

the Essential Services Commission (ESC) in 2018. In its role as the regulator of essential service providers, prior to providing this information

DESCRIPTION OF CHARGES

Charge Type	Description
Service Charge	is charged per assessment to cover the cost of account administration, including postage, preparation of invoices and payment receipting.
Operational Fee	is based on the total annual use limit of the properties s51 Take and Use License Annual Use Limit. This fee recovers the reasonable costs of maintaining and monitoring infrastructure and the groundwater resource.
Bore Construct License Application Fee	is charged upon lodgement of an application to construct, operate or modify a bore for licensed or
Take and Use License Application Fee	is charged upon lodgement of an application to take and use groundwater and operate works. This is a
High Risk Application Assessment Fee	is charged per hour for the time taken to assess groundwater applications considered to be high risk.

Fixed Charges	Charge	Rate \$	Method of Calculation	Billed
	Service Charge	100.00	Per Assessment	Quarterly
	Operational Fee per ML	2.70	Per ML Annual Use Limit on s51 Take and Use License	Quarterly
	Bore Construct License Application Fee	235.00	Per application made	Application
	Take and Use License Application Fee	1,928.00	Per application made	Application
	High Risk Application Assessment Fee	180.00	Per hour taken to assess application	Application

Salinity Impact Charges (Pass-through)	Charge	Rate \$	Method of Calculation	Billed
	Capital Works Salinity Impact Charge L1*	40.59	Per ML Annual Use Limit increased on WUL	Lump Sum
	Capital Works Salinity Impact Charge L22*	104.18	Per ML Annual Use Limit increased on WUL	Lump Sum
	Capital Works Salinity Impact Charge L3*	208.42	Per ML Annual Use Limit increased on WUL	Lump Sum
	Capital Works Salinity Impact Charge L4*	416.90	Per ML Annual Use Limit increased on WUL	Lump Sum
	Capital Works Salinity Impact Charge HIZ*	859.62	Per ML Annual Use Limit increased on WUL	Lump Sum
Annual Salinity Impact Charge	3.76	Per ML Annual Use Limit or water share increase	Quarterly	

*Payment over 10 years available

BREAKUP OF ACCOUNTS

Charge Type	Service Description
Annual Account Mailing Date – Late July 2022 Due Date – End August 2022	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/>

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).

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

Abbreviations	
ABA	Allocation Bank Account
AUL	Annual Use Limit
DELWP	Department of Environment, Land, Water and Planning
ML	Megalitre or a million litres
WUL	Water Use Licence

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**.



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 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.
- 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 entitlement, 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**.



contactus@lmw.vic.gov.au

lmw.vic.gov.au

Call Centre
(incl. 24 Hour Faults & Emergencies)

1800 808 830



**LOWER MURRAY
WATER**