

## Non-consolidated accounts

We recognise that some customers may not have received a consolidated account even though they have multiple services, or that some customers may have received a consolidated account but not all services they have were included in the consolidation.

Customers can 'opt-in' to having these included under a 'Consolidated Account' as long as the eligibility criteria set out in the Consolidated Account Application Form is met, this includes the need for all account holders to be related parties.

If the application is lodged between 1 July 2022 and 30 September 2022, the customer fees on the individual property/accounts will be removed and one Customer Fee will be raised on the Consolidated Account.

If the application is lodged between 1 October 2022 and 30 June 2023, GMW will not waive any customer fees and the customer will be charged appropriately the following year.

Please call our GMW Contact Centre on 1800 013 357 to discuss this further and obtain a copy of the form or download from our website.

## De-consolidation of accounts

Customers who have received a consolidated account can choose to 'opt-out' one or many properties from their Consolidated Account by completing the Consolidated Account Application Form.

If the account has not been paid when this application is lodged a customer fee will be raised on the individual property/accounts that have been removed from the Consolidated Account.

## Selling a property within a consolidated account

GMW will automatically remove a property from a Consolidated Account when a change of ownership is completed.

The new owner will have to complete a Consolidated Account Application Form to include this new property as part of any current Consolidated Account.

## How to pay a consolidated account

### New payment references

Customers with a newly consolidated account will receive a new payment reference. Please ensure you use this new reference when making a payment.

### Payment methods

Consolidated accounts must be paid with the same payment method - discount, paid in full, instalments etc. This will occur at the new Customer Number level.

Individual accounts under a consolidated account are not able to be split and paid using different payment methods.



## Irrigators' share distribution

The irrigators' share is the component of water recovered through the Connections Project that the Victorian Government committed to provide to irrigators in the Goulburn Murray Irrigation District (GMID). The Minister for Water announced in 2020 that GMID irrigators will receive their share either as water shares or financial benefit, in proportion to the volume of delivery share they hold.

For customers with 0.25ML/day or more of delivery share, water shares were issued in October 2021 along with water allocations which accrued against these entitlements since July 2021. For customers with less than 0.25ML/day of delivery share, financial benefits equivalent to the value of the water shares and allocation have now been distributed as a credit on their 2022/23 fixed charges account. This financial benefit was generated through the sale of the water shares and associated allocation by GMW on the open market, in line with an independently developed water trading strategy.

Customers can have their final credit balance cashed out as a refund. Should you wish to do so, you are required to complete and return the refund request form. You can obtain the form from GMW's website on the forms page ([www.gmwater.com.au/customer-services/forms](http://www.gmwater.com.au/customer-services/forms)) under the 'My Bills and Details' section. Please note that refunds may take up to 12 weeks to be processed.

For more information on the irrigators' share distribution and eligibility, visit [www.gmwater.com.au/irrigators-share](http://www.gmwater.com.au/irrigators-share)

## Receive your notices electronically

Following customer feedback, we have now introduced Ezybill and BPAY View. These will enable you to receive your notices electronically 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. Registering for BPAY View can be completed via your online banking system.

## Changes to instalment reminder notices

To keep administrative fees as low as possible, we are updating a number of our processes. Customers will no longer be sent instalment reminder notices for their accounts via the post. Reminders will instead only be issued to customers via SMS.

To ensure you are set up for SMS reminders, please call our GMW Contact Centre on 1800 013 357 to check we have your most up to date mobile number on our system.

### Have your contact details changed?

It is important your contact details are up to date in our system to assist us in ensuring you receive important information in a timely manner. It will also support our move to future electronic billing and allow for SMS reminder notices.

To check or update your contact details, please visit [www.gmwater.com.au/updateyourdetails](http://www.gmwater.com.au/updateyourdetails)

### Contact us

To ensure alignment with face-to-face operations and simplify the process, GMW has recently changed its phone hours to reflect the new physical office hours of 8.30am – 4.30pm. You can phone us on 1800 013 357 during these hours from Monday to Friday.