




# Goulburn-Murray Water

## 2024 water price review | Customer fact sheet

Goulburn-Murray Water has provided its price submission on proposed prices and key outcomes for its customers. We will assess the price submission and make price determinations on the maximum price Goulburn-Murray Water can charge for its services from 1 July 2024 to 30 June 2028.

### Snapshot of Goulburn-Murray Water's price submission

Bills	Tariffs	Outcomes
		
<p>Goulburn-Murray Water proposes a decrease in the typical gravity irrigation customer bill and the typical regulated diverters bills over the 4-year period, before inflation.</p> <p>Unregulated and groundwater diverters, water supply districts and pumped irrigation customers may see higher typical bill increases before inflation.<sup>1</sup></p>	<p>Goulburn-Murray Water proposes changes to drainage tariffs and to move to system pricing for bulk water pricing.</p>	<p>Goulburn-Murray Water worked with its customers to develop five outcomes with measures and targets to track its performance. It developed a new outcome 'socially responsible' following customer feedback, to deliver on environmental, cultural, and recreational outcomes that matter to its customers, Traditional Owners and communities.</p>
<p>Information about our price review process and Goulburn-Murray Water's price submission is available at <a href="http://www.esc.vic.gov.au/water-price-review-2024">www.esc.vic.gov.au/water-price-review-2024</a>.</p>		

<sup>1</sup> You can access latest independent forecasts for inflation via <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release>

## Send us your feedback on Goulburn-Murray Water's proposal

Submitting your feedback by **15 December 2023** will help us prepare for the release of our draft decision. Send us your feedback via <https://engage.vic.gov.au/ESC-water-price-review-2024>.



## What are the changes to prices and tariffs?

Goulburn-Murray Water proposes price changes for its various services. Following are some of the key changes on customer bills (**before inflation**) over the period 2024-25 to 2027-28:

- A typical gravity irrigation customer bill will decrease by 1 to 3 per cent or stay the same, depending on the district (except for Torrumbarry).
- A typical pumped irrigation customer bill will increase by between zero to up to 13 per cent (Woorinen), depending on the district.
- Regulated diverters bills will decrease by 5 to 12 per cent, depending on the size of the customers.
- A typical unregulated diverters bill will increase by 4 to 8 per cent while small-sized unregulated diverters bill will decrease by 6 per cent.
- Water supply customer bills will increase by between zero to up to 29 per cent, depending on the district.
- A typical groundwater diverters customer bill will increase by 1 to 3 per cent while small-sized groundwater bills will decrease by 7 per cent. A typical Shepparton groundwater diverters bill will decrease by 1 to 6 per cent however small-sized Shepparton groundwater bills will increase by 1 per cent.

Goulburn-Murray Water proposes the following tariff reforms:

- Reduce the number of surface and subsurface drainage pricing entities by amalgamating existing entities.
- Phase out the surface and subsurface drainage water use fees over 2024-25 to 2031-32.
- Combine its primary and community surface drain tariffs.
- Implement a standard drain diversion site fee and remove the agreement volume fee for surface drainage.
- A move from basin pricing to system pricing for bulk water pricing.

The key principles informing the proposed tariff reforms are cost reflectivity, administrative simplicity, ease of understanding and customer support.

## How will this affect your bill from 1 July 2024?

		Small	Medium	Large	Extra large
<b>Gravity Irrigation</b>	Shepparton	0.0%	0.4%	0.2%	-0.1%
	Central Goulburn	0.0%	0.5%	0.3%	0.1%
	Rochester	0.0%	0.7%	0.6%	0.4%
	Loddon Valley	0.0%	-0.1%	-0.4%	-0.6%
	Murray Valley	0.0%	0.7%	0.7%	0.3%
	Torrumbarry	0.0%	1.0%	0.9%	0.6%
<b>Diversions</b>	Regulated Surface	-4.3%	0.4%	0.2%	0.1%
	Unregulated Surface	-2.4%	2.5%	1.6%	1.3%
	Shepparton Groundwater	0.9%	-0.3%	-1.2%	-1.8%
	Groundwater	-3.1%	0.9%	0.5%	0.4%
<b>Pumped Irrigation</b>	Woorinen	-0.6%	3.5%	3.1%	
	Nyah	-0.1%	0.6%	0.6%	
	Tresco	1.4%	2.0%	2.0%	
<b>Water Supply District</b>	Normanville	1.2%			
	Tungamah	-9.3%			
	East Loddon	5.3%			
	East Loddon (North)	8.9%			
	West Loddon	3.0%			
	Mitiamo	0.5%			

## What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that they will deliver to their customers over the following four years. The set of outcomes, measures and targets are unique to each business, reflecting those performance elements that matter most to customers, as revealed through the customer engagement process.

Goulburn-Murray Water worked with its customers to develop six outcomes, with targets to track its performance. Goulburn-Murray Water’s outcome commitments to its customers are:

- Promise 1: Reliable supply
- Promise 2: Credible business
- Promise 3: Fair pricing
- Promise 4: Efficient operations
- Promise 5: Responsive services
- Promise 6: Socially responsible

Goulburn-Murray Water also proposed:

- Updates to its service standards to measure performance more effectively, including three new standards for gravity irrigation supply, bulk water, and general licensing.
- Development of a new outcome ‘socially responsible’ following customer feedback, to deliver on environmental, cultural, and recreational outcomes that matter to its customers, Traditional Owners and communities.
- To increase maintenance costs and investment in IT expenditure to support the additional maintenance required for the increasing age profile of modernised assets and harden cyber security, both internally and externally.

## What are the major works that will go on around you?

(\$ million before inflation)

Project	Detail	Total
Tullaroop Secondary Embankment Filters Upgrade	This project will upgrade secondary embankments to address potential erosion.	\$5.7 million over the next two regulatory periods (\$2.8 million in the next regulatory period)



Laancoorie Spillway and Outlet Works Upgrade	This project will upgrade spillway structure and outlet infrastructure to address risks posed by flood conditions.	\$3.8 million
Goulburn Weir – Replacement of Gate Protective Coating	The protective coating covering the weir’s gates is approaching end of asset life and will be replaced over the regulatory period.	\$1.5 million
Lake Buffalo Irrigation Outlets and Trash Screen Renewal	This project will replace aging water valves trash screens at Lake Buffalo, which have reached the end of asset life.	\$1.4 million
Linear Program	This ongoing program includes channel remodeling, bank rehabilitation, and other asset protection and maintenance works for channels in the gravity irrigation delivery network.	\$24.6 million

## How much revenue is required from 2024 to 2028?

We require each business to tell us what revenue it will require for the next four years. This helps us understand how Goulburn-Murray Water calculated the prices in its submission.

Goulburn-Murray Water forecasts that it needs **\$371.5 million** of operating expenditure and **\$114.6 million** of capital expenditure to provide its services and cater for to customer growth over the next four years. To fund this, it requires **\$474.2 million in revenue**, a decrease on the annual average from past years.

## Got a question?

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