

Explanation of Tariffs 2021/2022

Non-Water Users

PLEASE RETAIN FOR REFERENCE TO ALL ACCOUNTS RECEIVED IN 2021/2022

Lower Murray Water's (LMW) tariffs and charges set are in accordance with the revenue cap contained in the LMW Determination, approved by the Essential Services Commission (ESC) in 2018. In its role as the regulator of essential service providers, prior to providing this information to you, the ESC has reviewed and approved LMW's 2021/2022 tariffs and charges.

DESCRIPTION OF CHARGES

Charge Type	Service Description
Service Charge	is charged per assessment to cover the cost of account administration, including postage, preparation of invoices and payment receipting.
GMW Entitlement Storage Fee	is collected on behalf of Goulbourn Murray Water is a pass-through charge from the Northern Victorian Resource Manager based on your total Water Share volume, covering the costs of maintaining and operating headwork's and river regulation.
GMW Above Entitlement Storage Fee	is collected on behalf of Goulbourn Murray Water is a pass-through charge from the Northern Victorian Resource Manager based on your total Water Share volume held in storage above your entitlement volume, covering the costs of maintaining and operating headwork's and river regulation.
DELWP Water Share Fee	is a pass through charge from the Victorian Water Register, one fee per Water Share.

Fixed Charges	Charge	Rate \$	Method of Calculation	Billed
	Service Charge	100.00	Per Assessment	Annually

GMW Storage Charges (Pass-through)	Charge	Rate \$	Method of Calculation	Billed
	GMW Entitlement Storage Fee Murray Basin HR	9.53	Per Megalitre High Reliability Water Share	Annually
	GMW Entitlement Storage Fee Murray Basin LR	4.33	Per Megalitre Low Reliability Water Share	Annually
	GMW Entitlement Storage Fee Goulburn Basin HR	7.69	Per Megalitre High Reliability Water Share	Annually
	GMW Entitlement Storage Fee Goulburn Basin LR	3.97	Per Megalitre Low Reliability Water Share	Annually
	GMW Above Entitlement Storage Fee Murray	4.33	Per Megalitre held above entitlement	Annually
	GMW Above Entitlement Storage Fee Goulburn	3.97	Per Megalitre held above entitlement	Annually

Water Register (Pass through)	Charge	Rate \$	Method of Calculation	Billed
	DELWP Water Share Fee	13.41	Per Water Share held in the Victorian Water Register	Annually

BREAKUP OF ACCOUNTS

Charge Type	Service Description
Annual Account Mailing Date – Late July 2021 Due Date – End August 2021	100% of all charges.

HOW OUR INFRASTRUCTURE CHARGES AND PLANNING AND MANAGEMENT CHARGES ARE DETERMINED

Lower Murray Water's rural infrastructure related services and prices are regulated by the Essential Services Commission of Victoria (ESC) under accreditation from the Australian Competition and Consumers Commission in accordance with the Water Charge Rules 2010 to achieve the Basin water charging objectives and principles set out in Schedule 2 of the Water Act 2007.

LMW is required to submit a pricing submission to the ESC proposing rural service levels and prices. It is the role of the ESC to assess LMW's price submission against the legal framework and make a price determination that specifies the maximum prices LMW may charge for its prescribed services.

The ESC conducts an annual tariff review to adjust the maximum prices permitted using the ESC's determination's price adjustment mechanisms. The Board approve the service tariffs to be charged annually in May/June.

The current ESC pricing determination on LMW's services and prices is for a five-year period of 1 July 2018 to 30 June 2023 and can be located on the ESC's website. The role and work the ESC do in regulating the Victorian water industry is available on the EC's website: <https://www.esc.vic.gov.au/water>

LMW provide water planning and management services for which charges are levied. The services LMW provided are delegated by the Minister of Water under the Instrument of Delegation dated 27 October 2014. The services and how the price is determined and charged are published on LMW's website: <https://www.lmw.vic.gov.au/billing-charges-fees/rural-charges-fees/>

HOW OUR PASS-THROUGH CHARGES ARE DETERMINED

GMW Storage Fees - Lower Murray Water's charge is a pass-through charge which has been determined and set by Goulburn-Murray Water in accordance with their 2020-24 Pricing Submission approved by the Essential Services Commission.

The revenue collected from this charge is transferred to Goulburn-Murray Water annually to contribute to the costs and expenses in operating and maintaining water storages that service the regulated river system.

DELWP Water Share Fee - Lower Murray Water's charge is a pass-through charge which has been determined and set by the Department of Environment, Land, Water and Planning in accordance with Water Act 1989 and are based on the monetary fee unit set by the Victorian Treasurer. The charges are subject to annual adjustments.

The revenue collected from this charge is transferred to the Department of Environment, Land, Water and Planning annually to contribute to the costs of maintaining the Victorian Water Register.

Abbreviations

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ABA	Allocation Bank Account	ML	Megalitre or a million litres	WUL	Water Use Licence
AUL	Annual Use Limit	HR	High Reliability (Water Share)	GMW	Goulburn Murray Water
DELWP	Department of Environment, Land, Water and Planning	LR	Low Reliability (Water Share)		

Hardship assistance

We understand that from time-to time our customers may experience financial hardship and may need additional assistance and flexibility. Our Hardship Program identifies and assists vulnerable customers to manage their water costs and usage.

For more information please go to <https://www.lmw.vic.gov.au/financial-hardship-assistance/> or call us during office hours on **1800 808 830**. Assistance is confidential, tailored to customers' needs and is not means-tested.

Dispute resolution

Please refer to our Rural Customer Charter which outlines our policy and obligations should you have a dispute or complaint. https://www.lmw.vic.gov.au/wp-content/uploads/2019/04/LMW_CustomerCharterRural_2019_04.pdf If you have any questions or wish to dispute your bill, please call us on **1800 808 830** or email us at: contactus@lmw.vic.gov.au



Payment

Please refer to your account for payment options. Cash is not accepted at LMW offices. If you wish to pay with cash, you can visit your nearest Australia Post outlet.

Accounts can be delivered electronically via BPAY View. Log into your online banking and look for the BPAY View or View Bills section to register each account. Your next account will be automatically sent to your online banking account.



Due Dates for Payment

All Rural tariffs and charges must be paid by the date specified in the invoice provided and failing any date being specified in that invoice, 28 days from the date of issue of the invoice. The date on all invoices represents the final date that the payment will be accepted interest-free.

Invoices will be mailed late in **July**. Interest shall be payable in respect to all amounts payable under a tariff or charge if the amount is not paid by the due date.

PLEASE REFER TO WWW.LMW.VIC.GOV.AU FOR FURTHER INFORMATION ON OUR TARIFFS AND CHARGES.
IF YOU HAVE ANY FURTHER QUERIES PLEASE CONTACT OUR OFFICE DURING OFFICE HOURS ON **1800 808 830**.



contactus@lmw.vic.gov.au

lmw.vic.gov.au

Call Centre
(incl. 24 Hour Faults & Emergencies)
1800 808 830



**LOWER MURRAY
WATER**