

Rural Customer Update

Temporary Transfers

If you have already temporarily transferred your 30% allocation, and wish to have the additional 5% also transferred to the purchaser, please contact Frank Reilly on 5434 1281.



*Recycled Water Factory,
Bendigo Water
Reclamation Plant, Epsom*

Further 5% allocation for rural customers

We announced last week the rural season allocation for 2007 had increased to 35%.

Inflows into storages during October and early November and savings from not needing to run the Coliban Main Channel to supply water to Bendigo have enabled the allocation increase.

The increase in allocation will release an additional 750 Megalitres of water onto the market for use or trade. I urge all rural customers who do not need the water to trade it to other customers.

We opened the rural season in September with a 30% allocation. The opening allocation was the minimum needed to run the rural system with some efficiency.

Last year we spent \$600,000 on temporary piping to priority rural customers in the Harcourt area to improve efficiencies. We estimate that a further \$300,000 will be spent this year to extend the temporary piping to more rural customers. This will further enhance efficiency gains and provide the ability to deliver water to customers at the time it is needed most.

For the first time we have rostered all channels in our rural system. It was necessary to roster the channels to make them as efficient as possible, to deliver this limited volume of water. We did receive some requests to change some rosters. These were investigated and where practical we were able to accommodate some of these requests.

Much of our work at present is meeting challenges of the ongoing drought and many of these challenges we have never faced before.

Customers in our rural system have been working with us to ensure the season is a success and my thanks go to those of you who have helped in this process.

Geoff Michell, Managing Director

Supplementary recycled water supply

Also announced last week was an offer of supplementary recycled water for some rural customers. A total of 400ML of recycled water will be made available to rural customers connected into the Bendigo recycled water system.

This water is separate to the rural allocation and is available to customers on the Axe Creek and Ascot channel systems who lodge an expression of interest with Coliban Water by January 18.

The Bendigo Recycled Water Project is already having great community benefits for public gardens and sporting grounds, and for rural customers connected into the system increased water security is a major benefit.

Further information

We will send further information to customers with licences for the following channels:
Ascot System: Ascot, White Hills, Huntly, Goornong and Ellesmere.
Axe Creek System: Axe Creek and Kangaroo.

Coliban Water

PO Box 2770
Bendigo DC
Victoria 3554
Tel: 1300 363 200
coliban@coliban.com.au



Spring Gully Channel

Faults and Service Difficulties

All faults or service difficulties (other than orders) should be directed through our Customer Contact Centre on: 1300 363 200 (24 hours - 7 days)

This will ensure a prompt response, and avoid delayed response when baliffs are off-duty or out of mobile range and do not get your message straight away.

Recycled water now flowing

In early October we held Recycled Water Information days for all licence holders in the Ascot, White Hills, Huntly, Goornong, Ellesmere, Axe Creek and Kangaroo channels. Customers were able to seek clarification on the supply of recycled water and also assistance with completion of Site Management Plans required before recycled water can be delivered.

Recycled water deliveries commenced in the Ascot and White Hills channels in November, and Axe Creek and Ellesmere channels are scheduled to start in mid to late December.

The water being delivered is a combination of treated mine water from Bendigo's Mining operations and 'Class A' recycled water from our Recycled Water Factory in Epsom.

This highest class of recycled water is Class A. Reverse Osmosis treatment facilities to reduce salinity at the Recycled Water Factory will further improve the water to better than Class A requirements by March 2008. This recycled water undergoes similar tests for quality to drinking water.

All documentation relating to the Epsom – Spring Gully recycled water project is available on the Coliban Website www.coliban.com.au Click on the link to Recycled Water on the home page. Individual Customer Site Management Plans must be completed and approved prior to recycled water being supplied.

In addition to various rural customers accessing recycled water, the following facilities and organisations are connected or in the process of being connected in Bendigo:

Rosalind Park
Queen Elizabeth Oval
White Hills Sports Oval
Tom Flood Sports Centre
Harry Trott Oval
Spring Gully Oval
Ewing Park
Bendigo Health Care – Loddon Linen Service Laundry
White Hills Primary School
Stanley Street Soccer Ground
Weeroona Oval
White Hill Botanical Gardens

Applications are also being processed for other sporting facilities and some school ovals.

Rural Reconfiguration Project

Concept plans and estimated costs have been received from our consultants investigating the future rural supply to Ascot, Axe Creek & Cockatoo Hill systems. These systems include the Ascot, Huntly, Goornong, White Hills, Ellesmere, Axe Creek, Kangaroo, Cockatoo Hill, Raywood, Sebastian & Neilborough channels.

The costs significantly exceed original estimations and we will need to further review our plans to look at additional options.

Early next year we will redefine the project scope to allow us to continue reconfiguration planning.

Also early next year a consultant will start preliminary work on Harcourt system reconfiguration. This system includes the Harcourt, Specimen Gully, Warrens, Trust, Eagles, and Cominis channels.

State Government Rebate

On 24 October 2007 the State Government announced a new drought relief package. This assistance was in the form of a rebate to assist with the fixed charges for for all irrigators, and stock and domestic customers whose allocation does not exceed 40% at 1 December 2007.

The advice was received after the accounts for the July-September quarter were raised. The necessary adjustments will appear on your next account to be issued at the end of December 2007.

Rural Customer Advisory Group (CAG) Member Update

Current Membership:

Paul Mannes	Tobias Ansted
John Vercoe	Jennifer Goddard
Kerry Lorenz	Vicky Gaudion
Malcolm Burrows	Peter Mazur
Brian Stephens	Mark Browne

These people are your representatives so please share your thoughts with them.

Meetings are held quarterly.