

## Frequently Asked Questions

### What are Service Plans?

GMW's Service Plans are being developed with the help of our customers to outline the future direction for our services. The Service Plans underpin the overarching GMW Service Strategy and establish an end-to-end plan for the individual services GMW provides.

The Service Plans will also form the basis of GMW's next Pricing Submission that will go to the Essential Services Commission for approval.

The Service Plans are intended to help us achieve our Service Vision, which is: "Our Services align with resilience principles, underpin a flourishing regional community and are financially and environmentally sustainable".

### How many service plans are there?

There will be 10 Service Plans – one for each of GMW's prescribed services:

- Gravity Irrigation
- Pumped Irrigation
- Drainage
- Water Districts (D&S)
- Flood Protection
- Diversions
- Fee for Service
- Bulk Water
- Constructing Authority services
- Land and On Water

### What will be included in the Service Plans?

While each Service Plan will be tailored for the individual service and be representative of the customer feedback received, they will all include the following:

- A Service Profile
- Customer/Stakeholder Feedback
- Service Goals
- Service Standards
- Service Relationships
- Operational Considerations

### When will the Service Plans be completed?

The service plans will be delivered incrementally and are scheduled to all be finalised by the end of 2022. The plans are being developed in three phases:

- Discovery and Analysis
- Forecasting and Modelling
- Development and Finalisation

Estimated delivery dates for the plans are:

*June 2022*

Gravity Irrigation, Diversions and Drainage

*September 2022*

Pumped Irrigation, Water Districts and Bulk Water

*December 2022*

Flood Protection, Fee for Service and Constructing Authority

### Will customers and stakeholder be engaged?

Yes. The development of the Service Plans will be a collaborative and transparent process, helping ensure a shared understanding of the delivery of our services into the future.

For each of the 10 Service Plans GMW will seek to engage with all customers and stakeholders who the plans affect.

Customer feedback has had a considerable effect on the services we offer in recent times. Customers who we engaged with on our Price Submission 2020-24 will have recently seen how we streamlined our billing process as a direct response to the feedback we received.

The methods of engagement with our customers and stakeholders will include email, face-to-face or virtual forums and information sessions, social media, and through our [YourSay@GMW](mailto:YourSay@GMW) [webpage](#) (on the GMW website).

### More information

Stay up to date with the latest engagement activities on our [YourSay@GMW](mailto:YourSay@GMW) page or email [YourSay@gmwater.com.au](mailto:YourSay@gmwater.com.au)