

# Explanation of Tariffs 2021/2022

## Yelta Waterworks 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.
Connection Charge	is based on the property's defined level of access to the delivery infrastructure. The property's defined level of access is its total number connections.
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.
Connection / Disconnection Fee	is determined based on the recovery of reasonable costs at the time of connection or disconnection.

Fixed Charges	Charge	Rate \$	Method of Calculation	Billed
	Service Charge	100.00	Per Assessment	Annually
	Connection Charge	275.00	Per House	Annually

Variable Charges	Charge	Rate \$	Method of Calculation	Billed
	Metered Water Usage Fee	417.39	Per Megalitre usage	Annually

### BREAKUP OF ACCOUNTS

Charge Type	Service Description
<b>Annual Account</b> Mailing Date – October 2021 Due Date – End November 2021	100% of all charges. Usage billed is for the previous season and will be charged at the previous season rate.

## 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/>



### 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.

### 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.



### Concession

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

Conditions apply. Details are available from our office.

### 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](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](mailto:contactus@lmw.vic.gov.au)



### 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 **October**. 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](http://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](mailto:contactus@lmw.vic.gov.au)

[lmw.vic.gov.au](http://lmw.vic.gov.au)

Call Centre  
(incl. 24 Hour Faults & Emergencies)

**1800 808 830**



LOWER MURRAY  
WATER