

Rural Water Guide

2019/20 rural season

A GUIDE FOR COLIBAN WATER RURAL CUSTOMERS



Coliban
WATER

1300 363 200
www.coliban.com.au

CONNECT WITH US



For the 2018/19 rural season 1,916 orders were placed for water. We delivered approximately 3,700 megalitres of water to 827 licence holders on our channel systems, which is 35 per cent of the available allocation.



The Coliban Rural System

Our rural system supplies untreated water to over 1,350 rural licence holders via 500 kilometres of channels and pipelines. Rural water is untreated, therefore it is not suitable for human consumption. No quality standards apply to this water, unlike the water from the treated urban drinking supply.

Customers along the Ascot and Cockatoo Hill channel systems receive fit for purpose recycled water, which must only be used in accordance with the individual Supply by Agreements that are in place.

2019/20 rural season – 100 per cent

The 2019/20 rural season will commence in early October this year, thanks to above average rainfall during winter and early spring. Both raw and recycled water customers are entitled to a 100 per cent licence allocation.

This is the ninth consecutive year we have been able to open the season with a 100 per cent allocation.

Harcourt Rural Piped System

This system provides Harcourt rural customers with year round access to water, who also have 100 per cent licence allocation. This system replaces the previous concrete and earthen gravity channel system with approximately 65 kilometres of pressurised pipeline.

In 2018/19 we delivered 1,173 megalitres to 149 of our 173 Harcourt rural customers.

Potential new Harcourt customers

We continue to carry out hydraulic modelling of the new pipeline system to determine whether new customers can be connected. The supply of existing customers will not be affected by new customers joining the system.

To find out more about connecting to this system, please contact us on **1300 363 200**.

Flowrate audits

Unfortunately we have identified instances where connection infrastructure has been tampered with to enhance the flowrate being received by the customer.

The system has been designed on the flows required in the network and tampering with flowrates impacts on the ability of others in the system to receive their required flow.

During this coming season random audits will be performed on connection points by our team, to ensure licence holders are taking their specified flowrates.

Remember to check before entering private land

During recent rural water delivery seasons, we experienced some issues regarding rural customers accessing privately-owned land to maintain and operate their water delivery systems.

Some of these private systems are covered by a registered easement, however many are not.

Rural customers are reminded to ensure they contact the landowner prior to entering private property. Even if there is an easement in place, it is your responsibility as a rural customer to adequately communicate your intentions and provide sufficient notice.

Coliban Rural System Diagram



Disclaimer: Not to Scale. This illustration is provided as a guide only. Coliban Water reserves the right to alter information at any time.

Pricing information

Rural fees and charges for the 2019/20 season were mailed to all rural customers in June.

This season's charges have decreased in line with our other fees and charges. The lower prices are the result of a five-year pricing plan which Coliban Water submitted to the Essential Services Commission in 2018.

As part of this plan, we committed to keeping prices lower than inflation each year. At the start of the 2019/20 financial year, the cost of inflation was 1.3 per cent. From 1 July 2019, most of our prices reduced by 1.8 per cent before inflation was added. That meant that the majority of prices actually reduced by 0.5 per cent. Please ask us if you'd like a copy of our latest fees and charges, or find it on our website at www.coliban.com.au

Catchment storage customers

Customers who receive their supply directly from our Coliban catchment storages have a 100 per cent allocation this season and can access this water up until 30 June 2020.

A reminder that continuous supply is not guaranteed during the normal period of operation. Customers should have a water meter installed or you will be billed for your full allocation at a rate of 500 kilolitres per quarter.

Maintaining our channel network

Our annual channel maintenance schedule started in May and is a routine program which helps us to improve the delivery of services to our rural customers. This year's works will include:

- › Leak repairs at two locations identified along the Axe Creek Channel. This will involve relining the earthen channel to achieve water savings
- › Spraying earthen channels to reduce weeds
- › Channel joint restoration works and leak repair works at Lockwood
- › Ongoing work to service pumps in the Faraday and Barkers Creek pump stations for the Harcourt Modernised Pipeline
- › Decommissioning of an existing channel siphon and removal of a grate at the head of Diamond Hill Channel
- › Mechanical desilting of sections of the following channels: Marong, Wilsons Hill, Spring Gully, Coliban Main, Emu Valley No.2, Abbotts, Raywood, Myers Flat, Cockatoo Hill and Neilborough
- › Replacement of some outlets on the rural system that are in poor condition
- › Clearing the mechanical trash gate and removing debris on Coliban Main Channel
- › Access track improvements and clearing fallen tree limbs on Coliban Main Channel

If you would like to discuss channel maintenance in your area, please call us on **1300 363 200**.

Ordering and cancellation process

Please have your property ID number handy next time you make a call.

To order water, please call **1300 761 738** between 7am and 2.30pm Monday to Friday (excluding public holidays and the Christmas/New Year break).

- › Have your property ID ready (the first 10 digits of your account number).
- › Orders will only be accepted from either a registered licence holder or a nominated rural ordering authorised person for the account.
- › A minimum of 48 hours' notice (two working days) is required when placing your order.
- › Last orders for the 2019/20 rural season will be taken up until 2.30pm on Friday 24 April 2020 for final water deliveries up to Friday 8 May 2020.

Please note that if your call goes to voice mail, please leave a message with your Property ID and contact phone number so we can return your call when available.

To cancel your water order you must provide a minimum of 24 hours' notice.

In the event of heavy rainfall, shorter cancellation periods will be accepted. However, you may be asked to take supply until water is able to be shut down within the system.

If you are part of a cooperative, please continue to place your orders with the coordinator of your cooperative group.

Water compliance review

During 2017 the Murray-Darling Basin Authority conducted a review of compliance systems across the relevant water corporations. At that time it was found that Victorian water corporations had been managing compliance effectively.

The Department of Environment, Land, Water and Planning (DELWP) and the Victorian water corporations who supply non-urban water services, including us, are now working to update existing compliance and enforcement systems. The outcomes of this process will help to maintain fair access to Victoria's water resources while ensuring that tougher penalties for breaches of the *Water Act 1989* are implemented.

DELWP have produced a set of guidelines that will apply to each relevant water corporation which supplies non-urban water services. We are expected to complete the development of these new compliance and enforcement strategies by 31 December 2019.

More information about the Water and Catchment Legislation Amendment Bill 2019 can also be found online at www.legislation.vic.gov.au

Water Trading – temporary transfer

The temporary transfer process enables customers to make either all or part of their water allocation available for use by other Coliban Water rural customers for the current season only. On 30 June 2020 any volumes temporarily transferred this season will revert back onto the original licence.

Licence holders that do temporarily transfer will continue to be billed the Infrastructure Charge on that water. The licence holder receiving that temporary water will be billed the Volume Charge on the actual volumes that they use.

If you wish to make your water available for temporary transfer, remember to take the Infrastructure Charge into account when determining what your trading price will be.

The \$65 Rural Transfer Administration Fee is normally paid to Coliban Water by the licence holder receiving the temporary water volume.

To make your water available for temporary transfer:

- › Complete a transfer application form that is available on our website or phone us on **1300 363 200**. When customers contact us seeking additional rural water volumes, we use the information identified on the Rural Transfer List.
- › Place an advertisement online, in your local newspaper or on your local community notice board.
- › Talk to local landholders.

Rural reconfiguration update

The Jackass Flat and Poverty Gully rural systems have now been formally closed due to significant urban encroachment in these areas over recent years. We've been working closely with these customers to buy back licence entitlement and provide an alternative supply where feasible.

As urban encroachment in Bendigo continues, we continue to consider other systems such as Axe Creek and Emu Valley, and the longer term future of these channels which may be impacted by growth. We'll continue to consult with customers on these projects.

Rural Customer Charter

Our Rural Customer Charter outlines the way we interact with customers about the standards and conditions of service and supply. It also sets out both our and our customers' rights and responsibilities. The Charter is available on our website or a hard copy can be printed on request.

Uncontrolled outlets

We currently have 20 rural licences that can be supplied via 20 millimetre uncontrolled channel outlets.

These outlets have the ability to deliver water to the licence holder whenever there is water in the channel. The volume delivered via the uncontrolled outlets is deemed to be 10.9 kilolitres for each day the channel is in operation.

Licence holders serviced by an uncontrolled outlet do not have to place water orders to obtain water via these structures as it is deemed to be delivered automatically whenever the channel is running.



Channel rosters – 2019/20 rural season

Below outlines the rostered rural channels start and finish dates for the 2019/20 rural season.

Water will be available for supply to your property during the period of channel operation identified below.

OPEN DATE	CLOSING DATE
DIAMOND HILL CHANNEL	
30 Oct 2019	06 Nov 2019
27 Nov 2019	04 Dec 2019
25 Dec 2019	01 Jan 2020
22 Jan 2020	29 Jan 2020
19 Feb 2020	26 Feb 2020
18 Mar 2020	25 Mar 2020
15 Apr 2020	22 Apr 2020
ELLESMERE CHANNEL	
22 Jan 2020	19 Mar 2020
EMU NO.2 EPPALOCK CHANNEL	
06 Nov 2019	20 Nov 2019
04 Dec 2019	18 Dec 2019
01 Jan 2020	15 Jan 2020
29 Jan 2020	12 Feb 2020
26 Feb 2020	11 Mar 2020
25 Mar 2020	08 Apr 2020
22 Apr 2020	06 May 2020

OPEN DATE	CLOSING DATE
GOORNONG CHANNEL	
18 Dec 2019	15 Jan 2020
25 Mar 2020	22 Apr 2020
KANGAROO CHANNEL	
11 Dec 2019	25 Dec 2019
19 Feb 2020	04 Mar 2020
MARONG CHANNEL	
30 Oct 2019	13 Nov 2019
27 Nov 2019	11 Dec 2019
25 Dec 2019	08 Jan 2020
22 Jan 2020	05 Feb 2020
19 Feb 2020	04 Mar 2020
18 Mar 2020	01 Apr 2020
15 Apr 2020	29 Apr 2020
NEILBOROUGH CHANNEL	
15 Jan 2020	12 Feb 2020

OPEN DATE	CLOSING DATE
RAYWOOD CHANNEL	
30 Oct 2019	06 Nov 2019
27 Nov 2019	04 Dec 2019
25 Dec 2019	01 Jan 2020
22 Jan 2020	06 May 2020
SEBASTIAN CHANNEL	
20 Nov 2019	27 Nov 2019
25 Dec 2019	01 Jan 2020
29 Jan 2020	05 Feb 2020
04 Mar 2020	11 Mar 2020
08 Apr 2020	15 Apr 2020
WILSON'S HILL CHANNEL	
23 Oct 2019	30 Oct 2019
13 Nov 2019	27 Nov 2019
11 Dec 2019	25 Dec 2019
08 Jan 2020	22 Jan 2020
05 Feb 2020	19 Feb 2020
04 Mar 2020	18 Mar 2020
01 Apr 2020	15 Apr 2020
29 Apr 2020	06 May 2020

If your channel is not listed here, it is an unrostered channel.

Unrostered channels run on demand, based on customer water orders throughout the season.



Property ID number – what is it?

Your property ID number is the **first 10 digits of your account number** – which is located in the top right hand corner of your customer invoice. Your property ID is needed when placing or cancelling a rural water order, or for identifying your property when making general enquiries about your account. **Please have it handy next time you call.**



New phase for Coliban Main Channel works

Stage two of the Coliban Main Channel Renewal Project is nearing completion, with construction in recent months in the North Harcourt and Sutton Grange areas.

Six sections of channel totalling around 660 metres are being replaced as part of current works which aim to improve efficiency and security of the channel while protecting its environmental and heritage value.

Works are expected to be complete in time for the new rural season in October 2019.

Stage one works were completed in August 2018, which replaced 2.7 kilometres of channel over four years.

Investigation is now underway to determine whether further sections of the channel will need to be renewed in the future.

The Coliban Main Channel is a critical piece of infrastructure which supplies the Bendigo and Castlemaine region with water as well as raw water to 1,350 rural water customers.

Coliban Water Maintenance Boundary:

Coliban Water is responsible for maintenance of its assets within and up to the Coliban Water side of boundaries – as shown in the example on the diagram.

Coliban Water's responsibility ends at this boundary.

Water Outlet:

The customer is responsible for ensuring the outlet is free-flowing from any blockages whilst their allocation is being delivered.

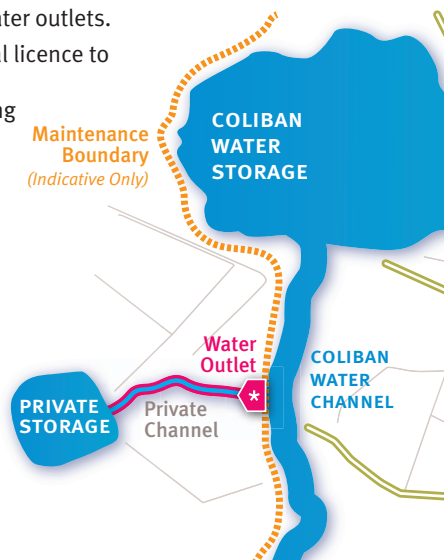
The customer is also responsible for maintenance of their private system from the downstream end of the channel outlet.

Your responsibilities and ours

The diagram illustrates the responsibilities of both Coliban Water and the customer with respect to channels and water outlets.

It is a condition of your rural licence to ensure your outlet pipe is clear and free-flowing during a water delivery. Outlet pipes should be checked regularly for blockages during the delivery of a water run. You must also ensure that your delver (drain to property or dam) is clean.

Your responsibility for the water supply starts at the outlet, not at your dam or property boundary.



Faults and service difficulties

Faults and service difficulties can be reported at any time by calling **1300 363 200**.

Receive updates via text message

We offer SMS notification services for rural customers in relation to:

- › Channel shutdowns
 - › Upcoming channel maintenance
 - › Rostered channels – notification prior to start
 - › Christmas/New Year closure period
 - › Demand management – gauge interest if small demand expressed for a channel
- If you are interested in receiving information via SMS please provide or update your mobile number.

Electric fence signage reminder

Please have appropriate signage and an insulated connection on electric fences where channel outlets are located nearby. Our rural staff require a safe entry point at all times to access these outlets.

Reporting water theft

Each year we receive reports of possible water theft from the rural system. If you notice potentially illegal activity in regards to the rural system please report it to us.

Under the provisions set out in the *Water Act 1989*, the wrongful taking of water can, for the first offence, face 60 penalty units or six months imprisonment; for subsequent offences these penalties may double to 120 units or 12 months imprisonment.

The value of a penalty unit is set by the Victorian Government each year, from 1 July 2019 that value is \$165.22 per unit.

As mentioned earlier in this guide, DELWP and the relevant Victorian water corporations are also working to update existing compliance systems which may result in tougher penalties in future for breaches of the *Water Act 1989*.

Rural Customer Advisory Group (RCAG)

We have 10 rural customers that form our RCAG, who represent our various channel systems. They meet with us quarterly and help us to understand rural customer needs around engagement, rural operations and water trading. They are:

- › Chris Gay – *Cockatoo Hill*
- › Brian Stephens and Paul Mannes – *Eppalock Pipeline*
- › Malcolm Burrows – *Harcourt*
- › Charles Thompson – *Specimen Hill*
- › John Vercoe – *Lockwood*
- › Mark Browne – *Ascot (Ellesmere Channel)*
- › Jeremy White – *Emu Valley*
- › Colin Millar – *Coliban Main*
- › Barb Hamilton – *Axe Creek*

At present we are still seeking a representative for our Spring Gully system.

Welcome to Barb Hamilton who joined RCAG this year, and a big thankyou to long-serving member Vicki Gaudion who has now retired. If you would like to know more about RCAG please go to our website or call **1300 363 200**.

Water carter permit reminder

A reminder that water carter permits are required to take water from a standpipe in the Coliban Water region. Customers using standpipes in the Greater Bendigo area must also apply for an Avdata access key. For further information or a full list of standpipes in the area, please visit our website.

Contact us

If you have any questions or feedback about your rural supply, the channel system or the coming rural season, please contact our Customer Support Team on **1300 363 200**.