

Understanding your account

Your details. If incorrect please notify us via 1800 013 357, reception@gmwater.com.au or our online Update Your Details form.

A list of fixed charges and annual fees for service, delivery and storage. Find out more about these fees under Pricing on the Services & Information tab on our website.

Payment methods – more methods can be found on the back of your invoice and this document.

Fixed Charges 2024/2025

Tax Invoice
Date of Issue: 01/07/2024

PO Box 185
Tatura Victoria 3616
Enquiries: 1800 013 357
reception@gmwater.com.au
ABN 4676 1336 946

A B Smith & C D Smith
40 Casey St
TATURA VIC 3616

Account Number: 1234567

Payment Option 1:
Overdue - Pay Now: \$10.85
Pay by 16/12/2024: \$393.62

OR

Payment Option 2:
Instalment 1: \$10.85
Instalment 2: \$50.62
Instalment 3: \$49.00
Instalment 4: \$49.00
Instalment 5: \$49.00
Instalment 6: \$49.00
Instalment 7: \$49.00
Instalment 8: \$49.00

Account Number: 1234567
40 Casey St TATURA VIC 3616 V 10000 F 000 Lot 1 Plan 123456A

Summary of Charges
Overdue Charges as at 01/07/2024

Overdue	\$10.85
Total	\$10.85

Details of Entitlement and Fees at 01/07/2024

Customer Fee	
Customer Fee - \$138.00 each	\$138.00
Delivery	
Service Point Fee - 1.00 Domestic & Stock @ \$145.00 each	\$145.00
Infrastructure Access Fee - 0.02 ML/day Delivery Share @ \$2,827.00/ML/Day	\$56.50
Storage	
Entitlement Storage Fee - 2.00 ML Goulburn High Reliability @ \$10.97/ML	\$21.90
Entitlement Storage Fee - 0.50 ML Goulburn Low Reliability @ \$5.01/ML	\$2.50
Water Register Entitlement Fee	
Water Register Entitlement Fee - 2.00 @ \$14.86 each	\$29.72
Total	\$393.62

Payments and Adjustments

	Total	\$0.00
	Total	\$404.47

For more payment options please turn over. If you are having difficulties paying please contact Goulburn-Murray Water immediately.

Account No: 1234567
Issue Date: 01/07/2024
Total: \$404.47

BPAY Biller Code: 72801
Ref: 012345678

Post Billpay
*3212 012345678

Your account type.

Your account number.

Overdue charges, please pay immediately. 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.

Payment Options

- Option 1: In full by December 16, 2024
- Option 2: Eight instalments – to be eligible the first payment must be paid by 16 September, 2024.
- Monthly direct debit – call us on 1800 013 357 to sign up for this.

More information about payment options is available on the back of your invoice and this document.

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Important information for all customers

Flexible Payment Arrangements

If you would like more information about our flexible payment plans, please call our GMW Contact Centre on 1800 013 357.

Instalments

Customers can elect to pay their fixed charges invoice by instalments. Instalments are spread over eight consecutive months. Payments are due on the 16th of each month. Instalments for 2024/25 fixed invoices start on 16 September 2024 with the final payment due 16 April 2025.

Reminder notices will only be sent via SMS. Please ensure your contact details are up to date. (Note any overdue amounts are payable immediately).

BPAY View

Receive notices electronically via BPAY View rather than via the mail. Not only does this allow you to receive your notice quicker once you have signed up you can also view previous notices sent. You can register for BPAY View via your online banking.

Direct Debit

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

MyGMW

MyGMW is an online tool, available 24 hours a day, seven days a week, which will allow you to manage your GMW account.

Go to our 'Manage My Account' page and click the MyGMW link or phone 1300 558 729 and follow the prompts.

If you have trouble completing this form, please give our Contact Centre a ring on 1800 013 357.

Concessions

There is a Victorian Government concession of 50 per cent available on Fixed Charge Accounts, with a maximum cap for 2024/25 set at \$181.50 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.