

How to read your Fixed Charges Account

Customer details

If these are not correct please notify us. Simply call 1800 013 357, email info@gmwater.com.au or complete the back of the tear off slip and return to: PO Box 165 Tatura Vic 3616.


Property location and description

These are the title details of the property that this account relates to.

Overdue and interest amounts

Please note interest may be charged on amounts not paid by the due date. If you have a payment plan in place, interest will not be payable on overdue account balances. All payments will be applied against the oldest balance first.

Any overdue component of the account is not eligible for the 2% discount.



GOLBURN-MURRAY WATER


Irrigation

Fixed Charges 2017/18

PO Box 165
Tatura Victoria 3616

Enquiries: 1800 013 357
reception@gmwater.com.au

ABN 4676 1336 846



A Customer
Po Box 1234
TATURA VIC 3616

Tax Invoice

Property Location and Description

Smith Rd TATURA VIC 3616
V1234 F123 Lot Plan 123456

Account Number
1234567
Date of Issue: 27/07/2017

Pay by 16/09/2017 with 2.00% discount \$6,303.11

OR

Pay by 16/12/2017 with no discount \$6,429.85







OR

Pay by Instalments	
Instalment 1 due 16-Sep-2017	\$884.95
Instalment 2 due 16-Oct-2017	\$792.00
Instalment 3 due 16-Nov-2017	\$792.00
Instalment 4 due 16-Dec-2017	\$792.00
Instalment 5 due 16-Jan-2018	\$792.00
Instalment 6 due 16-Feb-2018	\$792.00
Instalment 7 due 16-Mar-2018	\$792.00
Instalment 8 due 16-Apr-2018	\$792.90


Details of Entitlement and Fees at 1 July 2017

Overdue	\$92.95
Delivery	
Service Fee - \$110.00	\$110.00
Irrigation Service Point - 2.00 Local Read @ \$330.00 each	\$660.00
Infrastructure Access Fee - 1.71 ML/day Delivery Share @ \$2870.00/ML/day	\$4,907.70
Surface Drainage	
Service Fee - \$110.00	\$110.00
Area Fee - 47.30 hectares @ 100 % of @ \$9.95/ha	\$470.60
Subsurface Drainage	
Local Benefit Area Fee - 47.30 hectares @ \$4.75/ha @ 0.35 Service Level	\$78.60
Total	\$6,429.85

Do we have your mobile number and email address? Visit www.gmwater.com.au/updateyourdetails
To learn more about our fees, charges and payment options visit www.gmwater.com.au/myaccount

Billers Code: 72801
Ref: 123456789




*3212 123456789

See reverse for our many convenient payment options
For payments made by mail please attach this section of your account.

Account No 1234567 Total \$6,429.85

Issue Date 27/07/2017



*3212 123456789

This is your account type.

This is your **Account Number**. Please have this handy when making an enquiry.

The payment options include:

- early payment with a 2% discount
- in full with no discount
- by eight instalments – with the first payment due by 16 September 2017 to be eligible to pay by instalments
- monthly direct debit – ask us how to sign up for this.

These are the different charges that relate to this account. More details about these charges can be found on our website gmwater.com.au/feesandcharges

These are the different payment methods available to pay your account. More details on these can be found on the back of your account.

Understanding your account



Important information for all customers

Early Payment Discount

Our discount for early payment has returned to two per cent consistent with earlier years. Last year the discount was increased to assist customers as a 'one-off' due to exceptional circumstances.

Concessions

There is a Victorian Government concession of 50 per cent (to a maximum of \$156.55) available on Fixed Charges Accounts for eligible concession card holders upon application.

To be eligible, you must hold a Pensioner Concession Card (Centrelink or Veterans' Affairs), a Health Care Card (Centrelink) or a Gold Card (Veterans' Affairs).

You can only claim a concession on your principal place of residence.

Instalments

Customers can elect to pay their fixed charges account by instalments. Instalments are spread over eight consecutive months. Payments are due on the 16th of each month. Instalments for 2017/18 fixed accounts start on 16 September 2017 with the final payment due 16 April 2018.

(note any overdue amounts are payable immediately and included in the first instalment).

MyGMW

An easy way to pay with MyGMW

MyGMW is an easy online tool, available 24 hours a day, 7 days a week, which will allow you to manage your GMW account. Go to www.gmwater.com.au and click the MyGMW link.



Paying by credit card

You are welcome to use Visa or Mastercard. You can pay via the MyGMW online portal or phone 1300 558 729 and follow the prompts.



Paying by direct debit

If you wish to pay by direct debit, head to our website (as above) and follow the links through the MyGMW link. We require you to fill out the Direct Debit Request Application Form.

If you have trouble finding it, please give our call centre a ring on 1800 013 357.

Important information for Diversions customers

We are changing the way we describe the **Service Point Fee**, to better reflect exactly what it covers.

What we previously called **small** we will now refer to as **unmetered**. This refers to service points that do not have a meter installed, or are used only for domestic and stock purposes.

What we previously called **large** we will now refer to as **metered**. This refers to service points that have a meter installed and are used for purposes other than domestic and stock supply.

Please note these wording changes will not affect the amount you pay. They are intended to provide greater clarity to customers.

We are changing from an **Access Fee - based on licence entitlement**, to an **Access Fee - based on Service Points**. During this transition period the entitlement based Access Fee will decrease as the Service Point based Access Fee increases. Ultimately only one Access Fee will appear and be entirely based on service points.

For a full list of our fees and charges please go to www.gmwater.com.au/pricing