

New consolidated accounts

Customers with multiple services and the same account information will notice that for their 2021/22 Fixed Charges account they have received a new consolidated account. This consolidation is to support the introduction of the new Customer Fee and Water Register Fee.

Customers with a consolidated account will now have a new Customer Number.

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 Customer Account' as long as the eligibility criteria set out in the Consolidated Customer 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 2021 and 30 September 2021, the customer fees on the individual property/accounts will be removed and one Customer Fee will be raised on the Consolidated Customer Account.

If the application is lodged between 1 October 2021 and 30 June 22, GMW will not waive any customer fees and the customer will be charged appropriately the following year.

Please call our GMW Customer Experience Team 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 Customer Account by completing the Consolidated Customer 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 Customer Account.

Selling a property within a consolidated account

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

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

Consolidated accounts are not able to be split and paid using different payment methods by property/account numbers.

New Customer and Water Register Fee

From 1 July 2021, Service Fees will be replaced by a Customer Fee and the Water Register Fee.

Delivering on our commitment for simple systems, the Customer Fee will replace multiple administrative Service Fees on your fixed charges accounts. This means you will only pay a single fee as a customer. Currently a Service Fee is applied to each service a customer receives from GMW.

As we continue to increase our digital service offer and reduce our administrative overheads, it is only fair these costs are recovered equally from all customers, and not be driven by the number of services received.

The Water Register Fee is charged to us by the Department of Environment, Land, Water and Planning (DELWP) on the basis of your water entitlement records stored in the Victorian Water Register. Under our previous arrangements, this fee is recovered by the Service Fee which all customers receive regardless of the number of entitlements they have in the Victorian Water Register. Delivering on our commitment of fairer pricing, the Water Register Fee will recover the costs of you storing your records in the Water Register, removing cross-subsidised pricing.

It is anticipated that most customers who currently pay for two or more Service Fees will see an overall reduction on their account as a result of the new Customer Fee. While some customers may experience an increase as a result of the new Water Register Fee, water entitlements may be able to be consolidated, reducing the number of records, and associated fees.

Customers who only have one service will receive a slight increase in their fixed charges account. This increase is offset by other price reductions passed on through last year's 2020/21 pricing.

For more information on how to consolidate your water entitlements please call our GMW Customer Experience Team on 1800 013 357.

Irrigators' share distribution

Eligible customers with 0.25 ML/day or more of delivery shares who are scheduled to receive water shares in October 2021 as part of the irrigators' share distribution, will receive an amended fixed charges account in late 2021 to cover the Entitlement Storage Fees associated with their new water entitlements.

Eligible customers with less than 0.25 ML/day of delivery shares will receive a financial benefit equivalent to the value of the water shares, distributed as a credit to their account in time for their 2022 fixed charges account.

Delivery share rates are listed under the Infrastructure Access Fee charge on your fixed charges accounts.

For more information on the irrigators' share distribution and eligibility, visit www.gmwater.com.au/irrigators-share

Receive your notices electronically

Following customer feedback, we have now introduced eNotices and BPAY View. These will enable 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.

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 Customer Experience Team 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. Adding an email address and mobile number will 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