



Eastern Grampians Rural Pipeline Project

Transitioning from your existing supply to a Rural Pipeline Supply

On completion of the East Grampians Rural Pipeline, existing customers located outside urban district boundaries who can be serviced by the new pipeline will be transitioned to a rural pipeline supply. Once transitioned, customers will be supplied under the conditions specified in the GWMWater Rural Customer Charter and associated rural tariffs will apply.

This fact sheet outlines the arrangements and the conditions associated with transitioning to a rural supply, the anticipated timelines, rebates available and the next steps.

Benefits of transitioning

- > Access to a reliable, fit-for-purpose water supply for rural properties and farming enterprises;
- > Allocated minimum water allowance based on property size or, where applicable, historic use;
- > Opportunity to review the number and location of your service connection points – potentially reducing the number of meters and associated charges and / or amount of private reticulation pipelines;
- > Monitor your water use, set up alerts and avoid excess water charges using our free online Customer Portal;
- > Ability to adjust standard water allocations each year through water trades;
- > More equitable water supply arrangements across the region.

Our Rural Customer Charter outlines our commitment to you, including service standards and conditions of service.

If you have additional land within the East Grampians Rural Pipeline footprint that would benefit from a rural supply, please get in touch with our Land Liaison Team as soon as possible.

Rebates available

GWMWater are providing a choice of either* a \$1000 tank rebate or a 50% discount off your volumetric water charges for two years. Conditions apply.



Frequently Asked Questions

1. Where does the water come from?

The East Grampians Rural Pipeline will provide a reliable water source, predominantly from Lake Fyans and Lake Bellfield. The construction of the Wimmera Mallee Pipeline resulted in 103,000 ML of water savings, of which 20,000 ML was made available for future growth within the region. This includes expanding opportunities for new industry and agricultural users. A portion of this growth water remains uncommitted and will be used to supply new customers of the East Grampians pipeline.

2. What happens to my current Supply By Agreement or Outside District Agreement?

At the completion of the project, all existing agreement or contracts will transition to the standard Rural Pipeline Supply By Agreement. At this time, you may choose not to receive a water supply from GWMWater. If you no longer wish to receive a water supply from GWMWater, arrangements can be made to disconnect your meter point.

3. What is the minimum allocated water allowance?

All existing customers transitioning to the Rural Customer Charter will receive a standard water allowance based on the size of their property and/or historic past use and an additional primary allowance of 730 kL per rural household (where applicable). This allowance will be allocated as part of the transition process, at no cost. If you have additional land you want serviced, then a water allowance must be purchased at a rate of 2.5 kL per hectare and an additional 730 kL for each serviced household.

Once your agreement is in place, your standard allowance will then become a valued, tradable product. Customers may manage their standard allowance by permanently or temporarily trading their water allowance within GWMWater's rural pipeline network. For more information on water trading please refer to our Water Trading Fact Sheet available on our website: gwmwater.org.au/egrp

4. How much water will I need?

Our Land Liaison Team can provide information about your historical water use and talk you through the minimum water requirements. You can also use Agriculture Victoria's online water calculator which you can access via gwmwater.org.au/egrp

5. Upfront costs and ongoing charges

As an existing GWMWater customer, you are not required to pay a Capital Contribution or purchase a minimum water allowance (refer to Question 3) for properties already serviced by your existing infrastructure, unless you request connections for additional unserved properties.

Your ongoing charges, including Capacity Charge, Meter Charge and Usage Charge are outlined in our 'Rural Pipeline Products and Charges' fact sheet. You can view the fact sheet on our website gwmwater.org.au/billing/tariffs-and-charges

Rates and charges under your existing agreement will continue to apply and will transition to the new agreement on completion of the project.

6. What infrastructure will I need on my property?

As part of the transition to our Rural Customer Charter, if you haven't already done so, you will need to connect your water supply from your metering point directly to a storage tank, with no other connections between the meter point and the tank. From your tank you can then reticulate the rest of your property and/or house. This may mean you will need to set up a pump from your tank to enable enough pressure for reticulation purposes.

Tanks must have sufficient capacity for a minimum of three days' peak demand to accommodate any prolonged system outages or maintenance requirements. A minimum air gap of 100 mm must be maintained between the tank filling inlet and tank overflow. Three days' supply is defined as the peak daily water demand at any time multiplied by three. Generally, a house needs a 20,000 to 30,000 L tank. A mob of 500 sheep needs a minimum standard 13,500 L tank.

Based on final pipeline design and pressure ratings, GWMWater can assist you to determine suitable tank locations.

7. Will my meter point location be the same?

As part of the East Grampians Rural Pipeline Project, our existing pipeline infrastructure may need to be upgraded, replaced or relocated to enable GWMWater to meet service standards to all users. This could mean your existing meter point location may need to be moved to a different location on your property boundary. Whilst we will take into consideration your preference to keep the same meter point location, unfortunately in some circumstances this will not be achievable. The Land Liaison Team will be in touch to discuss the proposed changes and, if required, will work with you to relocate your meter point location. Any changes will be completed at the cost of the project.

8. Where can I get more information about how to step up my on-farm infrastructure?

Our comprehensive On-Farm Water Reticulation Guide is available to assist landholders connecting to the pipeline with the planning, design and installation of piped on-property systems. Call us on 1300 659 961 for a hard copy or download for free from gwmwater.org.au/egrp

9. What planning approvals do I need?

Any on-property works associated with the water supply are not included in GWMWater's statutory approvals for the water mains. Landholders should seek advice from relevant planning authorities, such as municipal councils, when planning earthworks on land where native vegetation, cultural heritage and waterways may be impacted.

Next Steps

Our Land Liaison Team will contact you directly to discuss your unique situation and provide a cost estimate. All existing customers transitioning to the new arrangement will be asked to sign a Heads of Agreement (HoA) to demonstrate commitment to the project and agreement to the related terms of and conditions (see Question 6). If you would like to discuss the project further or have any questions, please contact Sarah Tottenham on sarah.tottenham@gwmwater.org.au or by calling on 1300 659 961 during business hours.