



# DELIVERING FOR **OUR REGION AND OUR FUTURE**

## **CLOSING THE LOOP**

A SUMMARY OF WHAT GOULBURN-MURRAY WATER HEARD  
THROUGH ENGAGEMENT FOR PRICE SUBMISSION 2024-28



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# Acknowledgement

Goulburn-Murray Water respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and custodians of the land and water on which all Australians rely.

We pay our respects to their Elders past, present and future, as Traditional Owners and the custodians of the land and water on which we rely and operate.



# Our Vision and Values

GMW'S VISION OF "DELIVERING FOR OUR REGION AND OUR FUTURE" RECOGNISES THE SIGNIFICANT ROLE WE HAVE IN CONTRIBUTING TO THE PROSPERITY OF OUR REGION. WE WILL DO THIS BY PROVIDING ESSENTIAL RURAL WATER SERVICES TO OUR CUSTOMERS AT AN AFFORDABLE LONG TERM COST.

## VISION

We take pride in knowing that we are the custodians of the infrastructure and services which form such an integral part of economic activity in our region.

Our five Strategic Outcomes, listed below, reflect our corporate aspirations.

### Safe, skilled, engaged people

- We have a safe, inspiring and diverse workplace where learning is encouraged and people are supported.

### Satisfied customers, trusting partners

- Our customer-first culture and strategic partnerships provide benefits for our customers and communities.

### Innovation, data and technology driven services

- We innovate and use data and technology to deliver efficient services.

### Sustainable business, viable customers

- We make long term, sustainable decisions focused on efficiency, finance and assets.

### Water security and other water values are recognised

- We champion the cultural, economic and environmental opportunities that water provides to our communities.

## VALUES

Core values are essential and enduring principles of an organisation. Values underpin its culture and provide a standard against which the Board and employees can test their decisions, actions and behaviours.

We have committed to the following organisational values to guide our culture:



### EXCELLENCE

We pursue quality, innovation and continuous improvement in everything we do.



### HONESTY

We are truthful and transparent in all our dealings and communications.



### ACCOUNTABILITY

We take responsibility and ensure we follow through on all our commitments.



### COURAGE

We take considered risks and step forward with conviction into a new future.



### CARING

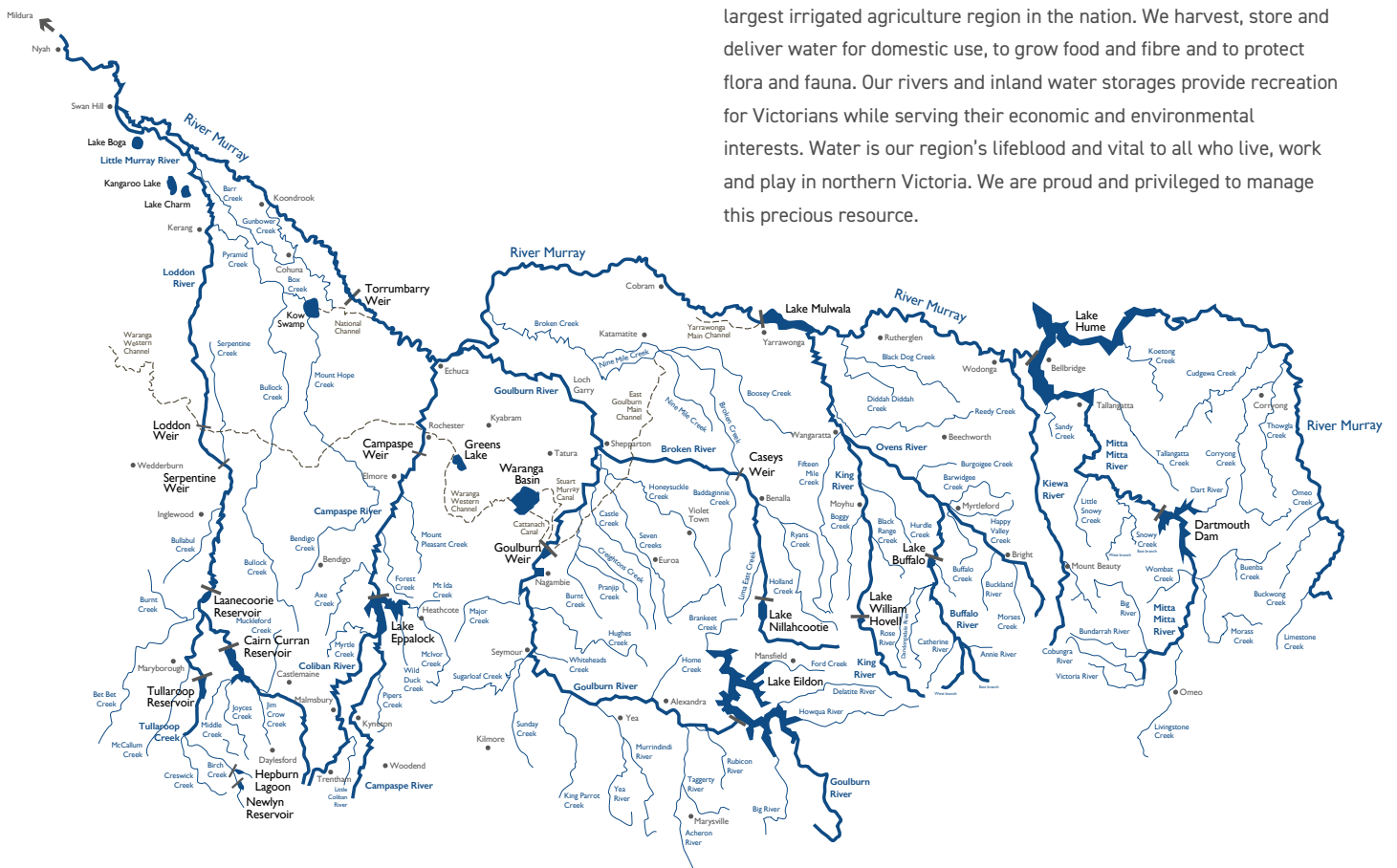
We look out for each other and demonstrate genuine empathy for our customers.





## Who We Are

GMW manages water resources on behalf of northern Victoria and the largest irrigated agriculture region in the nation. We harvest, store and deliver water for domestic use, to grow food and fibre and to protect flora and fauna. Our rivers and inland water storages provide recreation for Victorians while serving their economic and environmental interests. Water is our region's lifeblood and vital to all who live, work and play in northern Victoria. We are proud and privileged to manage this precious resource.



THE MAP ABOVE SHOWS THE 68,000 SQUARE KILOMETRE GMW REGION, BORDERED BY THE GREAT DIVIDING RANGE IN THE SOUTH AND THE RIVER MURRAY IN THE NORTH AND STRETCHING FROM CORRYONG IN THE EAST DOWN RIVER TO NYAH.



# About our Price Submission 2024-28

EVERY FOUR YEARS, GOULBURN-MURRAY WATER IS REQUIRED TO DEVELOP A PRICE SUBMISSION THAT OUTLINES THE PROPOSED PRICES AND SERVICE LEVELS FOR THE NEXT REGULATORY PERIOD.

As a non-profit authority, our pricing is structured to recover the costs of the services we provide to you and to maintain assets – the dams, channels, pipes, drains and meters we operate – into the future.

To develop our Price Submission 2024-28, we have engaged closely with our customers since late 2021 to understand their priorities and needs.

Our customers range from large-scale gravity irrigators to part-time hobby and lifestyle landowners who access domestic and stock water or groundwater. Other customers include diverters, people who pump from waterways, environmental water holders and urban water authorities who have bulk entitlements.

GMW also works closely with the region's Traditional Owner groups in a range of ways, including management options for significant sites such as Greens Lake and Ghow Swamp.

We took a four-stage approach over nearly two years for our engagement program. This approach first sought to understand the future service needs of our customers and communities, and then refined the ideas and workshopped the challenges to deliver on outcomes that mattered.

September 2021 – October 2022

**Stage: 1**

## Service Planning

Extensive engagement to inform the development of Service Plans.

February – April 2023

**Stage: 2**

## Deep Dive

Exploring in depth the issues and opportunities identified in Stage 1.

June – July 2023

**Stage: 3**

## Road Testing

Extensive community consultation to share what we had heard, what we had done and road test our proposals.

August – September 2023

**Stage: 4**

## Closing the Loop

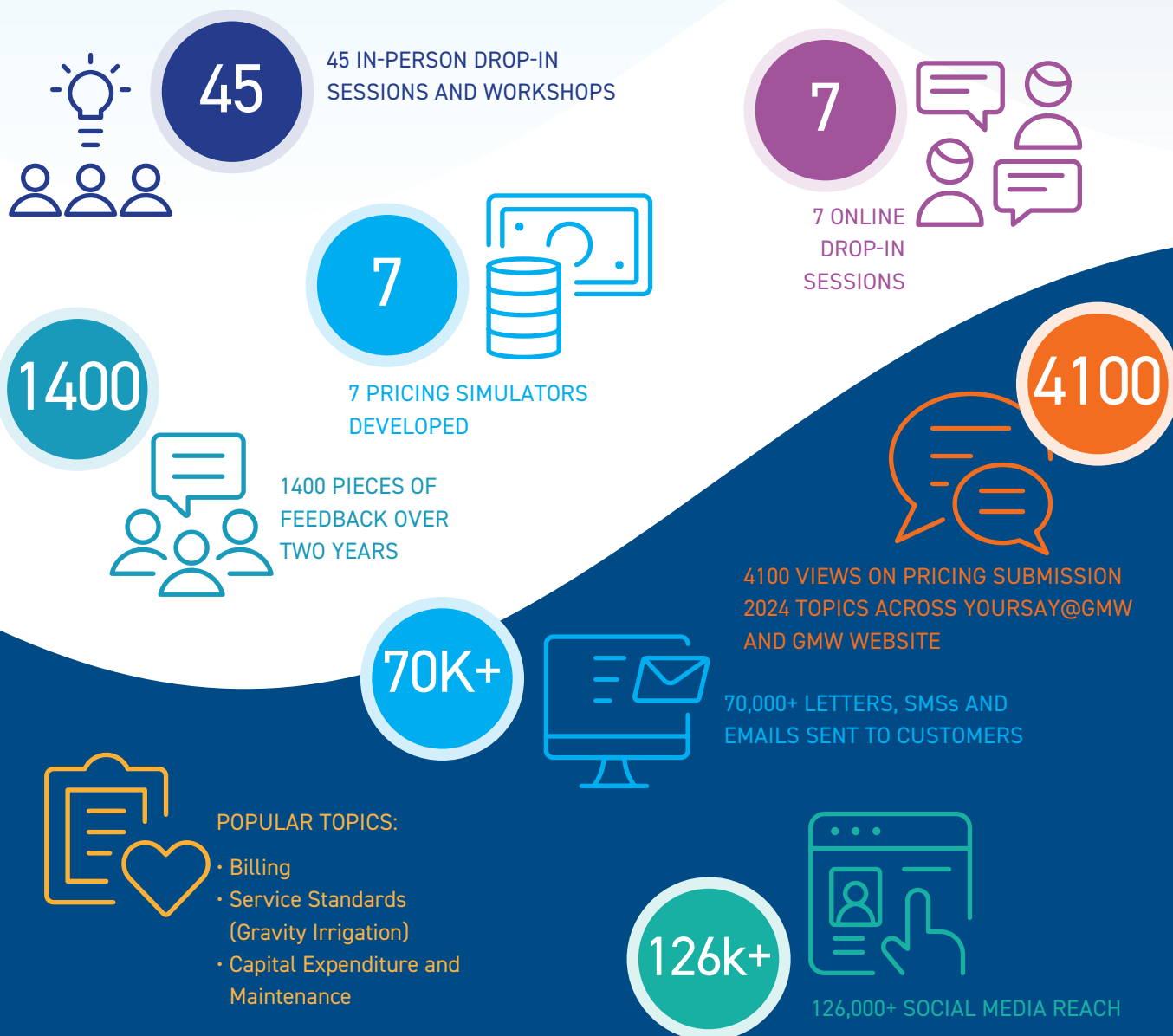
Played back to customers what we had heard and how customers had influenced the outcome.

Throughout all stages, GMW's customer Water Services Committees were providing advice and guidance. Their input helped shape and refine our service and price proposals.

Thank you to all of our customers who have participated and provided valuable feedback.



# How We Engaged With Our Customers



## WHAT WE HEARD FROM OUR CUSTOMERS

Throughout our Pricing Submission 2024-28 engagement, we asked our customers about a range of issues and opportunities.

Across the board, the strong message from our customers was that they wanted:

**“SIMPLER, CONSISTENT, FAIR PRICING”**



# Here's How We've Responded

## PRICING

We shared our proposed fees and charges for the regulatory period of 2024-28 with a full rundown of what a typical customer bill (see pages 16-18) would look like for each service under these proposals.

We also created pricing simulators on our website, which allowed customers to determine the effect of the proposed prices on their bills.

## GRAVITY IRRIGATION PRICING

**WHAT WE PROPOSED:** While there is an increase in expenditure associated with maintaining our modernised water delivery system and increases in insurance and IT costs, GMW has reduced costs in other areas to pass savings onto customers. This has meant that on average, gravity irrigation customers will see price stability on their typical bills, excluding CPI, over the four-year price period from 2024 to 2028.

**WHAT WE HEARD:** Gravity irrigation customers told us they valued price stability, price reduction and carefully managed costs. We heard channel maintenance, asset management and water availability were all important issues for these customers. Those who attended drop-in sessions and workshops were generally supportive of GMW's approach to reduce customer bills and continue established service standards.

**HOW WE RESPONDED:** GMW will continue with the proposal to reduce costs and pass on a reduction in typical bills for gravity irrigation customers.

## GMID DRAINAGE PRICING

**WHAT WE PROPOSED:** GMW proposed simplifying the surface and subsurface drainage tariffs in the GMID by:

- Reducing the number of drainage entities, amalgamating surface drainage into East, West, Central and Tyntynder and subsurface drainage into East and Central.
- Phasing out the Water Use Fee for surface and subsurface drainage.
- Changes to tariffs from diversion from surface drains.

**WHAT WE HEARD:** The message was loud and clear – drainage tariffs were overly complicated and too hard to understand.

Customers at our drainage workshops were generally supportive of the proposal to reduce the number of drainage pricing entities.

Some queried whether amalgamating some of the areas would have too much of a price impact, particularly in Torrumbarry.

Customers were generally supportive of the proposals to phase out the Water Use Fee for surface and subsurface drainage and generally supportive of changes to surface drainage tariffs for drain diversion.

**HOW WE RESPONDED:** A review of GMID drainage tariffs was undertaken and Water Service Committees were integral in shaping the proposed change to the fee structure, testing and advising on various options. GMW initially considered a more far-reaching change to the drainage tariff, but after working with the Water Services Committees this was scaled back to be a significant, but more digestible change for customers. It was agreed service levels would be reviewed in the next regulatory period.





## PUMPED IRRIGATION PRICING

**☀ WHAT WE PROPOSED:** Customers were asked about the infrastructure required to meet future service needs and about their priorities. GMW highlighted the risks associated with the ageing infrastructure at Nyah and Tresco and proposed GMW take on additional risk during this regulatory period while developing options to address the longer-term future of these sites. Woorinen's modernised irrigation meters are reaching end of life and the replacement of these has commenced and will continue.

**🔊 WHAT WE HEARD:** In Stage 1, GMW and customers discussed the potential for high future costs to maintain infrastructure supporting these services. Customers expressed concern about prices.

During Stage 3 customers said they were supportive of GMW's approach. There was a shared understanding that the ageing infrastructure requires a plan for the future.

**✅ HOW WE RESPONDED:** GMW will partner with customers, the community and government to develop a future service strategy that will explore Nyah and Tresco's future service offering, key infrastructure needs and associated tariffs. GMW has taken on additional risk in this regulatory period, to allow time to undertake this planning and any outcomes will be proposed as part of the 2028 draft pricing submission. Woorinen Service Point Fees will increase to fund meter replacement.

## WATER SUPPLY DISTRICTS PRICING

**☀ WHAT WE PROPOSED:** There are two distinct services provided between the six districts – a 365-day pipelined service for East Loddon, Mitiamo, Normanville, and Tungamah and a gravity dam-filling service for East Loddon (North) and West Loddon. The latter two are gravity water supply districts, which use old, inefficient channels to supply a very small customer base.

GMW identified water infrastructure projects to ensure the ongoing operation of these services into the future and asked for feedback on our proposed fees and charges for the regulatory period of 2024-28.

**🔊 WHAT WE HEARD:** In Stage 1, GMW and customers discussed the potential for high future costs to maintain these services. Customers expressed concern about prices.

During Stage 3 customers were generally supportive of GMW's approach of delivering a future service strategy and tariff review in time for the next pricing submission.

**✅ HOW WE RESPONDED:** GMW responded to early customer concerns about the potential high costs of future works by committing to work with customers to deliver a future service strategy and tariff review, that will assess different options for future improvement of infrastructure, trade and carryover, and aggregate pricing.

GMW has taken on additional risk in this regulatory period, to allow time to undertake an initial review over the next four years, with any outcomes to be proposed as part of the 2028 draft pricing submission.





## DIVERSIONS PRICING

**💡 WHAT WE PROPOSED:** Small, medium and large regulated surface water customers will see a drop of between 4-16% over the regulatory period. The metered Service Point Fee will increase, which will result in small increases to overall bills towards the end of the period, but will remain below the average bill set at the start of the regulatory period excluding CPI.

Unregulated surface water medium to extra-large bills will see a small increase of 1-3% each year over the regulatory period due to the metered Service Point Fee and Customer Fee increasing. Small unregulated customers will see a drop of about 2% each year.

Shepparton groundwater customers with medium to extra-large bills will see a decrease on their average annual bill of 1-2% over the regulatory period, which will be partially offset by increases to the Customer Fee.

Groundwater customers with medium to extra-large bills will remain relatively stable over the regulatory period. There will be some increases to the metered Service Point Fee and Customer Fee, however these will be offset by decreases in the Access Fee.

**👂 WHAT WE HEARD:** There was general support from diversions customers. During the development of Service Plans, customers said their priorities were for reduced prices and understanding value for money.

Throughout the engagement program, some unregulated diversions customers questioned the relevance of fees for their circumstances and requested to be recognised as a specific customer group.

**✅ HOW WE RESPONDED:** GMW commissioned an independent review of its cost assumptions for the Customer Fee and Service Point Fee. This review found GMW's pricing method was fit-for-purpose and did not support the subdivision into smaller customer groups. We provided feedback to the customers who had raised this and explained the decision not to change these fees. GMW will work to improve how we describe diversions fees and charges to ensure a shared understanding of value-for-money.

GMW will continue with its proposal for diversions customer pricing.

## BILLING

**💡 WHAT WE PROPOSED:** GMW proposed the following changes:

- Move from two variable invoices to one.
- Move the fixed charges accounts' due date from December to November.
- Remove the early payment discount of 2%.

**👂 WHAT WE HEARD:** Most customers did not support moving the due date for fixed charge accounts. There was diverse feedback about the number and timing of variable accounts.

**✅ HOW WE RESPONDED:** In line with customer feedback, GMW will not proceed with the proposal to change the due date of the fixed charges account.

GMW will continue with the proposals to move to one variable invoice and remove the 2% early payment discount.

## HARDSHIP AND VULNERABLE CUSTOMERS

**💡 WHAT WE PROPOSED:** Customers who have accessed hardship/ payment assistance support were asked about their experience with the service.

**👂 WHAT WE HEARD:**

- 75% of customers who responded to the survey had used the eight instalment option
- 25% had used a payment extension
- 75% said GMW's payment assistance/support was helpful when they needed it
- Positive feedback on seeking payment plan solution
- Flexibility currently works well

**✅ HOW WE RESPONDED:** GMW committed to maintaining a flexible, empathetic and pro-active approach to supporting customers experiencing financial hardship. This includes customers experiencing financial hardship as a result of family violence.



## CUSTOMER SERVICE POINT DEACTIVATION

💡 **WHAT WE PROPOSED:** GMW proposed investigating the opportunity for customers to temporarily deactivate their customer service point – that is, to pause their ability to have water delivered through the customer service points. GMW proposed exploring the feasibility of deactivating these assets to minimise costs associated with maintenance and component replacement for periods when the service point is not being actively used.

👂 **WHAT WE HEARD:** A small group of customers raised this suggestion during Stage 1 engagement and GMW explored this further with the broader customer group during the Deep Dive phase. Feedback showed 73 per cent of responding customers would be likely to deactivate one or more of their customer service points if they didn't plan to use it across multiple years.

✅ **HOW WE RESPONDED:** With customer support confirmed, GMW has committed to explore how this option can be implemented and is undertaking an impact assessment.

## BULK WATER ENTITLEMENTS

💡 **WHAT WE PROPOSED:** GMW proposed to move bulk water customers – urban water authorities and the Victorian Environmental Water Holder – from basin to system pricing in 2025/26, which will provide equity between the service provided and the cost to deliver that service, and will also be in line with GMW's retail customers (including how the pricing is determined).

👂 **WHAT WE HEARD:** Customers agreed to the planned move to system pricing, which for most offered the prospect of cheaper charges.

✅ **HOW WE RESPONDED:** GMW explained the differences between charges for bulk water and entitlement storage fees, noting the effect of the 2% environmental contribution on the GMW entitlement storage fees.

From September 2023 to March 2024, GMW will continue to work closely with bulk water customers to enable the move to system pricing. DEECA will help with the process, with finalisation during 2024-25.

From 1 July 2025, the system pricing is expected to start.





# What We Want to Achieve

## SERVICE OUTCOMES

**WHAT WE PROPOSED:** The proposed service outcomes 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 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 be lean enough to deliver affordable prices that support farmers to stay on the land.



### RESPONSIVE SERVICES

We need our 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.

### WHAT WE HEARD:

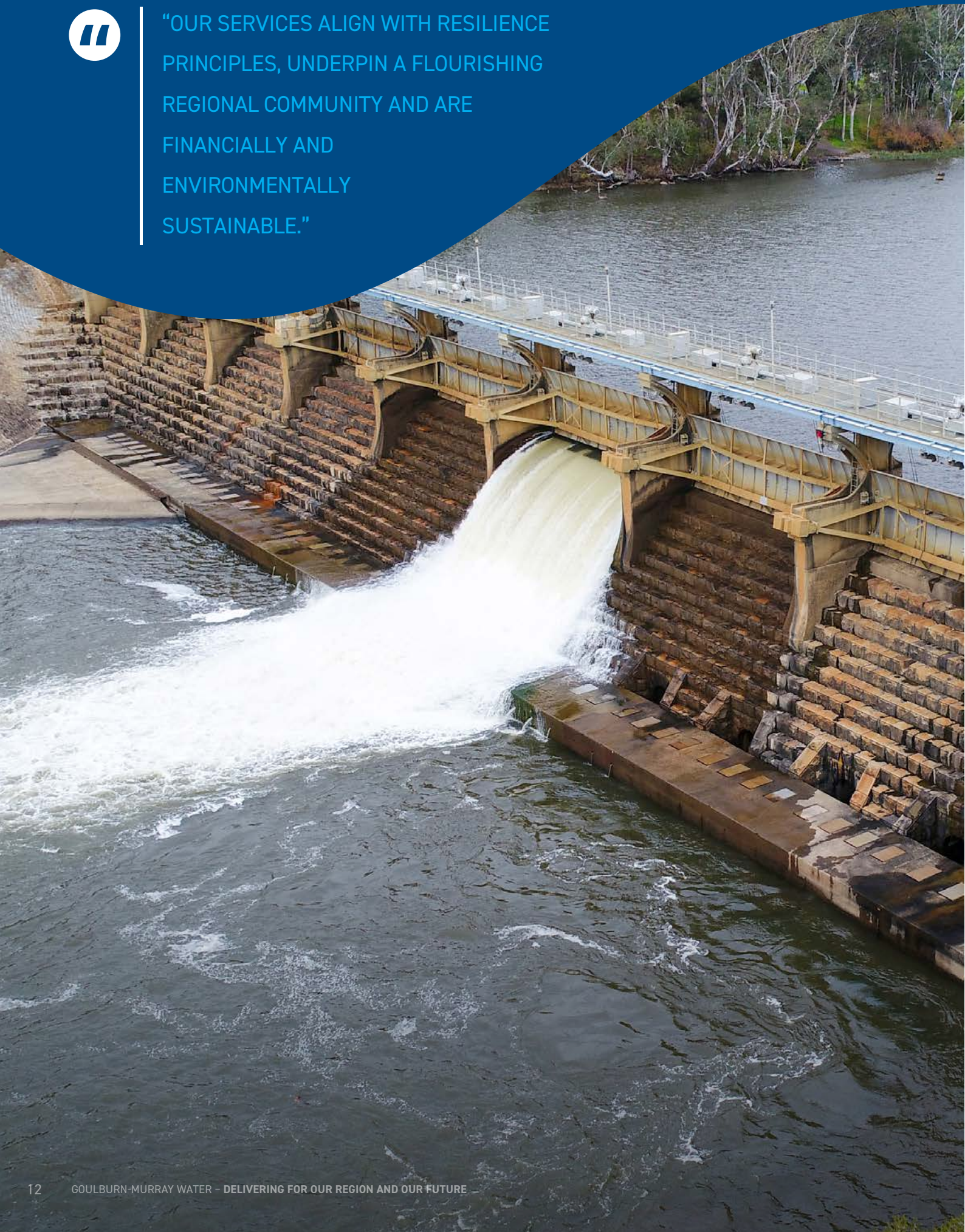
- Two-thirds of customers supported the outcomes.
- Fees need to be reduced where possible.
- Customers were pleased to see a focus on social responsibility, but not to the detriment of farmers/customers.
- There is a desire to see GMW advocating for policy in favour of our customers (e.g. Murray-Darling Basin Plan and impacts).

**HOW WE RESPONDED:** GMW will continue with the proposed six outcomes. Our customers have verified the lasting nature of our outcomes. To ensure transparency, our reporting scorecard will be publicly released on an annual basis. This will allow our customers to track our progress on delivering these commitments.





"OUR SERVICES ALIGN WITH RESILIENCE PRINCIPLES, UNDERPIN A FLOURISHING REGIONAL COMMUNITY AND ARE FINANCIALLY AND ENVIRONMENTALLY SUSTAINABLE."







## SERVICE STANDARDS – GENERAL

💡 **WHAT WE PROPOSED:** GMW sought to understand whether customers were satisfied with our current general service standards for Licensing and Administration, Customer Service and Groundwater supply.

### 👂 **WHAT WE HEARD:**

#### Licensing and Administration

- Most customers were happy with the proposed service standards.
- Some customers would like to see reduced processing times but confirmed current timeframes were considered reasonable.
- Issues with banks slowed the process.

#### Customer Service

- Most customers were happy with the proposed service standards.
- GMW could improve complaints handling.
- Calls answered within 60 seconds was not necessarily the priority, resolving the customer's query should be prioritised and was more meaningful.

#### Groundwater supply

- Customers were happy with the addition of the service standard but the 70-day application processing timeframe was too long and GMW should work to reduce this.

✅ **HOW WE RESPONDED:** GMW will maintain our licensing and administration service standards and continue to seek efficiencies in processing times.

In Customer Service, GMW will continue with the proposed changes to service standards and maintain the other existing service levels.

We will review our systems to improve satisfaction with complaint handling and first point of call resolution.

For Groundwater applications, GMW has improved reporting visibility that will enable us to better track and identify ways to improve processing times.

## SERVICE STANDARDS – GRAVITY IRRIGATION

### 💡 **WHAT WE PROPOSED:**

- Revised wording of the irrigation order service standard to: Irrigation orders are commenced within 24 hours of the requested start.
- No change to flow rate target of 80%.
- Proposed new standard that GMW will maintain the channel level within 40mm of the required supply level.

👂 **WHAT WE HEARD:** Most customers are happy with the proposed service standards.

Many agree that the new service standard is very important if it can be achieved as any channel level fluctuation affects effectiveness of irrigation.

Customers would like to have better access to planners and/or the ability to go online to manage their orders. While target flow rates are acceptable they would like more transparency around if these are being achieved.

✅ **HOW WE RESPONDED:** GMW will update the irrigation order service standard to: Irrigation orders are commenced within 24 hours of the requested start. This better reflects service, as time measured is more precise. It is important to note that this change will not have any effect on service levels. Instead, it provides a more accurate description of the order schedule start time target, as "delivered" can now be defined as an order in its completed state.

GMW will maintain the flow rate standard and proceed with the new service standard for supply level, as customers indicated the importance of this metric to supporting successful irrigation.

GMW will also continue to provide online ordering access to customers, while maintaining 24/7 contact to our planners. This ensures customers can always communicate with someone about their irrigation requirements.



## SERVICE STANDARDS – DRAINAGE

### 💡 WHAT WE PROPOSED:

- Service standard of drains are maintained to a level that they are available to remove run-off to remain at target of 98%.

👂 WHAT WE HEARD: There is mixed support for this service standard (mostly because customers don't believe they are getting the level of service promised).

- More maintenance of drains was a significant theme across the board.
- Most customers support drainage as an important service for GMW to provide and maintain into the future.

✅ HOW WE RESPONDED: GMW will maintain this service standard and explore smarter ways of managing drains. Due to a number of factors including resourcing, design and extreme wet conditions, drainage has been managed at a less than optimal level. GMW committed to spraying each drain and its access track once per year, undertaking necessary clearing of blockages and other reactive maintenance. We will monitor the condition and performance of the drains over the coming regulatory period, and will review alternatives, as well as service levels, as part of the development of the 2028 price submission.

## SERVICE STANDARDS – PUMPED IRRIGATION

### 💡 WHAT WE PROPOSED:

- New wording of the service standard to: Irrigation orders are commenced within 24 hours of requested start.
- The service standard that customers will be informed by SMS when there is a supply interruption and when it is restored will remain at 100%.
- Updating the wording of the supply interruptions service standard to a numerical value (five outages) rather than a percentage (80%).

### 👂 WHAT WE HEARD:

- Flow rate concerns were prominent due to issues with silt and customers want this addressed.
- Outage notification timeframes should be reduced where possible and should be more specific.

✅ HOW WE RESPONDED: While Pumped Irrigation customers supported the proposed wording changes to the service standards, which ensures consistency in the wording across our service standards, GMW acknowledged the nature of the service provided to Pumped Irrigation customers is different. We will continue to work with our customers over the coming regulatory period to ensure our ongoing metrics are reflective of the services required.

We will also look to improve our messaging on outages to provide more accurate outage details, including more specific outage locations to assist our customers in identifying whether they are impacted.





## SERVICE STANDARDS – WATER SUPPLY DISTRICTS

💡 **WHAT WE PROPOSED:** Update supply interruption service standard to be a target of zero interruptions in excess of 96 hours, rather than a percentage target measure.

🗣️ **WHAT WE HEARD:** There was mixed support from customers on the service standard in general.

🕒 **HOW WE RESPONDED:** GMW will continue with the proposed service standard as the change to a numerical value will help with more accurate reporting, and allow GMW to better monitor the number of interruptions.

Customers in Water Supply Districts are required to maintain four days' worth of on-farm storage in case of a supply interruption, which supports our ongoing service standard. However, enhancing the transparency regarding the frequency of supply interruptions throughout the year will enable GMW to enact corrective measures and reduce the number of occurrences more effectively.

## SERVICE STANDARDS – DIVERSIONS

💡 **WHAT WE PROPOSED:**

- Remove service standard that customers have access to water monitoring data within two weeks of data being submitted by monitoring contractor (customers can access this through DEECA's WMIS).
- Retain seasonal allocation service standard with no changes.
- Retain unregulated stream flow service standard with no change.
- Update wording of notification of amending rosters and restrictions to be within 24 hours GMW will initiate notification.

🗣️ **WHAT WE HEARD:** Most customers supported the proposed standards, with some questions raised around pricing and customer groupings.

✅ **HOW WE RESPONDED:** GMW will proceed with the proposed service standards. Our customers have validated that the current service standards are meeting the necessary service levels. Throughout the regulatory period, we will continue to aim to attain the highest performance within these standards.

## SERVICE STANDARDS – BULK WATER ENTITLEMENTS

💡 **WHAT WE PROPOSED:** GMW proposed a new water quality service standard, which will be reported on an annual basis from 2025: Advise urban water suppliers of incidents and operations that could affect raw water quality at a town offtake within one business day of GMW becoming aware of the risk (95% of the time).

🗣️ **WHAT WE HEARD:** Customers welcomed the introduction of a standard addressing water quality but asked for a reassessment.

They asked for a reassessment as there was concern that the planned one business day notification may not meet expectations for emergency incidents.

The discussion noted that GMW needed to adjust its internal processes for dealing with water quality incidents that posed an immediate and urgent risk to water quality. This work will occur in support of the new standard.

✅ **HOW WE RESPONDED:** The water quality standard wording was amended from one business day to one day.



# Typical Customer Bills

The tables below show the bill impact on typical customers over the regulatory period of 2024-28 (excluding CPI).

As of 22 August 2023

## Typical Customer Bills - Gravity Irrigation Customers

Gravity Irrigation			Small		
	2023/24	2024/25	2025/26	2026/27	2027/28
Shepparton	\$418	\$418	\$413	\$414	\$416
Central Goulburn	\$418	\$418	\$413	\$414	\$416
Rochester	\$418	\$418	\$413	\$414	\$416
Loddon Valley	\$418	\$418	\$413	\$414	\$416
Murray Valley	\$422	\$422	\$417	\$418	\$419
Torrumbarry	\$422	\$422	\$417	\$418	\$419

Gravity Irrigation			Medium		
	2023/24	2024/25	2025/26	2026/27	2027/28
Shepparton	\$7,801	\$7,833	\$7,663	\$7,703	\$7,741
Central Goulburn	\$7,585	\$7,624	\$7,470	\$7,528	\$7,583
Rochester	\$7,525	\$7,579	\$7,441	\$7,514	\$7,583
Loddon Valley	\$7,699	\$7,693	\$7,506	\$7,538	\$7,441
Murray Valley	\$7,773	\$7,830	\$7,729	\$7,787	\$7,847
Torrumbarry	\$7,428	\$7,499	\$7,410	\$7,480	\$7,547

Gravity Irrigation			Large		
	2023/24	2024/25	2025/26	2026/27	2027/28
Shepparton	\$25,006	\$25,062	\$24,272	\$24,358	\$24,440
Central Goulburn	\$24,088	\$24,169	\$23,451	\$23,607	\$23,763
Rochester	\$23,831	\$23,978	\$23,325	\$23,547	\$23,763
Loddon Valley	\$24,534	\$24,433	\$23,573	\$23,622	\$23,151
Murray Valley	\$24,867	\$25,030	\$24,529	\$24,695	\$24,876
Torrumbarry	\$23,399	\$23,617	\$23,167	\$23,376	\$23,587

Gravity Irrigation			Extra Large		
	2023/24	2024/25	2025/26	2026/27	2027/28
Shepparton	\$50,574	\$50,548	\$48,512	\$48,624	\$48,739
Central Goulburn	\$49,236	\$49,301	\$47,401	\$47,649	\$47,911
Rochester	\$48,803	\$48,980	\$47,193	\$47,553	\$47,911
Loddon Valley	\$50,791	\$50,482	\$48,305	\$48,358	\$47,203
Murray Valley	\$50,818	\$50,976	\$49,494	\$49,640	\$49,804
Torrumbarry	\$48,736	\$49,039	\$47,695	\$47,973	\$48,267



## Typical Customer Bills - Diversions Customers

Diversions	Small				
	2023/24	2024/25	2025/26	2026/27	2027/28
Regulated Surface (Murray)	\$531	\$508	\$485	\$467	\$451
Regulated Surface (Goulburn)	\$529	\$506	\$482	\$464	\$449
Unregulated Surface	\$379	\$370	\$362	\$355	\$349
Shepparton Groundwater	\$225	\$227	\$228	\$229	\$230
Groundwater	\$524	\$508	\$495	\$483	\$472

Diversions	Medium				
	2023/24	2024/25	2025/26	2026/27	2027/28
Regulated Surface (Murray)	\$1,654	\$1,662	\$1,550	\$1,564	\$1,571
Regulated Surface (Goulburn)	\$1,573	\$1,580	\$1,447	\$1,475	\$1,496
Unregulated Surface	\$812	\$832	\$849	\$877	\$895
Shepparton Groundwater	\$340	\$339	\$338	\$336	\$334
Groundwater	\$1,497	\$1,511	\$1,522	\$1,545	\$1,559

Diversions	Large				
	2023/24	2024/25	2025/26	2026/27	2027/28
Regulated Surface (Murray)	\$4,795	\$4,805	\$4,346	\$4,365	\$4,369
Regulated Surface (Goulburn)	\$4,470	\$4,481	\$3,932	\$4,010	\$4,071
Unregulated Surface	\$1,232	\$1,252	\$1,269	\$1,297	\$1,315
Shepparton Groundwater	\$594	\$587	\$579	\$570	\$561
Groundwater	\$2,955	\$2,970	\$2,981	\$3,003	\$3,017

Diversions	Extra Large				
	2023/24	2024/25	2025/26	2026/27	2027/28
Regulated Surface (Murray)	\$8,555	\$8,565	\$7,576	\$7,584	\$7,578
Regulated Surface (Goulburn)	\$7,859	\$7,869	\$6,689	\$6,821	\$6,939
Unregulated Surface	\$2,835	\$2,873	\$2,902	\$2,953	\$2,985
Shepparton Groundwater	\$1,044	\$1,025	\$1,005	\$983	\$961
Groundwater	\$5,766	\$5,791	\$5,809	\$5,850	\$5,873





## Typical Customer Bills - Pumped Irrigation Customers

Pumped Irrigation		Small			
	2023/24	2024/25	2025/26	2026/27	2027/28
Woorinen	\$1,275	\$1,267	\$1,257	\$1,250	\$1,244
Nyah	\$1,209	\$1,208	\$1,204	\$1,204	\$1,204
Tresco	\$1,345	\$1,364	\$1,381	\$1,401	\$1,422

Pumped Irrigation		Medium			
	2023/24	2024/25	2025/26	2026/27	2027/28
Woorinen	\$8,033	\$8,318	\$8,505	\$8,938	\$9,427
Nyah	\$10,000	\$10,064	\$9,953	\$10,027	\$10,083
Tresco	\$9,580	\$9,768	\$9,776	\$9,971	\$10,153

Pumped Irrigation		Large			
	2023/24	2024/25	2025/26	2026/27	2027/28
Woorinen	\$19,411	\$20,012	\$20,326	\$21,226	\$22,239
Nyah	\$19,711	\$19,839	\$19,619	\$19,766	\$19,879
Tresco	\$18,870	\$19,248	\$19,264	\$19,654	\$20,018

## Typical Customer Bills - Water Supply District Customers

Water Supply District		Small			
	2023/24	2024/25	2025/26	2026/27	2027/28
Normanville	\$2,255	\$2,283	\$2,308	\$2,339	\$2,370
Tungamah	\$1,626	\$1,475	\$1,470	\$1,470	\$1,470
East Loddon	\$966	\$1,017	\$1,062	\$1,117	\$1,178
East Loddon (North)	\$1,082	\$1,178	\$1,279	\$1,394	\$1,521
West Loddon	\$879	\$905	\$927	\$954	\$982
Mitiamo	\$2,195	\$2,206	\$2,214	\$2,227	\$2,241

Note: All tables provided above are calculated excluding CPI and could be subject to change as part of the determination process for the 2024-28 Price Submission.

The ESC updates the cost of debt within the regulatory period that may also impact the prices.



# Next steps

GMW is collating your feedback and finalising our proposed Price Submission 2024-28, which will be lodged with the Essential Services Commission on 29 September 2023.

The ESC will conduct a round of engagement as part of their review of our submission, and customers will be able to make comment to the ESC during that process.

The ESC will deliver a draft decision in March 2024. A final price determination will be made in May 2024 for implementation from 1 July 2024.

For more information, updates or to provide feedback on this summary, visit our YourSay@GMW website: [yoursay.gmwater.com.au](https://yoursay.gmwater.com.au)

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## GMW CUSTOMER ENQUIRIES

EMAIL: [yoursay@gmwater.com.au](mailto:yoursay@gmwater.com.au)

PHONE: 1800 013 357

WEBSITE: [www.gmwater.com.au](http://www.gmwater.com.au)

 @GMWater

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