

# Understanding your new look account

## Customer details

If these are not correct please notify us:

- call 1800 013 357
- email [reception@gmwater.com.au](mailto:reception@gmwater.com.au), or
- visit [www.gmwater.com.au](http://www.gmwater.com.au) and click the MyGMW link.

This is your Customer Number (for consolidated accounts), or Account Number. Please have this handy when making an enquiry.

Overdue and interest amounts. Please note interest may be charged on amounts not paid by the due date. If you have a payment plan in place, interest will not be payable on overdue account balances.

Overdue amounts are not eligible for the 2% discount.

**John & Jill Smith**  
123 Casey Street  
TATURA VIC 3616

PO Box 165  
Tatura Victoria 3616  
Enquiries: 1800 013 357  
[reception@gmwater.com.au](mailto:reception@gmwater.com.au)  
ABN 4576 1336 846

### Fixed Charges 2020/21

Date of Issue: 22/07/2021

Customer Number: 123456

Amount Due Now: \$ 0.00

Option 1: AND  
Pay by 16/09/2021 with 2% discount: \$6,190.89

Option 2:  
Pay by 16/12/2021 with no discount: \$6,320.30

Option 3:

Instalment 1 16-Sep-2021	Instalment 2 16-Oct-2021	Instalment 3 16-Nov-2021	Instalment 4 16-Dec-2021	Instalment 5 16-Jan-2022	Instalment 6 16-Feb-2022	Instalment 7 16-Mar-2022	Instalment 8 16-Apr-2022
\$790.00	\$790.00	\$790.00	\$790.00	\$790.00	\$790.00	\$790.00	\$790.00

**Summary of Charges**

Overdue Charges as at 01/07/2021

Overdue	\$0.00
Interest	\$0.00
<b>Total</b>	<b>\$0.00</b>

**Summary of Account at 01/07/2021**

Account Number - 123456 Customer Fee	\$135.00
Account Number - 85307 Water Share - Goulburn System Tatura	\$1,003.70
Account Number - 34911 Water Share - Goulburn System Tatura	\$209.45
Account Number - 8001568 Ground Water - 1086 Casey Street Tatura	\$196.00
Account Number - 8061200 Ground Water - 1087 Casey Street Tatura	\$4,776.15
<b>Total</b>	<b>\$6,320.30</b>

**Payments and Adjustments**

Payments and Adjustments	\$0.00
Concessions	\$0.00
<b>Total</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$6,320.30</b>

For more payment options please turn over. If you are having difficulties paying please contact Goulburn-Murray Water immediately.

Account No: 123456

Issue Date: 22/07/2021

Total: \$6,320.30

Bill Code: 72801  
Ref: 492182106

5212 984697362

BPAY View - View and pay this bill using internet banking  
BPAY View Registration No. - Enter the BPAY Reference No.

This is your account type.

Payment options include:

- early payment with a 2% discount\*
- in full with no discount
- by eight instalments – with the first payment due by 16 September 2021 to be eligible to pay by instalments
- monthly direct debit – ask us how to sign up for this.

If these payment options are not suitable please contact us and we can discuss other flexible payment options.

These are the accounts that are consolidated under this Customer Number. For more details regarding these accounts refer to the second page of the account.

These are some of the different payment methods available to pay your account. More methods can be found on the back of your account.

For more detailed account information visit [www.gmwater.com.au/about-my-account](http://www.gmwater.com.au/about-my-account)

\*Please note any overdue amounts must be paid immediately to be eligible for the discount.

# Understanding your new look account

## Important information for all customers

### 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 \$172.75) 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 2021/22 fixed accounts start on 16 September 2021 with the final payment due 16 April 2022.

Reminder notices will only be sent via SMS. Please ensure your contact details are up to date.

(Note any overdue amounts are payable immediately)

### MyGMW

#### An easy way to pay with MyGMW

MyGMW is an easy online tool, available 24 hours a day, seven days a week, which will allow 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 through the MyGMW online portal or phone 1300 558 729 and follow the prompts.



#### Paying by direct debit

If you wish to pay by direct debit, head to our website (as above) and follow the links through the MyGMW link. We require you to fill out the Direct Debit Request Application Form.

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

### BPAYVIEW



#### Receive your notices electronically

eNotices and BPAY View enables you to receive your bill notices electronically rather than through the mail. Not only does this allow you to receive your notice quicker than via the post, once you have signed up you can also view previous notices sent.

### Flexible Payment Arrangements

Other options we can offer include:

- Flexible payment plans
- Payment extensions
- Direct debit instalments
- Information about government pensioner concessions
- Information about accredited financial and health support.

If you would like more information about our flexible payment plans, please call our GMW Contact Centre on 1800 013 357.