

Service standards: Pumped Irrigation

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

Standard	Target
Irrigation orders are delivered within 24 hours (new wording)	98%
Customers are informed by SMS when there is a supply interruption and again when it is restored, within two hours (existing)	100%
Supply interruptions do not exceed eight hours in the summer months and 48 hours in the winter (small update)	5

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.

Irrigation orders are delivered within 24 hours

Proposed wording change to reflect delivery within 24 hours. This is in line with the same gravity irrigation service standard.

Through the 2024 Pricing Submission period, GMW will explore different ways to measure this service standard to better reflect the needs of our pumped irrigation customers.

- As a GMW customer, are you satisfied with this service standard?

Customers are informed by SMS when there is a supply interruption and again when it is restored, within two hours

There is no proposed change to this service standard, however GMW will ensure customers are aware of the opportunity to receive outage notifications via SMS and opt-in if they choose.

- As a GMW customer, are you satisfied with this service standard going forward with no changes?

Supply interruptions do not exceed eight hours in the summer months and 48 hours in the winter months

Based on conversations at previous customer workshops, GMW is proposing the measure of this service standard change to a numerical target (five outages) rather than a percentage (currently 80%).

In general, this service standard is working well, but a numerical metric will allow more accurate reporting so GMW can monitor the number of outages and implement required changes.

- As a GMW customer, do you support the proposed change to a numerical value target for this 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 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.



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.