

Outcomes

Your thoughts on what we deliver for our customers

Summary

Goulburn-Murray Water (GMW) is proposing a set of outcomes that represent the value our customers will receive during the next Pricing Submission period. GMW will define output measures and associated annual targets, which will be monitored throughout 2024-28, in order to demonstrate our achievement of these outcomes.

The set of outcomes and performance targets is essentially GMW's commitment to our customers for the regulatory period.

Proposed outcomes



Reliable Supply

We need our water to stay in the region and to deliver flow rates in the right timeframes.



Credible Business

We need GMW to be transparent, honest and trustworthy.



Fair Pricing

We need prices that fairly reflect the true use of services and infrastructure by all water users (including irrigators, investors and the environment).



Efficient Operations

We need the business to run lean enough to deliver affordable prices that support farmers to stay on the land.



Responsive Services

We need GMW people and systems to efficiently deliver our services with digital information and communications systems that are fast and simple.



Socially Responsible

We need to deliver on environmental, cultural and recreational outcomes that matter to our customers, Traditional Owners and Communities.

What are we asking you?

We are asking our customers for feedback on these proposed outcomes.

The feedback GMW has received so far indicated that customers were generally happy with the outcomes in our current Pricing Submission (2020-24).

Our customers also shared that GMW should be proactive in seeking the best outcomes for them, the environment and the region. We are therefore proposing an additional outcome on social responsibility.

- As a GMW customer, do you support these proposed outcomes?
- Do you have any other feedback on what GMW should be focusing on through this period?

How to have your say

Engaging with our customers is an integral part of developing our Pricing Submission 2024-28.

Throughout June and July 2023, we'll be out and about across northern Victoria to hear your thoughts on what we're proposing.

You can have your say by visiting us at a location as part of our pricing submission roadshow, visiting one of our area offices, visiting our website or by scanning the below QR code to go straight to the survey.

For more information visit

yoursay.gmwwater.com.au or call 1800 013 357.

