

Explanation of Tariffs 2021/2022

Robinvale Irrigation District

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.
Delivery Share Fee	is based on the property's defined level of access to the delivery infrastructure. The property's defined level of access is its Delivery Share which is expressed in ML per 14-day period. This charge contributes to Lower Murray Water's fixed infrastructure and maintenance costs.
Drainage Share Fee	is based on the property's defined level of access to the drainage infrastructure to collect excess applied irrigation water. The property's defined level of access is its Delivery Share which is expressed in ML per 14-day period. This charge contributes to Lower Murray Water's fixed infrastructure and maintenance costs.
Unmetered Domestic and Stock Charge	is charged per domestic and stock connection connected to the delivery infrastructure which is unmetered. This charge contributes to Lower Murray Water's fixed infrastructure and maintenance costs.
Metered Water Usage	is based on the metered volume of water delivered to the property. This fee contributes to the cost of supply for each megalitre delivered.
Casual User Fee	is charged to Customers who do not have a delivery share or sufficient delivery share for the volume of water delivered to their property. It is the fee that is paid to contribute for the upkeep of the irrigation district's delivery system.
Termination Fee	is charged to a customer who holds a delivery or drainage share right and wishes to terminate or surrender all or part of that right.
Connection / Disconnection Fee	is determined based on the recovery of reasonable costs at the time of connection or disconnection.
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	Quarterly
	Delivery Share Fee	942.12	Per Delivery Share	Quarterly
	Drainage Share Fee - Division 1	87.60	Per Property Drainage Share	Quarterly
	Unmetered Domestic and Stock Charge	494.92	Per Customer (Does not include Service Charge)	Quarterly

Variable Charges	Charge	Rate \$	Method of Calculation	Billed
	Metered Water Usage Fee	87.36	Per Megalitre usage	Quarterly
	Casual User Fee	942.12	Per Delivery Share above entitlement	Annually

Termination Charges	Charge	Description
	Termination Fee – Delivery Share	Termination fees are set at ten (10) times the delivery share held annual fee
	Termination Fee – Drainage Share	Termination fees are set at ten (10) times the drainage share held annual fee

Salinity Impact Charges (Pass-through)	Charge	Rate \$	Method of Calculation	Billed
	Capital Works Salinity Impact Charge L1*	39.22	Per ML Annual Use Limit increased on WUL	Lump Sum
	Capital Works Salinity Impact Charge L22*	100.66	Per ML Annual Use Limit increased on WUL	Lump Sum
	Capital Works Salinity Impact Charge L3*	201.38	Per ML Annual Use Limit increased on WUL	Lump Sum
	Capital Works Salinity Impact Charge L4*	402.81	Per ML Annual Use Limit increased on WUL	Lump Sum
	Capital Works Salinity Impact Charge HIZ*	830.57	Per ML Annual Use Limit increased on WUL	Lump Sum
	Annual Salinity Impact Charge	3.64	Per ML Annual Use Limit or water share increase	Quarterly

*Payment over 10 years available

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

Account	Usage Period	Mailing Date	Due Date	Service Description
1	April to June 2021**	Late July 2021	End August 2021	100% Goulburn Murray Water Entitlement Storage Fee 100% Department of Environment, Land, Water and Planning Water Share Fee 100% Drainage Reuse Agreement 100% Capital Salinity Impact Charge or 10-year instalment option 25% Annual Salinity Impact Charge 25% Service Charge 25% Delivery Share 25% Drainage Fee
2	June to October 2021*	Late October 2021	End November 2021	25% Annual Salinity Impact Charge 25% Service Charge 25% Delivery Share 25% Drainage Fee
3	October 2021 to January 2022*	Late January 2022	End February 2022	25% Annual Salinity Impact Charge 25% Service Charge 25% Delivery Share 25% Drainage Fee
4	January to April 2022	Late April 2022	End May 2022	25% Annual Salinity Impact Charge 25% Service Charge 25% Delivery Share 25% Drainage Fee

* Domestic and Stock metered water usage from the last meter reading in June 2021 to December 2021 will be billed in the third quarter account. There may be other tariffs that apply to individual properties that are not listed here. Domestic and Stock Customers do not incur drainage fees.

** Any usage charged in the first account is at the 2020-2021 rate per ML as this usage applies to April-June 2020. Please refer to LMW's 2020-2021 Fees and charges schedule when calculating this charge.

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/>

LMW continually engage to ensure the services provided reflects customer's expectations. LMW hold many consultation events throughout the year and value our customer's views and ideas. LMW has commenced planning for the next pricing submission and will provide customers the opportunity in providing feedback on issues relating to services, future projects, water quality and pricing. To register your interest to be involved or to provide feedback to this consultation process, please call us or visit our webpage: <https://www.lmw.vic.gov.au/about-us/customer-consultation/>

HOW OUR PASS-THROUGH CHARGES ARE DETERMINED

Salinity Impact Charges - Lower Murray Water's charge is a pass-through charge which has been determined and set by the Minister for Water in the Determination of Salinity Impact Zones and Salinity Impact Charges 2021 which came into effect on the 1 January 2021. The charges are subject to annual adjustment as per section 232C of the Water Act 1989.

The revenue collected from this charge is transferred to the Mallee Catchment Management Authority annually to pay the costs and expenses in performing the delegated functions and powers of the Minister for Water under section 232A of the Water Act (1989).

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.

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 call us during office hours on **1800 808 830** or go to: lmw.vic.gov.au/financial-hardship-assistance

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.

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

Abbreviations

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

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.

Concession

Recipients of eligible Centrelink or Department of Veterans Affairs concession cards may be entitled to a concession on Irrigation Districts Domestic and Stock Supply Charges.

Conditions apply. Details are available from our office.

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 **July, October, January and April**. 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.

Monitoring Your Usage

You can monitor your water usage via the Lower Murray Water Online Water Ordering Site: <http://waterorder.lmw.vic.gov.au/>

By logging in you have access to view the following:

- Your meter readings outline readings for the current season and past seasons.
- Assessment information provides a summary of your ABA and spillable account.
- A usage chart details the water you have used for the current season, your previous usage, what your entitlement is and your available water balance.
- Your irrigation outlets/meters information including the total metered usage.
- Your water share, water use licence and AUL details.

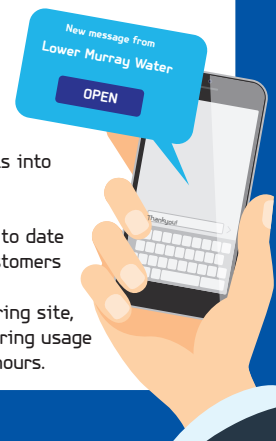
Register for SMS and Email alerts

You can ensure you are receiving up to date information from us by updating your information via the Online Water Ordering site.

To do this you log in to the site: <http://waterorder.lmw.vic.gov.au/>

Click on the Contact Info tab at the top of the screen. Enter your current details into the form and submit it for updating.

We encourage you to ensure this is up to date as we use SMS and email to update customers regularly as required. If you require assistance with the Online Water Ordering site, registering your information or monitoring usage please contact our office during office hours.



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**.