic being considered?

Service Standards are standing items. We're seeking your feedback to make sure they're hitting the mark for you!

We understand how important an efficient supply is to you and our business but we want to know if this service standard adequately demonstrates this. We're seeking feedback as to whether this is important to you or if there are other ways we can work with you to better meet your needs.

What is the decision(s) to be made?

- What is your greatest customer need?
- Is this service standard clear to you?
- If so, do you think it's the right measure to use?
- If not, can we change this measure to provide better information to our customers?

How does this matter affect customers / stakeholders?

Each pipeline district has its own 'bundled' entitlement, which has a loss component built into it.

Tungamah has 135.9ML loss (total with customer entitlements 1001ML), Normanville 109.1ML loss (total 638ML) and East Loddon has 97ML loss (total 468ML). Each site also had a storage facility to hold water for winter delivery to the customers and this where the main element of loss is contributed to.

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Once the water is pumped into the pipeline for customer use, the efficiency is very high with losses only occurring due to the breaks / leaks and times of scouring / flushing the pipelines to reduce the build-up of silt within.

What is not-negotiable in this topic?

The service standard is a standing order in our Water Plan. To remove this we must gain the support of our customers.

What is negotiable in this topic?

The need for the service standard and the service standard itself.

What are the known, viable options?

GMW could operate the three pipelines and not use the storage at each site during the warmer months of the year – to reduce evaporation at the storage. This can lead the pipelines to being more exposed to channel issues i.e.: Blue Green algae (BGA) being present and being pumped through the pipeline.

Currently the storages are used for the whole year and this protects customers from being exposed to BGA, which can bloom in the channel system.

If other options are identified, can they be considered?

Yes