



Rural Water Guide

2024-25 Rural Season



Coliban Water Rural System



Catchments in good position for season ahead



Our rural customers will be entitled to a 100% licence allocation for the 2024/25 rural season when it opens.

The rural season is expected to start towards the end of October 2024, depending on demand.

Our three catchment storages remain in a good position following winter, with Upper Coliban, Lauriston and Malmsbury Reservoirs currently at 77% capacity. We're also holding 96% of our share of Lake Eppalock. The climate outlook suggests above average rainfall over the coming months.

Last year, we filled more than 800 water orders during the rural season, with 2,491 megalitres of water delivered to rural customers. This came after heavy rainfall in January when 150 millimetres fell in a 24-hour period over Christmas Day and Boxing Day.

Catchment Storage Customers

Customers who receive a supply directly from Coliban Water catchment storages will have an allocation of 100% for the 2024/25 season.

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.



77%
capacity

in our reservoirs on
the Coliban River



53.6
gigalitres

Our water resource
position is good



52.6
gigalitres

in Lake Eppalock
(96% capacity of our
18% share)

The season ahead

What you'll pay this season

Details of the rural fees and charges for the 2024/25 season were mailed to all rural customers in June.

This is the second year of our 2023 to 2028 pricing period.

Rural charges will increase by less than inflation. Most rural charges are increasing by 2.3% compared to the 2023/24 charges. These charges help fund a variety of water security projects and maintain operations within the rural network.

Download a copy of our latest fees and charges at coliban.com.au/about-us/fees-charges

Compliance and enforcement

Tough penalties apply for the illegal take and use of water. We are responsible for 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.

Learn more at coliban.com.au/compliance-and-enforcement

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

Our standpipes

Remember that permits are required to take water from a standpipe in the Coliban Water region. Customers using standpipes 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



Here to help

Our Coliban Assist program is the cornerstone of our customer support focus and aims to ensure any customer experiencing vulnerability can be supported. In the last 12 months alone, we've supported approximately 3,000 customers through this program.

It includes Plumber Assist, leak detection, concessions, bill smoothing and payment matching. It's designed to save you water, time and money.

No matter your circumstances, our Customer Care Team love a chat.

Phone us on 1300 363 200 or visit coliban.com.au/manage-your-account/coliban-assist



The year that was – looking back at 2023/24

Our rural system

We supplied water to more than 1,133 rural licence holders via 500 kilometres of channels and pipelines, during the recent rural season.

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.

Along the Ascot and Cockatoo Hill channel systems, 209 customers received fit-for-purpose recycled water. This water must only be used in accordance with the individual Supply by Agreements.

672 licences supplied from a possible 1,342

The 1,342 licences is made up of 1,133 rural licences and 209 recycled water licences

Approximately 2,491 megalitres delivered

1,795 megalitres was delivered to channel customers and 696 megalitres to pipeline customers



Rural pipeline systems

These systems provide rural pipeline customers with year-round access to water. In 2023/24, the following was delivered via metered services:

692
megalitres

delivered to 143 of
184 Harcourt pipeline
customers

271
megalitres

delivered to 83 of 87
Eppalock pipeline
customers

139
megalitres

delivered to 44 of
46 South Lockwood
pipeline customers

Maintaining and improving our rural system

Our works and maintenance program will continue throughout the year, as we work to improve the service we provide to rural customers.

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

Channel maintenance

Our annual channel maintenance schedule helps us improve and deliver services in a more efficient way.

This year we cleaned three historic water dissipators along the Leanganook Track, near Springs Road in Sedgwick. Our team removed about 15 tonne of silt and rock from the brick and stone structures, allowing water to flow more freely.

This year we have also:

- Carried out repairs on sections of the Lockwood and Coliban Main Channels.
- Installed new regulating devices and desilted a section of Wilsons Hill Channel.
- Refurbished pumps at Faraday and Barkers Creek pump stations.
- Replaced nearly 40 broken or non-compliant meters and 30 broken pressure reducing devices on the pipeline networks.
- Cleaned and repaired many northern region channels following storms and flooding in late 2023 and early 2024.

We will continue to replace sections of concrete channels, repair leaks and install concrete canvas linings as part of our maintenance work this coming year.

Rural Water Efficiency Project

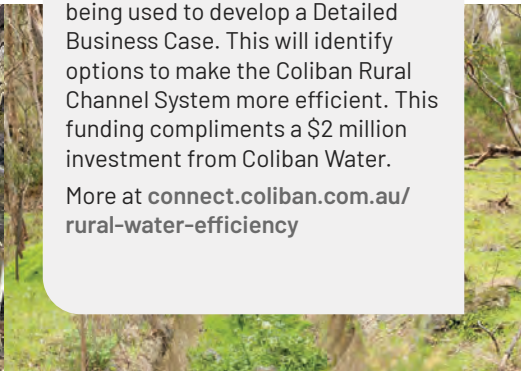
In the last 12 months we've completed the first phase of engagement for our Rural Water Efficiency Project. This involved sending out an information pack and seeking feedback from our rural customers via a questionnaire. Thanks to those who provided us with this valuable input.

We're now starting the second phase of engagement which will help to inform the size, service levels and options for a new system. We'll start to have conversations with rural customers about their future plans.

We continue to seek advice from our Rural Customer Advisory Group. Once in place, an upgraded rural system will improve customer service levels and provide greater water efficiency, as well as delivering significant water savings.

The project is funded via a \$3.7 million investment from the Australian Government, which is being used to develop a Detailed Business Case. This will identify options to make the Coliban Rural Channel System more efficient. This funding compliments a \$2 million investment from Coliban Water.

More at connect.coliban.com.au/rural-water-efficiency





Easy ordering and cancellation process

To place an order

Make sure you have your BEE number ready. Call **1300 761 738** between 7am and 2.30pm Monday to Friday (excluding public holidays and the Christmas/New Year break). If your call goes to voicemail, leave a message with your name, BEE number and contact phone number so we can return your call.

Things to remember

- We can only accept orders from either a registered licence holder or someone nominated to order water on their behalf. If you are part of a cooperative, please ensure orders are placed by the coordinator of your group.
- We require 48 hours' notice (two working days) when placing your order.
- If you're on a rostered channel, you will need to contact us before the start of scheduled runs. This will ensure we can plan and deliver water efficiently.

Orders for the 2024/25 rural season will be taken until **2.30pm Thursday 24 April 2025**, for final water deliveries up to **Friday 9 May 2025**.

To cancel an order

To cancel, 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 Bundled Entitlement Entity (BEE) number 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.

Water trading and temporary transfers

A temporary transfer allows you to make all or part of your water allocation available for use by other Coliban Water rural customers. This is 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 rural transfer administration fee.



Almost 50% 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 by phoning 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

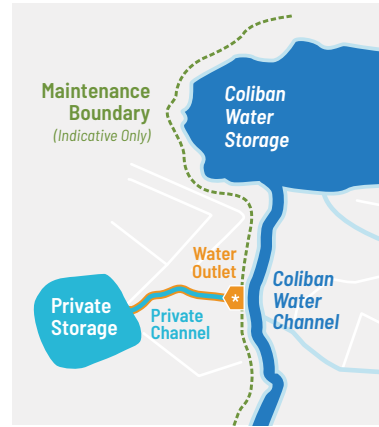
Your responsibility for the water supply starts at the outlet, not at your dam or property boundary.

We're responsible for

- Maintaining assets within, and up to, our side of boundaries.

You are responsible for

- Ensuring water outlets flow freely and are clear of blockages.
- Maintaining your private system from the downstream end of the channel outlet.
- Ensuring your deliver (drain to property or dam) is clean.
- Making sure orders are placed as early as possible, to assist with planning and maintenance.



Uncontrolled outlets

We currently have 16 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.

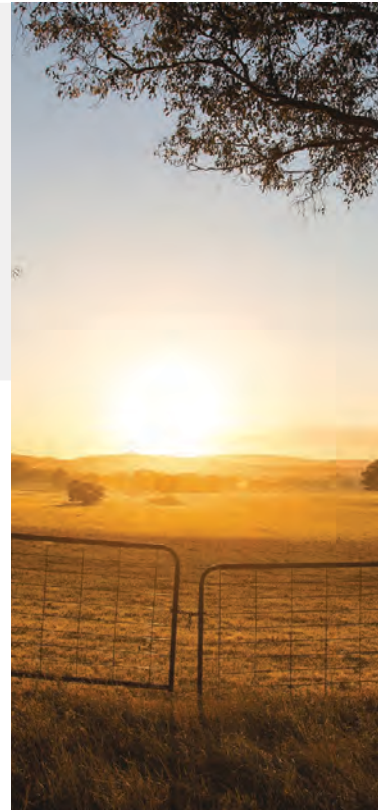
Licence holders served by an uncontrolled outlet do not have to place water orders to obtain water via these structures.

Safety reminder

Please 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 also require a safe entry point to access outlets and channels. Please ensure electric fences have appropriate signage and that insulated connectors or isolators are fitted.

In some instances, we may require access gates to be fitted – we will liaise with landowners if required. There also may be a requirement to slash, trim or spray herbicide on access paths to improve safety for staff.



Channel rosters 2024/25

Start and finish dates for rostered rural channels during the 2024/25 season are outlined below. Water will be available for supply to your property during the period of channel operation identified.

Open Date	Closing Date	Open Date	Closing Date	Open Date	Closing Date
Diamond Hill Channel		Marong Channel		Sebastian Channel	
23 Oct 2024	30 Oct 2024	30 Oct 2024	13 Nov 2024	13 Nov 2024	20 Nov 2024
20 Nov 2024	27 Nov 2024	27 Nov 2024	11 Dec 2024	18 Dec 2024	25 Dec 2024
18 Dec 2024	25 Dec 2024	25 Dec 2024	8 Jan 2025	22 Jan 2025	29 Jan 2025
15 Jan 2025	22 Jan 2025	22 Jan 2025	5 Feb 2025	26 Feb 2025	5 Mar 2025
12 Feb 2025	19 Feb 2025	19 Feb 2025	5 Mar 2025	2 Apr 2025	9 Apr 2025
12 Mar 2025	19 Mar 2025	19 Mar 2025	2 Apr 2025		
9 Apr 2025	16 Apr 2025	16 Apr 2025	30 Apr 2025	Wilson's Hill Channel	
Ellesmere Channel		Neilborough Channel		23 Oct 2024	30 Oct 2024
15 Jan 2025	26 Mar 2025	8 Jan 2025	5 Feb 2025	13 Nov 2024	27 Nov 2024
Emu No.2 Eppalock Channel		Raywood Channel		11 Dec 2024	25 Dec 2024
4 Dec 2024	11 Dec 2024	30 Oct 2024	6 Nov 2024	8 Jan 2025	22 Jan 2025
23 Apr 2025	30 Apr 2025	27 Nov 2024	4 Dec 2024	5 Feb 2025	19 Feb 2025
Goornong Channel		25 Dec 2024	1 Jan 2025	5 Mar 2025	19 Mar 2025
11 Dec 2024	8 Jan 2025	22 Jan 2025	7 May 2025	2 Apr 2025	16 Apr 2025
19 Mar 2025	16 Apr 2025			30 Apr 2025	7 May 2025

Thursday 24 April 2025

Final Orders

(2 weeks before end of season,
Public holiday on the Friday)

Friday 9 May 2025

Channels closed

NB: 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

Nine rural customers, representing various channel systems, make up our Rural Customer Advisory Group. This 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, Cockatoo Hill and Lockwood systems.

It's a great time to get involved as we start work on the Detailed Business Case which will determine the future of our rural system. If you're interested in joining, please contact **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 updates

Register for SMS updates about channel roster periods, system faults, demand management and more. To register, contact us on **1300 363 200** and provide your mobile phone number.

Head online

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

Our Coliban Assist program has a range of options to help rural customers – call us on **1300 363 200** to find out more.

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 this guide?



For a large print or text-only version
call us on **1300 363 200**.



Call **13 14 50** to access the free
Translating & Interpreting Service.



If you are deaf, or have a hearing or speech
impairment, you can contact us through the
National Relay Service.

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