

C.W. = Coliban Water

Draft Letter. — approx 18 months prior to 27/2/06.

Coliban Water (CW) is holding workshops on the management of Coliban district supplies. Some pertinent questions may be as follows:-

1. When CW announced about a years supply available, did this include rural customers?
2. Has CW sold any of Bendigo's yearly Eppalock allocation out of the area, and if so how much & for what financial return?
3. Does CW think storages should be managed more conservatively to allow for a run of dry years which defy predictability?
4. It is reported by Marsden Jacob Assoc. Underwood Management Group Fisher Stewart Pty. Ltd. Hydrotechnology Ph. 1 report of 1995 (1) that CW at its April 1994 meeting resolved: "That the notion of "open water trading" be endorsed with there being no specific volumes of water earmarked for rural or other purposes". Was this resolution a veiled motion to remove water from rural customers?
5. Does CW believe an announcement of possible allocations in September is adequate for seasonal crops, or intensive livestock industries some of which have 2-3 year advance production before the product is harvested?
6. Since out sourcing channel management, channel efficiencies in nearly every case have declined, will CW consider managing this area and allow adequate employees to improve the system?
7. How many storages have been removed from CW system in the last 10 years to allow for a single filtration system at Sandhurst? "Source Security" ph. 1 (3) report indicates annual average Growth in demand for eg. Crusoe 1.5% p.a. to 2005, & 1.7% to 2015 & others up to 2% p.a. increase. If Crusoe & possibly other storages have been removed from the system where will the extra capacity be found?
8. CW is extending water supplies to Bridgewater & further west. Did anyone ask if consumers would like less, but higher quality, more expensive water or more lower quality water & continue to use tanks for drinking? From where the extra water?
9. Apart from the Eppalock pipe extension to Sandhurst res. What other options from their 1995 Ph. 1 report have been considered & implemented?
10. Does CW support large scale increases in residential & industrial subdivisions and if so what will be the reliability of future supplies.
11. Eppalock is said to be more likely to susceptible to toxic algae. (4) Is CW placing too great a reliance on Eppalock?

12. In 1998 CW advertised a \$100,000 package for "Executive Manager Customer Services". (5) Would not such an amount expended on improving the system rather than image of CW be money well spent & result self evident?
13. Has the sell down of public assets at Golden Square resulted in cash returned to improve the system or has the move to Bendigo to leased premises resulted in high continuing costs to consumers.
14. Has CW bought back any water allocation or has it accepted surrender of rural allocations by default, due to the substantial increases in consumer charges?
15. Why, during a run of dry years, was water released down stream from Crusoe during the previous winter?