Victoria’s water businesses send us submissions on proposed prices and key outcomes these prices will deliver for their customers. We assess the submissions and make price determinations on the maximum price they can charge for their services.

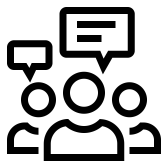
New prices need to be in place by 1 July 2020.

## Snapshot of what Goulburn-Murray Water is proposing

|  |  |  |
| --- | --- | --- |
| **Bills** | **Tariffs** | **Consultation** |
|  |  |  |
| Depending on the district, most gravity irrigation customers (which is the majority of its customer base) will see bills fall; in most cases by about 10 per cent.  Bill changes for pumped irrigation, licence holders and stock and domestic customers will vary by region. | Goulburn-Murray Water is proposing that all water share owners pay system rather than basin changes.  All gravity irrigation districts will pay the same delivery fee reflecting reduced costs in the Shepparton irrigation district. | Goulburn-Murray Water has expanded on its traditional engagement with Water Service Committees. It tested and explored proposals through a series of workshops, internet surveys and a 3-day deliberative forum. |
| For this and more information about our price review process and Goulburn-Murray Water’s price submission, go to <http://www.esc.vic.gov.au/waterpricereview> | | |

## Send us your feedback on ’s proposal

Submitting your feedback to Goulburn-Murray Water’s price submission by **24 January 2020** will help us prepare for the release of our draft decision. Send your feedback to [water@esc.vic.gov.au](mailto:water@esc.vic.gov.au) or call (03) 9032 1300.

**How did Goulburn-Murray Water engage with customers?**

As part of our review, we asked Goulburn-Murray water to engage with customers to inform its price submission to us.

Goulburn-Murray Water’s engagement included direct discussions with 1000 customers, meetings with 75 water service committee members, drop in days in about 30 towns, 18 customer workshops, internet surveys and a 3-day deliberative forum. It also developed a dedicated engagement website to facilitate customer involvement in its price submission.

## 

## What are the changes to tariffs?

Goulburn-Murray Water has proposed to alter how it charges customers in the following ways:

* all water share owners will pay a system price from July 2020. Under the current approach, non-water users pay the basin price.
* all six gravity irrigation districts will pay the same delivery fee. This reflects reduced costs in the Shepparton district and shifting customers from the Broken Creek system to the Shepparton district.
* all customers will pay a single Customer Fee from 2021-22, replacing service fees that are currently charged for each service customers receive.
* all customers who hold a water share will pay a Water Register Fee from 2021-22. Currently Goulburn‑Murray Water recovers Water Register charges through the service fees that all customers pay.
* licence holders on the unregulated tributaries of the Loddon River (approximately 25 customers) will pay the Resource Management Fee by 2023. This approach means that all customers who are able to trade water under standard rules will now pay this fee.
* Miscellaneous Fees and Charges will be updated to better reflect underlying costs.

## What are the price outcomes for customers?

### Some prices are proposed to change from 1 July 2020

* For most gravity irrigation customers:

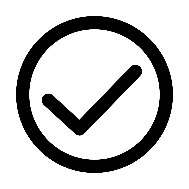
the Infrastructure Access Fee will decrease by at least 17 per cent

* + the Infrastructure Usage Fee will decrease by at least 4 per cent.
* The storage fee for the Goulburn system will reduce from $11/ML to $9.62/ML.
* The Storage fee for the Murray system will reduce from $13.86/ML to $10.95/ML.

### Some prices are proposed to transition over four years

* For pumped irrigation customers:
  + the Infrastructure Access Fee will decrease by 8 per cent on average each year
  + the Infrastructure Usage fee will increase by about 12 per cent on average each year.
* Service point fees for local read and remote read connections will be amalgamated by 2023. This means service point fees for remote read service points will decrease by about 16 per cent on average each year. Service point fees for local read service points will increase by about 5 per cent on average each year.
* Service point fee for the remote operate service points will remain distinct from other service point fees, decreasing by about 2 per cent on average each year.
* Service point fees in pumped irrigation districts will be applied on all service points. Currently Goulburn Murray Water only applies this fee to additional service points.

Pumped irrigators in the Torrumbarry region currently receive a Natural Carrier Rebate. Goulburn‑Murray Water proposes to remove this rebate gradually over three years.



**What are the service outcomes for customers?**

Goulburn-Murray Water proposes new and revised standards for licensing, customer service, water delivery and complaints management. Every six months, it will deliver a report to customers on how it is performing against these standards.

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

## ($ million before inflation)

| Project | Detail | Total |
| --- | --- | --- |
| Mitiamo pipeline | This project will replace an existing open Stock and Domestic channel network near the townships of Mitiamo, Tennyson and Dingee. The pipeline will connect more than 180 customers to a new pipeline and pumping station. | 4.4 (with government contribution of the remaining funding) |
| Cohuna Weir Fishladder | This project will construct remove barriers to fish passage, fulfilling a requirement from the Catchment Management Authority and expectations of the local community. At the same time the Government funded Koondrook Weir Fishway will also be completed to minimise disruption to aquatic life and irrigators. | 2.8 |

## How much revenue is required from 2020 to 2024?

We require Goulburn-Murray Water to tell us what revenue it will need for the next four years. This helps us understand Goulburn-Murray Water’s prices in its submission.

Goulburn-Murray Water forecasts that it requires **$440 million** in regulated revenue to provide their services to customers over the next four years, which represents a 13 per cent **decrease** to the $505 million required during the four years between 2016 and 2020.

**Got a question? ""**

[View our contact details](http://www.esc.vic.gov.au/) and follow us on [LinkedIn](https://au.linkedin.com/company/essential-services-commission) and [Twitter](https://twitter.com/essentialvic).