



Pioneer Valley Water Co-operative Limited

NEWSLETTER

Issue 21

Newsletter Date November 2013

Conversion to Co-operative on Hold

In this Newsletter we cover the following areas:

- Conversion to Co-op on Hold
- Streamline (IVR) Water Ordering—Back Up and Running



From us all at PVWater—all the very best for the Festive Season for all members and your families.

Contacts:

Secretary:

John Palmer
Pioneer Valley Water
Level 1
Canegrowers Building
120 Wood Street
MACKAY QLD 4740

Phone: 4957 8481

****REMINDER****

AGM
Monday 7.30pm
25th November 2013
Marian Bowls Club
Marian

It is very disappointing to inform you that the abolishment of Pioneer Valley Water Board for conversion to the dual co-operative will not now proceed this month. During final preparations for the change we became aware that further legislation changes are necessary.

This amended legislation is necessary to clearly set down the existing operating arrangement for the scheme under the Water Board so that the arrangement can seamlessly shift across to the co-operatives. An amendment to the Water Act 2000 is necessary to put this arrangement firmly in place.

We have negotiated with the Department of Natural Resources and Mines to have the Act amended as required and are meeting with their Minister, Hon Andrew Cripps to have this proceed without delay.

However, with the upcoming Christmas period it will now be next year before we will be able to proceed with the conversion to the co-operative following the legislation amendment. This is most unfortunate but it is vital that we set the new co-operative structure with the soundest footing possible to ensure its viability for the long term.

STREAMLINE (IVR) WATER ORDERING—Back Up and Running!

PVWater's new Demand Management System software is now up and running, and **Streamline water ordering is once again available 24/7** for irrigators to place their water orders. The telephone number for *Streamline* is **4957 8800**.

With *Streamline* available, irrigators are advised that other than under exceptional circumstances, PVWater staff will not accept placement of water orders outside of business hours (8am-5pm Mon-Fri), and will also no longer accept water orders by text messaging.

Irrigators are also reminded that minimum notice periods apply to the placement of orders, and that these notice periods are required to enable appropriate planning for supplementation by both SunWater and PVWater. Minimum notice periods are as follows:

Area	Minimum Notice Required
Pioneer River above Mirani Weir	5 clear days (120 hours)
Cattle Creek above Gargett	2 clear days (48 hours)
Palm Tree Creek - Pipeline	Orders not required
All other areas	3 clear days (72 Hours)

Irrigators may notice the following small changes to *Streamline*:

- ◆ The system will now ask you for your 'user' number instead of your 'client' number. This is the same number by a new name.
- ◆ The system will ask you to confirm all data as you enter it, by pressing the 'hash' (#) key on your telephone keypad.

PVWater staff would like to thank all irrigators for their assistance and patience while *Streamline* was unavailable. Further information about using *Streamline* can be found on PVWater's website at www.pvwater.com.au/waterdetails.html#o, and if you encounter any difficulties using *Streamline*, please contact our staff and we will be happy to assist.