

Robinvale irrigators are pleased to have a high pressure water delivery system maintained by LMW, this high pressure system allows for irrigation without additional on farm pumping costs for 365 days of the year. Our peak demand on this system is from November through to the end of January, at this time we require the system to be running at 100% capacity.

Throughout the 2012/13 irrigation season and in the month of December especially, we as irrigation customers did not have full access to water that should be available at full capacity. There are five pumps at the main pumping station that supply the whole pipelined network throughout the Robinvale pumped district. When one or more pumps are down the system is not as effective. In the month of December the irrigation system had one pump down for up to three weeks. At the same time we had a number of days where the temperature was at or over 40 degrees, this is a critical stage for water to be applied to crops in the Robinvale area. With one pump down for such a long time in the peak demand period of December many growers had much more limited access to water for their crops. The circumstance we found ourselves in, as irrigators was unacceptable. It is LMW responsibility to ensure irrigators have 100% access to water supply, as it is there core purpose and the main reason for their existence as a rural water supplier.

The purpose of this submission is to inform the ESC that irrigators expect water to be delivered in peak periods. Irrigators are paying a premium price for the water that is supplied, and ask that LMW take into consideration when setting tariffs for water consumption, that they can deliver the service required for customers. As water users we demand that the system is running at capacity at the hottest part of the growing season. Why pay the high price for a fully pressurized system that can only function at 80% during a heat wave. LMW must start listening to irrigators and deliver the service promised. LMW should also ensure the price of water does not rise dramatically without first gaining the trust of all users, as well as providing a system that can function at 100% in peak periods.

Regards

(name withheld)