

Pensioner concessions

G-MW offers concessions to pensioners. To be eligible for the water concession:

- you must be the holder of a concession card issued by Centrelink or Veterans' Affairs, including Health Care Cards.
- you must be responsible for the account.
- the property must be used for residential purposes only.
- the property must be your principal place of residence.

If you answer 'yes' to the above statements, you are eligible for the concession and should call accounts on 1300 553 200 with your details. In doing so, you will be authorising us to confirm your eligibility with Centrelink or Veterans' Affairs. This consent will be ongoing and can be revoked by contacting us.

The concession allows for a reduction on the service fee, domestic and stock charge and licence fee, up to a maximum of \$135.10.

Making payments

The following options are available:



Bpay

Contact your participating Bank, Credit Union or Building Society to make this payment from your cheque or savings account. Quote Biller Code 72801 and the G-MW reference number.



Credit Cards

Payment by Credit Cards (Master Card and Visa Card) can be made over the phone, by calling 1300 558 729 and following the prompts. There is a merchant fee for this service.



Mail

Detach the bottom portion of your account and mail to: G-MW, PO Box 165



Australia Post

Present the account intact to any Australia Post Office or Post Office Agency.



Direct Debit

Contact G-MW on 1300 553 200 for an application to have your nominated Bank Account automatically debited.



In Person

Present this account at G-MW 40 Casey Street, Tatura. Payment will be accepted using cheque, credit card, EFT. (Please note: Cash is not accepted.) Payments are not accepted at Area Offices.



Online

Pay online at www.g-mwater.com.au by following the prompts.

Access to translation services



If you do not speak English and need to contact us, please call 9280 1993 and your call will be transferred to Goulburn-Murray Water with an interpreter on line to assist you.

Account information

- Meters will be read at the end of the season, all usage accounts posted in June and will be due in 28 days.
- Pumped Districts, Diversions Service and Normanville and Tungamah Water Districts only – meters will be read as at 30 June, all usage accounts posted in July and will be due in 28 days.

Houseboats and Leasing Services

Payment in full 28 days from invoice for houseboats and leasing. Installments are not offered.

Customer enquiries

For further information please contact us.

Telephone: 1300 553 200 Account enquiries only
1800 013 357 General enquiries

Facsimile: (03) 5833 5501

Email: reception@g-mwater.com.au

Website: www.g-mwater.com.au

By Post: PO Box 165, Tatura Vic 3616

In Person: 40 Casey Street, Tatura
Office hours: 8.00am-4.45pm,
Monday-Friday

Account Information

2011/12



Fee descriptions

The following fee descriptions explain the charges that appear on your G-MW accounts, or use the colour code to identify which charges apply for your mix of water services.

Legend

● Unregulated Diversions
 ● Regulated Diversions
 ● Irrigation Area
 ● Water District
 ● Pumped Irrigation District
● Groundwater
 ● Non-water user

Name	Charges	Description
Additional Service Point Fees	● ● ●	Charged for service points (meters and outlets) that are in addition to the main service point or the initial service point registered to the service or property. The fee recovers the costs of managing, maintaining and renewing the service points.
Area Fee	● ●	Recovers a proportion of the costs of operating, maintaining and renewing the drainage network that services your Area.
Casual Infrastructure Use Fee	● ●	The fee applies to each megalitre of water you have delivered during the season in excess of your annual delivery allowance (ADA). Your ADA is your delivery share (ML/day) multiplied by 270 for Irrigation Areas and by 365 for Pumped Districts.
Drainage Diversion Agreement Fee	●	Recovers the cost of managing access to the available flows in the drains.
Drainage Diversion Site Fee	●	Recovers the costs of managing, maintaining and renewing drain diversion service points.
Entitlement Fee	●	Recovers the costs of managing access to groundwater aquifers including service point management and maintenance as well as renewal and compliance with licence conditions.
Entitlement Storage Fee	● ● ● ●	Recovers the cost of operating and maintaining the water storages that service your regulated river system. The costs are charged per ML of entitlement.
Flood Protection Fee		The Loch Garry structure mitigates flooding for a defined area. A fee applies for each hectare in this area to recover the costs of operating and maintaining the structure.
Infrastructure Access Fee	● ● ●	Recovers most of the costs of operating, maintaining and renewing the delivery network in your Irrigation Area, district or service. The delivery network can include channels, pipes, bridges, road crossings siphons and subways. The fee applies per ML a day of delivery share.
Infrastructure Use Fee	● ● ●	Is a variable fee which recovers a portion of the costs of operating, maintaining and renewing the delivery network in your Irrigation Area, district or service. The delivery network can include channels, pipes, bridges, road crossings, siphons and subways. The fee applies per ML of water delivered during the season.
Intensive Management Fee	●	This fee applies to all groundwater licenses in Water Supply Protection Areas and Groundwater Management Areas. The fee recovers the additional costs associated with managing these intensive-use aquifers.
Local Benefit Area Fee	●	Recovers costs of providing subsurface drainage services and is charged per hectare of land owned in the area of influence of a subsurface drainage pump.
Local Benefit Water Use Fee	●	Recovers costs of providing subsurface drainage services and is charged per ML of water used during the season to irrigate land in the area of influence of a subsurface drainage pump.
Service Fees	● ● ● ● ● ● ●	Recovers the administration costs of maintaining customer records, billing and debt management. The fee applies for each service.
Service Point Fee – Irrigation	●	Recovers the costs of operating and maintaining irrigation service points and meters in the Irrigation Areas. The fee applies for each service point.
Service Point Fee – Domestic and Stock	●	Recovers the costs of operating and maintaining domestic and stock service points and outlets. The fee applies for each service point.
Subsurface Drainage Fee	●	Recovers costs of providing subsurface drainage services.
Water Allowance Storage Fee	●	Recovers the costs of operating and maintaining the water storages that store water for the domestic and stock supply systems in the water districts.
Water Delivery Fee – Regulated	●	Recovers the cost of planning, scheduling, monitoring and measuring your access to water from a regulated river or stream.
Water Delivery Fee – Unregulated	●	Recovers the cost of monitoring supply and developing rosters and restrictions to share the available resources along the unregulated rivers and in line with customers' entitlements.
Water Use Fee	● ●	Recovers a proportion of the cost of operating, maintaining and renewing the drainage network in your Irrigation Area.