

## Billing

### Your thoughts on how we deliver for our customers

#### Summary

Each year, Goulburn-Murray Water (GMW) sends out two types of accounts to customers: fixed and variable.

##### **Fixed charges**

Fixed charge accounts are issued once a year normally in July. Payment for fixed charges is normally due in mid-December.

Payments can also be made by instalments if all arrears are paid. The due dates for payment in full and early payment discounts or payment by instalment options (if applicable) are listed on customers' accounts. As part of our engagement for Pricing Submission 2024, we seek to understand if customers support the proposed changes to our billing options.

##### **Variable charges**

Variable charges accounts are issued at least annually but may be issued more frequently. These accounts are generally issued in March (interim account) and June (final account). Payment for variable charges is normally due 30 days after the account is issued.

#### Removing the pay-on-time discount

Our customers were clear when we engaged on our last pricing submission four years ago – they wanted a fairer deal for all.

Currently, customers who can afford to pay in full by September receive a two per cent discount. Customers who don't have the cashflow or unable to pay in full in September do not receive the current discount.

To ensure fairness and equity, GMW is proposing to remove the discount.

#### Fixed charges accounts payable in November

Fixed charges accounts for all GMW service types are now due on 16 December each year. GMW proposes to change this to 16 November annually.

##### **How will this benefit customers?**

Moving the due date forward by a month would take the pressure off customers leading up to the Christmas period.

#### One variable account

Water delivery, surface drainage and subsurface drainage customers in the Shepparton, Central Goulburn, Rochester, Rochester-Campaspe, Loddon Valley, Murray Valley, Torrumbarry, Nyah, Tresco, Woorinen and Tyntynder areas of the Goulburn-Murray Irrigation District whose property has used 20ML or more by 1 March each year receive an interim variable charges account in March.

Many customers also receive a final variable charges account in June.

GMW proposes to move to a single end-of-season variable charges account, due in mid-July prior to the fixed charges accounts being issued.

##### **How will this benefit customers?**

Consolidating two invoices into one would help to reduce administration costs, and keep customers' money in their pockets a little longer.

## What are we asking you?

We're asking our customers for feedback on making fixed charges payable in November, implementing one variable account and removing the pay on time discount.

1. Would you support the proposal to move from two variable invoices to one?
2. Would you support the proposal to move the fixed charges due date from December to November?

## 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](https://yoursay.gmwwater.com.au) or call 1800 013 357.



## What we want to achieve in partnership with our customers

Our Pricing Submission 2024 has a number of proposed outcomes which outline GMW's commitment to our customers for the regulatory period of 2024-28.

These outcomes represent the value our customers will receive during that period, and GMW will define output measures and associated annual targets that will be monitored annually.

### Our Proposed Outcomes



#### Reliable Supply

We need our water to stay in the region and to deliver flow rates in the right timeframes. (small amendment from 2020-24 Pricing Submission)



#### 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.