

Changes to our pricing for diverters



April 2015

Frequently Asked Questions

1. Is my account going to increase or decrease?

If you are a medium or large diverter, your fixed charges accounts are likely to decrease over the next three financial years.

If you are a small diverter, your fixed charges accounts are likely to increase over the next three financial years.

The most a small diverter's account is estimated to increase in the 2015/16 financial year is approximately \$50* to \$65*.

To find out if your account is estimated to increase or decrease in the 2015/16 financial year, refer to the table at question 4.

*These estimates are based on a projected CPI increase of 1.9 per cent, are indicative only, and subject to change and approvals.

2. How do I know if I am a small, medium or large diverter?

A typical small, medium and large diverter is defined as:

	Surface water diverter		Groundwater diverter
	Regulated entitlement per year	Unregulated entitlement per year	Entitlement per year
Small diverter	2 ML	2 ML	20 ML
Medium diverter	70 ML	40 ML	170 ML
Large diverter	280 ML	170 ML	500 ML

3. Why is my account going to increase or decrease?

In the past, our medium and large diverters have paid a greater share of the cost to provide services to diverters.

To share the cost proportionately and fairly across all our diverters, most small diverters will see an increase in their fixed charges accounts from 1 July 2015. This increase reflects the true cost of providing services to small diverters.

At the same time, most medium and large diverters will see a decrease in their fixed charges accounts from 1 July 2015.

4. How much is my account going to increase or decrease?

The estimated amount by which your fixed charges account will increase or decrease in the 2015/16 financial year is*:

	Small diverter	Medium diverter	Large diverter
Regulated surface water diverter	\$65 ↑	\$70 ↓	\$505 ↓
Unregulated surface water diverter	\$50 ↑	\$235 ↓	\$1,550 ↓
Shepparton groundwater diverter	\$10 ↓	\$180 ↓	\$540 ↓
Intensive groundwater diverter	\$25 ↑	\$135 ↓	\$715 ↓
Other groundwater diverter	\$60 ↑	\$185 ↑	\$240 ↑

*These estimates are based on a projected CPI increase of 1.9 per cent, are indicative only, and subject to change and approvals.

Further pricing changes will occur annually in the 2016/17 and 2017/18 financial years.

5. When will I know the exact amount my account will increase or decrease?

In May 2015 we aim to provide you with more information about these pricing changes and what they mean for you. You will then receive your fixed charges account in July 2015 with an explanation of the charges listed.

6. When will my account increase or decrease?

These pricing changes take effect from 1 July 2015 and will continue annually until the 2017/18 financial year.

7. What fees will I be charged on my account from 1 July 2015?

Your fixed charges account has four fees. You will see some or all of these fees on your changed account:

Service Point Fee	The cost of compliance monitoring, measuring use, and meters at each diversion site (also known as a service point).
Access Fee	The cost of ensuring water is accessed in line with management rules and plans. The access fee includes managing allocations, rosters, restrictions, and water ordering.
Service Fee	A share of the total cost of keeping records, managing accounts, and maintaining and improving GMW's accounts system.
Resource Management Fee	For groundwater and unregulated surface water diverters, the resource management fee contributes to the cost of developing and reviewing resource management plans. It helps to make sure essential information such as water sharing arrangements, resource caps, trading rules, and water resource monitoring is up to date and readily available.

More information about the fees that make up your fixed charges account will be provided when we send your account in July 2015.

8. What if I can't afford to pay my increased account?

We have a range of flexible payment options which may be of assistance if you are having difficulty paying your account on time.

Please contact us on 1800 013 357 to discuss alternative payment options that may be available to you.

9. Who did GMW consult with about these pricing changes?

These pricing changes are the result of two years consultation with our customers and members of our Water Services Committees.

The pricing changes are in response to customer concerns that the previous pricing for services to diverters did not clearly link the services customers receive with the work GMW does. Likewise, customers said that the relationship between the costs that GMW incurs and the charges paid by customers was unclear.

10. What if I don't agree with the pricing changes?

If you would like to provide feedback about the pricing changes to our services for diverters you can:



Visit our website www.gmwater.com.au and complete the Feedback Form



Email us at feedback@gmwater.com.au



Phone our Call Centre on freecall 1800 013 357



Write to us at:
Customer Service Centre
Goulburn-Murray Water
PO Box 165
Tatura VIC 3616

When providing feedback please ensure you include a detailed reason why you do not agree with the pricing changes to services for diverters.

11. Where can I get more information?

To find out more about the pricing changes to our services for diverters you can:



Visit our website www.gmwater.com.au



Email us at reception@gmwater.com.au



Phone our Call Centre on freecall 1800 013 357



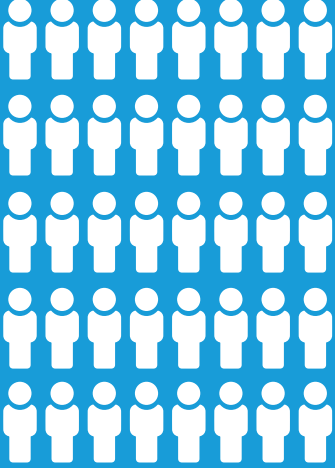
Write to us at:
Customer Service Centre
Goulburn-Murray Water
PO Box 165
Tatura VIC 3616

Why our pricing for diverters is changing




April 2015

01




GMW provides services to approximately 11,000 diverters.

02




They are located throughout northern Victoria.

03




They consist of surface water diverters and groundwater diverters.

04



In the past, medium and large diverters have paid a greater share of the cost to provide services to diverters.


05



1 July 2015


From 1 July 2015 diverters will see changes to their fixed charges accounts.

06




Most medium and large diverters will see a decrease in their accounts over the next three financial years.

07




Most small* diverters will see an increase in their accounts over the next three financial years.

08




The most a small* diverter's account is estimated to increase in the 2015/16 financial year is approximately \$50** to \$65**.

09




Further pricing changes will occur annually in the 2016/17 and 2017/18 financial years.

10



These pricing changes ensure the cost of providing services to diverters is shared proportionately and fairly across all diverters.

11



feedback@gmwater.com.au 1800 013 357

There are many ways diverters can provide feedback about these pricing changes.

*A typical small diverter is a regulated or unregulated surface water diverter with an entitlement of 2 ML per year or a groundwater diverter with an entitlement of 20 ML per year.

** These estimates are based on a projected CPI increase of 1.9 per cent, are indicative only, and subject to change and approvals.