

## Service standards: General

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

#### Summary

The Goulburn-Murray Water (GMW) service standards are our service delivery commitment and provide a measure for GMW to monitor performance against.

Service standards are derived from the priorities that our customers have identified as important to them, and specify the quality, availability, and reliability of the services customers can expect to receive from GMW.

As part of our engagement for Pricing Submission 2024, we are seeking to identify whether customers require any changes to our service standards.

#### Proposed service standards

**Table 1 –Administration**

Standard	Target
We process all allocation trade applications within five days (existing)	90%
We process all water share applications within 10 business days (existing)	95%
We process all change of ownership applications within 10 business days (existing)	90%

**Table 2 – Customer Service**

Standard	Target
Complaints to GMW per 100 customers (5 year rolling average) (updated measure)	0.36
Complaints process managed to the satisfaction of the customer (remove)	85%
Calls are answered within 60 seconds (existing)	85%
We respond to complaints in writing within three business days (existing)	100%
First-point-of-call resolution (existing)	70%

**Table 3 – Groundwater Supply**

Standard	Target
We process all groundwater transfers within 70 days (NEW)	75%

#### What are we asking you?

We are asking our customers for feedback on our proposed service standards.

Below is a summary of each proposed service standard and the options for potential changes that we'll ask your opinion on.

#### Licensing and Administration

*We process all allocation trade applications within five days*

Our target of 90% of applications processed within five business days exceeds regulatory requirements and is achievable with existing resources.

- Are you satisfied with this standard as a GMW customer?

*We process all water share applications within ten business days*

Our target of 95% of applications processed within ten business days exceeds regulatory requirements and is achievable with existing resources.

- Are you satisfied with this standard as a GMW customer?

*We process all change of ownership applications within ten business days*

Our target of 90% of applications processed within ten business days exceeds regulatory requirements and is achievable with existing resources.

- Are you satisfied with this standard as a GMW customer?

## Customer Service

### *Complaints to GMW per 100 customers (5 year rolling average)*

GMW is proposing to remove the number of complaints to EWOV each year as a service standard, and replace this with the ESC prescribed standard of total complaints to GMW per 100 customers.

We believe this is more reflective of the number of complaints GMW receives, and will allow better reporting and mitigation strategies to be implemented.

- As a GMW customer, do you support the proposed change to this service standard?

### *Complaints process managed to the satisfaction of the customer*

GMW has no way of measuring this service standard individually, however efficiency of our complaints process is measured via other service standards.

- As a GMW customer, do you support the removal of this service standard?

### *Calls are answered within 60 seconds*

The current target for this service standard is 85%, which GMW is consistently meeting. There is no recommendation for change.

- Are you satisfied with this standard as a GMW customer?

### *We respond to complaints in writing within three business days*

There is no recommendation for change as the current target of 100% is working well.

- Are you satisfied with this standard as a GMW customer?

### *First-point-of-call resolution*

The current target for this service standard is 70%, which GMW is consistently meeting. There is no recommendation for change.

- Are you satisfied with this standard as a GMW customer?

## Groundwater supply

### *We process groundwater transfers within 70 days*

GMW proposes to introduce this new service standard as we currently report on this in our Corporate Plan and Annual Report.

The current target is 75% of applications completed within the agreed timeframe.

- As a GMW customer, would you support the introduction of this new service standard?

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



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

Our Pricing Submission 2024-28 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.



#### 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.