

In April and May 2022, GMW held a series of workshops with our diversions customers to help inform the development of our Diversions Service Plan. This plan will guide the services we offer to diversions customers and will also inform our Pricing Submission.

The topics discussed at the workshops included:

- Groundwater and unregulated management plans
- Diversions tariff
- Diversions services metering
- Service Standards

This feedback will be used to inform our Pricing Submission.

Top line summary of feedback

Diversions Tariff

- Some customers in attendance at the Workshops felt the diversions tariff principles (used to establish the current tariff structure) did not consider (or recognise) the impact to small volume users.
- Some customers expressed concerns that smaller users are paying too much and bigger users paying too little.
- Customers agreed they should only be charged for services relevant to them.
- Some customers felt they should be classed as a separate customer group and have a separate tariff (e.g. Unregulated Diversions Stock & Domestic customers).
- Some customers were opposed to paying for water that is stored but not used. Those customers suggested GMW review pricing requirements to factor in this concern.
- Some customers mentioned they used the pricing simulators (available from GMW's website) and that this assisted with their planning.
- Some customers indicated they felt the tariff was fair, stating people who use the water should contribute to the resource management.
- Customers were concerned they were funding work that benefitted some water user groups who were not required to pay for it.

Groundwater and Unregulated Management Plans

- Customers were generally supportive of a more tailored approach to restriction notifications.
- Customers generally agreed there is a need to review both groundwater and unregulated plans.

- Some customers felt that small users were paying disproportionately high fees for Water Resource Management activities.
- Some customers suggested GMW should seek additional Government funding to ensure less of the financial burden falls on water users. This was on the basis that the Water Resource Management activities have benefits beyond just GMW's customer base.
- Some customers suggested recreation users should contribute to the costs of managing GMW storages.
- Customers said that they felt the Licence renewal fee was excessively high and should be reviewed.

Service Standards

- Some customers said they were satisfied with the level of service they received. Customers cited examples of other input costs and rated GMW's bill as one of their lower input costs.
- Some customers said there was an over-reliance on GMW's website to convey information.
- Some customers suggested that people with rostered restrictions imposed on them should not be charged full annual costs.

Diversions services metering

- Customers encouraged GMW to pursue government funding to support metering improvements.
- Customers supported improving telemetry where possible provided it was cost effective.

Water usage, trade + ownership

- Customers were seeking more transparency around who uses the water GMW delivers.
- Some customers were concerned that particular activities were affecting the sustainability of the resource and should be better managed.
- Some customers expressed concerns people who do not use water are buying water shares and then selling them back at inflated prices.
- One customer said the increased need to connect to a computer to buy water means farmers in the paddock could miss their opportunity.

Regional growth and development

- Customers said consistent water availability (in the regulated and groundwater system) would help attract regional growth.
- Customers had differing views on whether GMW was responsible for promoting growth in the region.

Education Program

- Customers were supportive of GMW creating an Education Program.
- Customers suggested it would be good to have people with local knowledge contribute to an Education Program.

Other

- Customers felt GMW should ensure they present the 'customer view' in discussions with 'Policy makers' on water issues.
- Several customers said they would appreciate the ability to hibernate service points that are not being used for across multiple irrigation seasons.