

## Understanding your account

### Early Payment Discount

For accounts paid on, or prior to the early payment date a 2% discount will be applied.

### Concessions

There is a Victorian Government concession of 50 per cent (to a maximum of \$160.45) available on Fixed Charges Accounts 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.

### Instalments

Customers can elect to pay their fixed charges account by instalments. Instalments are spread over eight consecutive months. Payments are due on the 16th of each month.

Instalments for 2018/19 fixed accounts start on 16 September 2018 with the final payment due 16 April 2019 (note any overdue amounts are payable immediately).

### Important information for Diversions customers

We are continuing to move from an Access Fee - based on licence entitlement, to an Access Fee - based on service points.

During this transition period the entitlement based Access Fee will decrease as the service point based Access Fee increases. Ultimately only one Access Fee will appear and be entirely based on service points.

For a full list of our fees and charges please go to [www.gmwater.com.au/pricing](http://www.gmwater.com.au/pricing)

### MyGMW An easy way to pay

MyGMW is an easy online tool, available 24 hours a day, seven days a week, which allows you to manage your GMW account. Go to [www.gmwater.com.au](http://www.gmwater.com.au) and click the MyGMW link.



### Paying by credit card

You are welcome to use Visa or Mastercard. You can pay via the MyGMW online portal or phone 1300 558 729 and follow the prompts.



### Paying by direct debit

If you would like to pay by direct debit, head to [www.gmwater.com.au](http://www.gmwater.com.au) and follow the links through the MyGMW link. There you will need to fill out the Direct Debit Request Application Form.

If you have trouble finding it, please give our call centre a ring on 1800 013 357.

### Customers on Stop Supply of water

Some customers' Allocation Accounts (ABAs) may have had a 'stop' placed on it due to having overdue accounts with GMW.

Until the associated outstanding fees are paid, or a payment plan has been entered into, all ABAs attached to either the customer or business name will have been stopped. This will prevent water being delivered against these accounts.

If a stop has been placed on your account, please contact the GMW Call Centre on 1800 013 357 to pay your account or to discuss a suitable payment arrangement.

# Understanding your fees and charges

The charges on your bill relate to the services you use and the type and number of service points you have. There are also fees related to maintaining delivery infrastructure and delivering water to your property.

**Access Fee** recovers the costs of ensuring water is accessed in line with management rules and plans. This includes the management of allocations, rosters, restrictions and water ordering.

**Area Fee** recovers a proportion of the costs of operating, maintaining and renewing the drainage network that services your area.

**Drainage Diversion Agreement Fee** recovers the cost of managing access to water available in the drains.

**Drainage Diversion Site Fee** recovers the costs of managing, maintaining and renewing drain diversion service points.

**Entitlement Storage Fee** covers the cost of operating and maintaining water storages that service your regulated river system. The costs are charged per ML of entitlement.

**Flood Protection Fee** relates to the Loch Garry structure mitigating flooding for a defined area. This fee applies for each hectare in the Loch Garry area to recover the costs of operating and maintaining the structure.

**Infrastructure Access Fee** applies to the amount of MLs per day of delivery share you hold and it recovers a portion of the cost of operating, maintaining and renewing the delivery network in your irrigation area. The delivery network can include channels, pipes, bridges, road crossings, siphons and subways.

**Infrastructure Use Fee** recovers a portion of the costs of operating, maintaining and renewing the delivery network in your irrigation area. The fee applies per ML of water used during the season on your property.

**Local Benefit Area Fee** recovers a portion of the 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 a portion of the costs of providing subsurface drainage services and is charged per ML of water used during the season to irrigate land in the area serviced by the subsurface drainage pump.

**Resource Management Fee** recovers the costs of developing, managing and reviewing resource management plans for unregulated surface water

and groundwater. Regulated surface water diverters do not pay this fee; instead, they pay the Entitlement Storage Fee on water shares they hold.

**Subsurface Drainage Fee** recovers the costs of providing subsurface drainage services in the Tresco irrigation district.

**Service Fee** covers administration costs of maintaining your customer records, billing and debt management. The fee applies for each service.

## Service Point Fee – Diversions

Applicable to Surface Water and Groundwater Diverters. These cover the costs of compliance, monitoring, measuring use and, where installed, maintaining meters at each diversion site:

- **Service Point Fee – Unmetered** refers to service points that do not have a meter installed, or are used only for domestic and stock purposes.
- **Service Point Fee – Metered (excluding domestic and stock)** refers to service points where a meter is installed and is used for purposes other than domestic and stock.

**Service Point Fee – Water Delivery** Recovers the costs of operating and maintaining service points (meters and outlets) in your irrigation area. The fee applies for each service point:

- **Domestic and Stock (D&S)** fee recovers the costs of operating and maintaining domestic and stock service points.
- **Local Read** means a service point that is manually operated and the meter reading is manually collected.
- **Remote Read** means a service point with some electronic features which is manually operated and the meter reading is automatically recorded.
- **Remote Operate** means a service point with electronic features that is automatically operated and the meter reading is automatically recorded.

**Additional Service Point Fee** is charged for service points that are in addition to the main service point or the initial service point registered to the property. The fee recovers the costs of managing, maintaining and renewing the service points.

**Water Allowance Storage Fee** recovers the costs of operating and maintaining the water storages that store water for supply systems in water districts.

**Water Use Fee** recovers a portion of the cost of operating, maintaining and renewing the drainage network in your irrigation area.

A full list of our fees and charges can be found on our website at [www.gmwater.com.au](http://www.gmwater.com.au)

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