

Rural Water Guide

2021/22 rural season

A GUIDE FOR COLIBAN WATER RURAL CUSTOMERS



1300 363 200
www.coliban.com.au

CONNECT WITH US



For the 2020/21 rural season 855 licences were supplied. We delivered approximately 2,206 megalitres of water to 599 rural channel licence holders, not including customers on our three pipeline systems, which is 14 per cent of the available allocation due to a wetter than average season.



The Coliban rural system

Our rural system supplies untreated water to over 1,146 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.

215 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.

2021/22 rural season – 100 per cent

The 2021/22 rural season will commence when we have sufficient water orders to run our systems efficiently. Due to the rainfall we've received in winter and the predicted rainfall forecast during spring, we expect the season may occur later this year than it has in recent years. Both raw and recycled water customers are entitled to a 100 per cent licence allocation.

Solid winter rainfall has meant our catchments are in a strong position leading into spring. The storages received 40 gigalitres of inflows during winter. That's around double what we would normally expect over this period.

Rural pipeline systems

These systems provide rural pipeline customers with year-round access to water.

In 2020/21 we delivered via metered services:

- 512 megalitres to 136 of our 180 Harcourt pipeline customers.
- 231 megalitres to 76 of our 82 Eppalock pipeline customers.
- 131 megalitres to 44 of our 46 South Lockwood pipeline 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**.



Stage 2 works of the Coliban Main Channel Renewal Project

Coliban rural system diagram



Pricing information

Rural fees and charges for the 2021/22 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 the five-year pricing plan which Coliban Water submitted to the Essential Services Commission in 2018.

Please ask us if you'd like a copy of our latest fees and charges, or find it on our website at coliban.com.au/about-us/fees-charges.



We are currently exploring opportunities for external funding for rural modernisation. If we are successful this will mean some significant changes to the levels of service provided in the rural system in the years ahead. We will keep you updated as we develop our Preliminary Business Case for the funding.

Compliance and enforcement

Tough penalties apply for illegal take and use of water. We are responsible for the compliance and enforcement of those rules and can investigate and prosecute breaches, such as water theft and unauthorised construction of, or damage to, channels and water meters.

The measures include:

- maximum fine for intentional water theft and related offences if they cause substantial harm, up to \$990,000 for companies and \$198,000 for individuals;
- suspension or cancellation of licences for taking water and works; and
- the ability for water corporations to issue penalty infringement notices for less serious offences.

We have a **Compliance Enforcement Strategy**, which continues our policy of maintaining fair access to water resources and imposing penalties for illegal take and use.

Complying with your water licence is your responsibility. If you have any questions about breaches of the legislation or want to report water theft, you can contact Coliban Water on **1300 363 200** or email rural@coliban.com.au or visit our website.

If you either report an alleged offence or enforcement action is taken against you, the following options are available if you are unsatisfied with the outcome:

- Contact Coliban Water using the details provided in this booklet.
- Contact the Energy and Water Ombudsman Victoria.
- Commence legal proceedings to challenge the decision.

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.

Ordering and cancellation process

Please have your BEE 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 BEE number ready.
- 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.
- Customers on rostered channels will need to contact us before the start of the scheduled runs to ensure we can plan and deliver the water efficiently.
- Last orders for the 2021/22 rural season will be taken up until 2.30pm on Friday 22 April 2021 for final water deliveries up to Friday 13 May 2021.

Please note that if your call goes to voicemail, leave a message with your BEE number 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.



BEE number – what is it?

The BEE is a unique identifying number that is automatically created in the Victorian Water Register when your licence is issued. You will find this number on your copy of record.

Your BEE number 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.



Coliban Main Channel inspection

Maintaining our channel network

Our annual channel maintenance schedule is a routine program which helps us to improve the delivery of services to our rural customers through concrete and earthen channel systems and rural pipeline systems.

This year's works will include:

- Desilting parts of the earthen sections of some of the above channels.
- Weed spraying to earthen and concrete sections as well as leak repairs.
- Replace a 500 metres section of pipe that is damaged and worn in the South Lockwood pipeline system.
- Replace worn customer outlets.
- Conduct the routine maintenance program associated with the Harcourt Modernised System.

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

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 every day that the channel they are connected to, is in operation.

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

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 2022 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 of the temporary transferred water.

Customers looking to make their water volumes available for temporary transfer need to take the infrastructure charge into account when they are determining what their 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 by contacting us on 1300 363 200. When customers contact us seeking additional rural water volumes, the customers identified on the rural transfer list is provided to them.
- Place an advertisement online, in your local newspaper or on your local community notice board.
- Talk to local landholders.

Your responsibilities and ours

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

Coliban Water maintenance boundary

We are responsible for the maintenance of our assets within and up to our side of boundaries.

Water outlet

The customer is responsible for ensuring that 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. Outlet pipes should be checked by customers regularly for blockages during the delivery of a water run. Customers must also ensure that their delver (drain to property or dam) is clean.

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 2022.

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.

Channel rosters – 2021/22 rural season

The rostered rural channels start and finish dates for the 2021/22 rural season are outlined below. Water will be available for supply to your property during the period of channel operation identified below.

Open date	Closing date
AXE CREEK CHANNEL	
27 Oct 2021	17 Nov 2021
01 Dec 2021	22 Dec 2021
05 Jan 2022	26 Jan 2022
09 Feb 2022	02 Mar 2022
16 Mar 2022	06 Apr 2022
20 Apr 2022	11 May 2022
DIAMOND HILL CHANNEL	
27 Oct 2021	03 Nov 2021
24 Nov 2021	01 Dec 2021
22 Dec 2021	29 Dec 2021
19 Jan 2022	26 Jan 2022
16 Feb 2022	23 Feb 2022
16 Mar 2022	23 Mar 2022
13 Apr 2022	20 Apr 2022
ELLESMERE CHANNEL	
19 Jan 2022	30 Mar 2022
GOORNONG CHANNEL	
15 Dec 2021	12 Jan 2022
23 Mar 2022	20 Apr 2022
EMU NO.2 EPPALOCK CHANNEL	
10 Nov 2021	24 Nov 2021
08 Dec 2021	22 Dec 2021
05 Jan 2022	19 Jan 2022
02 Feb 2022	16 Feb 2022
02 Mar 2022	16 Mar 2022
30 Mar 2022	13 Apr 2022
27 Apr 2022	11 May 2022
KANGAROO CHANNEL	
08 Dec 2021	22 Dec 2021
16 Feb 2022	02 Mar 2022

Open date	Closing date
MARONG CHANNEL	
3 Nov 2021	17 Nov 2021
01 Dec 2021	15 Dec 2021
29 Dec 2021	12 Jan 2022
26 Jan 2022	09 Feb 2022
23 Feb 2022	09 Mar 2022
23 Mar 2022	06 Apr 2022
20 Apr 2022	04 May 2022
NEILBOROUGH CHANNEL	
12 Jan 2022	09 Feb 2022
RAYWOOD CHANNEL	
03 Nov 2021	10 Nov 2021
01 Dec 2021	08 Dec 2021
29 Dec 2021	5 Jan 2022
26 Jan 2022	11 May 2022
SEBASTIAN CHANNEL	
17 Nov 2021	24 Nov 2021
22 Dec 2021	29 Dec 2021
26 Jan 2022	02 Feb 2022
02 Mar 2022	09 Mar 2022
06 Apr 2022	13 Apr 2022
WILSON'S HILL CHANNEL	
27 Oct 2021	3 Nov 2021
17 Nov 2021	1 Dec 2021
15 Dec 2021	29 Dec 2021
12 Jan 2022	26 Jan 2022
09 Feb 2022	23 Feb 2022
09 Mar 2022	23 Mar 2022
6 Apr 2022	20 Apr 2022
4 May 2022	11 May 2022



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.

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 the rural customer's responsibility to adequately communicate their intentions and provide sufficient notice.

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.

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 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 have not received an SMS in previous seasons and are interested in receiving information via SMS notifications, please contact us.

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.

Coliban Main channel renewal

In August 2021 we undertook a major structural inspection of the Coliban Main channel, which included a full-length walk-through of the 70-kilometre channel, an exercise that is only undertaken once every ten years.

Our engineers, environmental experts and project managers worked with consultants GHD to undertake the assessment, with the focus on the condition and integrity of the structure.

We're continually maintaining and renewing sections of the main channel as part of our routine maintenance program, and this major inspection, along with smaller, more regular inspections, informs our priorities for planning the program.

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 more than 1,000 rural water customers.



Coliban Main Channel inspection

Rural Customer Advisory Group (RCAG)

We have 8 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:

- Brian Stephens and Paul Mannes – Eppalock Pipeline
- Malcolm Burrows – Harcourt
- Charles Thompson – Specimen Hill
- Jon Vercoe – Lockwood
- Mark Browne – Ascot (Ellesmere Channel)
- Jeremy White – Emu Valley
- Colin Millar – Coliban Main

If you would like to know more about RCAG please go to our website or call **1300 363 200**.