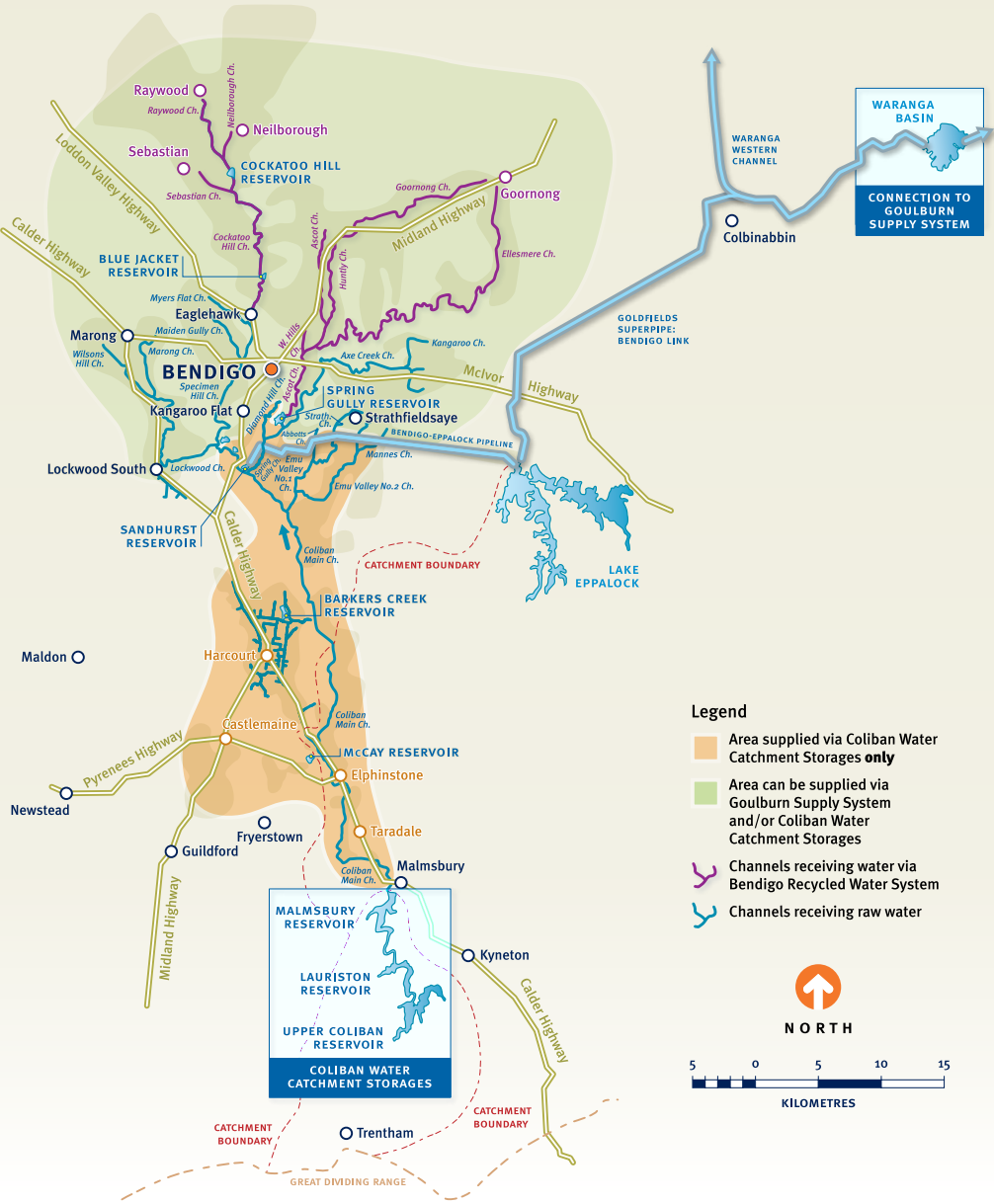


Rural Water Guide

2022/23 RURAL SEASON

A guide for rural
water customers

The Coliban Water Rural System



100% allocation available for the 2022/23 rural season

The **2022/23 rural season** will commence when we have sufficient water orders to run our systems efficiently.

With our catchment storages still in a good position, and reasonable inflows anticipated during spring, we expect the season will **commence at a similar time** this year to 2021/2022.

Both raw and recycled water customers will be **entitled to a 100% licence allocation**.

We head-in to the rural season 2022/2023 in a strong position. Evaporation rates have been lower than expected following a mild summer and the combined volume of our three catchment storages near Kyneton are at 76% of capacity – 3% higher than at the same time last year.



7
gigalitres more

In storage compared with the same time last year.



81%
capacity

In our reservoirs on the Coliban River.



55.65
gigalitres

Our water resource position is very good.



51.1
gigalitres

In Lake Eppalock (93% of our capacity share).

Looking forward

WHAT YOU'LL PAY THIS SEASON

Prices for 2022/23

Details of rural fees and charges for the 2022/23 season were **mailed to all rural customers in June.**

In the next 12 months your bills will increase by around 3.1% made up of:



A reduction in Coliban Water's prices in line with our most recent Pricing Submission approved by the Essential Services Commission in 2018.



Coliban Water's price reduction offsets the current inflation rate of 5.1% - resulting in a lower price rise overall.

You can learn more and download a copy of our latest fees and charges at **coliban.com.au/about-us/fees-charges** or contact our office on **1300 363 200**.



PLANNING FOR NEXT SEASON AND BEYOND

Setting fair prices for rural customers for the future

Over the past six months we've been working with rural and residential customers to test our proposed pricing, major projects and community support plans.

The unique needs of our rural customers are also being considered in our Rural Modernisation Project.

All rural customers have been invited to contribute their feedback on this important project. Details can be found at **connect.coliban.com.au** - and you can sign-up for regular updates via email.

REMINDER!

Water carter permits

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 **coliban.com.au**.

Compliance and enforcement

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

Maximum fines of \$990,000 for companies and \$198,000 for individuals apply. We may also suspend or cancel water licences or issue penalty infringement notices for less serious offences.

Complying with your water licence is your responsibility, and our **Compliance Enforcement Strategy** ensures we maintain fair access to water resources for all.

If you have any questions about breaches or want to report water theft, you can contact us on **1300 363 200** or email **rural@coliban.com.au**.

The year that was – Looking back at 2021/2022

THE COLIBAN RURAL SYSTEM

- **910 licences supplied**
From a possible 1,365
- **Approximately 3,111 megalitres delivered**
- **2,171 megalitres was delivered to channel customers and 940 megalitres to customers on our pipeline systems**

Our rural system supplies untreated water to more than 1,148 rural licence holders via 500 kilometres of channels and pipelines.

Rural water is untreated, so it's not suitable for human consumption.

Unlike the water available from the treated urban drinking supply, no quality standards apply to this water.

217 customers along the Ascot and Cockatoo Hill channel systems receive fit-for-purpose recycled water. This water must only be used in accordance with the individual Supply by Agreements.

Rural pipeline systems

These systems provide rural pipeline customers with year-round access to water. In 2021/2022, the following was delivered via metered services:



527.1

megalitres delivered

To 151 of 183 customers

Harcourt pipeline customers.

222.2

megalitres delivered

To 82 of 84 customers

Eppalock pipeline customers.

137.4

megalitres delivered

To 43 of 46 customers

South Lockwood customers.

Maintaining and building our rural system

A program of new work and our annual channel maintenance work is continuing. All work is designed to improve the delivery of services to our rural customers.

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



UNDER MAINTENANCE

Harcourt Channel decommissioning work

After completing over 1.2 kilometres of channel, ongoing work to decommission the Harcourt Channel has finished for the season. Work will continue next summer.

We are nearing the end of previous year's planned works. Please contact us to arrange relevant work on your property.

Channel maintenance

Our annual channel maintenance schedule helps us improve and deliver services in a more efficient manner to our rural customers who rely on concrete and earthen channels and rural pipeline systems.

This year we have:

- Desilted parts of the earthen sections of some channels.
- Completed weed spraying.
- Installed new pipes and concrete canvas in leaking sections of channels in nine separate locations.
- Replaced worn customer outlets.
- Undertaken multiple leak repairs throughout the delivery network.

NEW TO THE RURAL SYSTEM

State of the art Trash Gate at Faraday

This new initiative will ensure cleaner, more reliable water deliveries to Bendigo.



Farewell Harry Roberts

On 1 July 2022, we said farewell to Coliban Water's Rural Services Officer, Harry Roberts, after 39 years' service.

Harry started his career in the Maintenance Gangs, in what was then the Rural Water Commission. He then moved into water delivery across all parts of the delivery network. His knowledge of the network and his ability to mentor new staff will be missed.

We thank Harry for the contribution he's made to the Rural Services Team and wider Coliban Water community during his time with us.

Easy ordering and cancellation process

TO PLACE AN ORDER

Step 1	<p>Make sure you have your BEE Number ready.</p> <p>Call 1300 761 738 between 7.00am and 2.30pm Monday to Friday (excluding public holidays and the Christmas/New Year break).</p> <p>If your call goes to voicemail, leave a message with your name, BEE number and contact phone number so we can return your call.</p>
Step 2	<p>Orders will only be accepted from either a registered licence holder or a nominated rural ordering authorised person for the account.</p> <p>If you are part of a cooperative, please ensure orders are placed by the coordinator of your cooperative group.</p>
Step 3	<p>A minimum 48 hours' notice (two working days) is required when placing your order.</p>
Step 4	<p>Customers on rostered channels will need to contact us before the start of the scheduled runs. This will ensure we can plan and deliver water efficiently.</p>
Step 5	<p>Orders for the 2022/23 rural season will be taken until 2.30pm on Friday 28 April 2023, for final water deliveries up to Friday 12 May 2023.</p>



TO CANCEL AN ORDER

To cancel your water order please provide at least 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 can be shut down in the system.

WHAT IS A BEE NUMBER?

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

Your BEE number is required when placing or cancelling a rural water order – or for identifying your property when you make enquiries about your account.

Please **have it handy next time you call!**

Water trading and temporary transfers

A temporary transfer allows customers to make all or part of their water allocation available for use by other Coliban Water rural customers for the current season only – any volumes temporarily transferred then revert back to the original licence.

WHO PAYS WHAT WHEN YOU MAKE A TRANSFER?



What you pay

You continue to pay the infrastructure charge on the water.

If looking to make water volumes available for temporary transfer, please take the infrastructure charge into account when determining what your trading price will be.

What the other person pays

The person receiving the temporary water is billed the volume charge on the actual volumes they use of the temporarily transferred water.

They also pay a \$65 rural transfer administration fee.

Almost 35% of rural water licences were not used by customers last season.

To help others, we ask customers in this position to consider their needs and make their unused licence volumes available for Temporary transfer.

To make these arrangements, download and complete a **Rural Transfer Application Form** available at coliban.com.au or phone **1300 363 200**.

Once you've completed the Application Form, your details will be added to a list made available to rural customers seeking a temporary transfer. You can also choose to place an advertisement online, in the local newspaper, or talk to local landholders.



Your responsibilities and ours

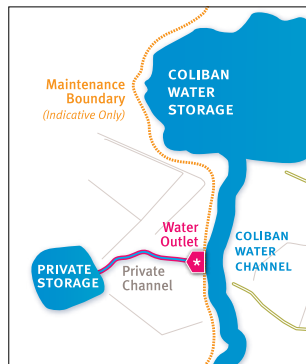
Your responsibility for the water supply starts at the outlet, not at your dam or property boundary.

We're responsible for

- Coliban Water maintains assets within and up to our side of boundaries.

You are responsible for

- Ensuring water outlets flow freely and are clear of blockages while their allocation is being delivered.
- Maintaining your private system from the downstream end of the channel outlet.
- Ensuring your deliver (drain to property or dam) is clean.



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 is deemed to be 10.9 kilolitres for every day the channel they are connected to is operating.

Licence holders served by an uncontrolled outlet do not have to place water orders to obtain water via these structures.



CATCHMENT STORAGE CUSTOMERS

Customers who receive a supply directly from Coliban Water catchment storages have a 100% allocation this season and can access water until 30 June 2023.

Remember, 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 of 500 kilolitres per quarter.

SAFETY REMINDERS!

- Remember to check before entering private land. If you require access to privately-owned land to maintain and operate your water delivery system, please contact the landowner prior to entering even if there is an easement in place.
- Our rural staff require a safe entry point at all times. Please ensure you have appropriate signage and an insulated connection on electric fences where channel outlets are located nearby.

Channel rosters 2022/23 rural system

The rostered rural channels start and finish dates for the 2022/23 rural season are outlined below. Water will be available for supply to your property during the period of channel operation identified.

OPEN DATE	CLOSING DATE
AXE CREEK CHANNEL	
26 October 2022	16 November 2022
30 November 2022	21 December 2022
4 January 2023	25 January 2023
8 February 2023	1 March 2023
15 March 2023	5 April 2023
19 April 2023	10 May 2023
DIAMOND HILL CHANNEL	
26 October 2022	2 November 2022
23 November 2022	30 November 2022
21 December 2022	28 December 2022
18 January 2023	25 January 2023
15 February 2023	22 February 2023
15 March 2023	22 March 2023
12 April 2023	19 April 2023
ELLESMERE CHANNEL	
18 January 2023	29 March 2023
GOORNONG CHANNEL	
14 December 2022	11 January 2023
22 March 2023	19 April 2023

OPEN DATE	CLOSING DATE
EMU NO.2 EPPALOCK CHANNEL	
9 November 2022	23 November 2022
7 December 2022	21 December 2022
4 January 2023	18 January 2023
1 February 2023	15 February 2023
29 March 2023	12 April 2023
26 April 2023	10 May 2023
KANGAROO CHANNEL	
7 December 2022	21 December 2022
15 February 2023	1 March 2023
MARONG CHANNEL	
2 November 2022	16 November 2022
30 November 2022	14 December 2022
28 December 2022	11 January 2023
25 January 2023	9 February 2023
22 February 2023	8 March 2023
22 March 2023	5 April 2023
19 April 2023	3 May 2023
NEILBOROUGH CHANNEL	
11 January 2023	8 February 2023

OPEN DATE	CLOSING DATE
RAYWOOD CHANNEL	
2 November 2022	9 November 2022
30 November 2022	7 December 2022
28 December 2022	4 January 2023
25 January 2023	10 May 2023
SEBASTIAN CHANNEL	
16 November 2022	23 November 2022
21 December 2022	28 December 2022
25 January 2023	1 February 2023
1 March 2023	8 March 2023
5 April 2023	12 April 2023
WILSON'S HILL CHANNEL	
26 October 2022	2 November 2022
16 November 2022	30 November 2022
14 December 2022	28 December 2022
11 January 2023	25 January 2023
8 February 2023	22 February 2023
8 March 2023	22 March 2023
5 April 2023	19 April 2023
3 May 2023	10 May 2023

NOTES: 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.

How we're working together



RURAL CUSTOMER ADVISORY GROUP

Eight rural customers, representing various channel systems, make up our Rural Customer Advisory Group. This highly-regarded group meets quarterly to advocate for customers and help us understand rural customer needs around operations, water security, licencing and pricing.

The group has been instrumental in driving key changes to allocation policy, recycled water licencing, efficiency penalties and outlet charges.

We are currently seeking representatives for the Spring Gully and Cockatoo Hill systems. If you're interested in joining, please contact **Darren Heritage** on **1300 363 200**.

RURAL CUSTOMER CHARTER

Our Rural Customer Charter outlines the way we interact with customers about standards and conditions of service and supply. It also sets out your rights and responsibilities – and ours.

The Charter is available from **coliban.com.au** or contact us for a hardcopy.

Here to help!



For faults and service difficulties

Faults and service difficulties can be reported at any time. Simply call **1300 363 200**.



Easy email billing is here

It's easy to do your bit for the environment (and you'll never misplace a bill again) when you register for eBilling.

To sign-up, simply visit **coliban.com.au** and fill in the form, or call us on **1300 363 200**. While you're at it, make sure your other contact details are up to date, too.



SMS service updates

Register for SMS updates and be the first to know about channel roster periods, system faults, demand management and more.

To register, contact us today on **1300 363 200** and provide your mobile phone number.



Check-out the Rural homepage

You can find comprehensive information about the rural system at **coliban.com.au**. **Click on Rural** for the information you need.



Because life doesn't always go to plan

We know your circumstances can change and so can your financial position.

If you're finding it tough to manage your account and pay your water bills, our team can help.

CONNECT WITH US

Talk to our Customer Support Team
1300 363 200

Visit our website
coliban.com.au

Get social



facebook.com/colibanwater



twitter.com/colibanwater



youtube.com/colibanwater



linkedin.com/company/
colibanwater

Face-to-face

37-45 Bridge Street,
Bendigo VIC 3550

Need help to read our newsletter?

For a large print or text-only
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a hearing or speech
impairment, you can
contact us through the
National Relay Service.