

Explanation of Tariffs 2024/2025

All fees and charges are set for services and works provided by Lower Murray Water for the period 1 July 2024 to 30 June 2025 except as otherwise provided.

All prices are exempt from GST.

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 2023. 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 2024/2025 tariffs and charges.

Rural Tariffs and Charges

IRRIGATION DISTRICTS							
Fixed Delivery Charges	MERBEIN	RED CLIFFS	ROBINVALE	MILDURA		Method of Calculation	Billed
	Rate \$	Rate \$	Rate \$	STH HP	OTHER		
Service Charge	100.00	100.00	100.00	100.00	100.00	Per Assessment	Quarterly
Delivery Share Fee	482.40	481.12	982.88	1,051.64	675.28	Per Delivery Share	Quarterly
Unmetered Domestic & Stock Charge	571.00	571.00	571.00	571.00	571.00	Per Customer (Excludes Service Charge)	Quarterly
Variable Delivery Charges							
Metered Water Usage Fee	53.03	55.67	89.77	92.27	66.09	Per Megalitre (ML) Usage	Quarterly
Casual User Fee	482.40	481.12	982.88	1,051.64	675.28	Usage above delivery share volume held	Annually
Fixed Drainage Charges							
Property Drainage Fee Division 1	98.50	98.96	96.00	66.64	66.64	Per Delivery Share	Quarterly
Property Drainage Fee Division 2	73.84	67.00	72.00	49.92	49.92		
Property Drainage Fee Division 3	49.24	49.64	47.96	33.30	33.30		
Property Drainage Fee Division 4	26.16	24.80	23.96	16.64	16.64		

Termination Fees

Irrigation and Drainage termination fees for the irrigation districts of Merbein, Red Cliffs, Robinvale and First Mildura are set at ten (10) times the delivery share for the district.

Drainage Fees

Domestic and Stock customers do not incur drainage fees.

Waterworks District - Yelta

Fixed Delivery Charges	Rate \$	Method of Calculation	Billed
Service Charge	100.00	Per Assessment	Annually
Connection Charge (Pipeline)	378.78	Per Connection	Annually
Variable Delivery Charges			
Metered Water Usage Fee (Pipeline)	457.18	Per ML Usage	Annually

Legend

AUL Annual Use Limit
HA Hectares
kL Kilotres
ML Megalitres

Millewa District - Rural

Fixed Delivery Charges	Rate \$	Method of Calculation	Billed
Service Charge	100.00	Per Assessment	Annually
Occupied House	644.79	Per Connection	Annually
Scrubland	0.60	Per Hectare	Annually
Stocked	2.42	Per Hectare	Annually
Variable Delivery Charges			
Metered Water Usage Fee	0.18	Per Kilotre	Annually

Millewa District - Urban

Fixed Delivery Charges	Rate \$	Method of Calculation	Billed
Service Charge	100.00	Per Assessment	Annually
Occupied House (With Offtake)	644.79	Per Connection	Annually
Occupied House (With No Offtake)	322.46	Per Assessment	Annually
Variable Delivery Charges			
Metered Water Usage Fee	0.72	Per Kilotre	Annually

GMW Entitlement Storage Fees - Pass-through

Applicable to Irrigation Districts, Private Diverters & Non-Water Users

Tariffs/Charges	Rate \$	Method of Calculation	Billed
GMW Entitlement Storage Fee Murray Basin HR	10.28	Per High Reliability Water Share ML Entitlement	Annually
GMW Entitlement Storage Fee Goulburn Basin HR	8.57		
GMW Entitlement Storage Fee Murray Basin LR	4.68	Per Low Reliability Water Share ML Entitlement	Annually
GMW Entitlement Storage Fee Goulburn Basin LR	4.43		
GMW Above Entitlement Storage Fee Murray	4.68	Per ML of water transferred into ABA from spill account	Annually
GMW Above Entitlement Storage Fee Goulburn	4.43		

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.

Water Charge Rules 2020

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 Water Act 2007.

Private Diverseters			
Fixed Delivery Charges	Rate \$	Method of Calculation	Billed
Service Charge	100.00	Per Assessment	Quarterly
Operational Fee	2.75	Per ML Annual Use Limit	Quarterly
Minimum Charge (inclusive of Service Charge)	176.52	Per Account	Quarterly
Water Use Registration Domestic & Stock (inclusive of Service Charge)	176.52	Per Registration	Annually
Variable Delivery Charges			
Lake Cullulleraine Diversion Fee	15.92	Per ML water diverted	Annually

Groundwater Users			
Fixed Delivery Charges	Rate \$	Method of Calculation	Billed
Service Charge	100.00	Per Assessment	Annually
Take and Use Operational Fee	2.98	Per ML Take and Use Licence Limit	Annually
Groundwater Capital Charge	180.00	Per ML New Take and Use Licence Issued > 4,800 EC	Upfront

Waterway Management District - Nangiloc Colignan & Drainage Schemes - Bumbang, Tol Tol, Boundary Bend			
Fixed Delivery Charges	Rate \$	Method of Calculation	Billed
Operations & Maintenance Fee	3.28	Per ML Annual Use Limit	Quarterly

Non-Water Users (NWU)			
Fixed Delivery Charges	Rate \$	Method of Calculation	Billed
Service Charge	100.00	Per Assessment	Annually

Salinity Disposal Fees - Pass-through			
The Minister imposes Salinity Charges collected by Lump Sum Payment by LMW as follows:			
Tariffs/Charges	Rate \$	Method of Calculation	Billed
Salinity Disposal Entitlement Charge LIZ1*	45.53	Per ML Annual Use Limit increased on WUL	Lump Sum
Salinity Disposal Entitlement Charge LIZ2*	116.88		
Salinity Disposal Entitlement Charge LIZ3*	233.84		
Salinity Disposal Entitlement Charge LIZ4*	467.76		
Salinity Disposal Entitlement Charge HIZ*	964.49		
Operations & Maintenance Charge	4.20	Per ML Annual Use Limit or water share increase	Quarterly

* Payment over 10 years available. Annual charges will be included in the first billing. Quarterly charges will be billed equally over four billing periods.

Water Share Fee - Pass-through			
Fixed Delivery Charges	Rate \$	Method of Calculation	Billed
DEECA Water Share Fee	14.57	Per Water Share held - Vic Water Register	Annually

Miscellaneous Fees and Charges		
Tariffs/Charges	Rate \$	Method of Calculation
Water Use Licence	221.60	On application
Water Use Registration	221.60	On application
Works Licence	221.60	On application
Establish A Tagged Interstate Entitlement	181.70	On application
Place An Order Against A Tagged Interstate Entitlement	98.60	On application
Issue, Amend Or Transfer A Bundled Entitlement	221.60	On application
Transfer Or Amend Annual Use Limit	221.60	On application
Issue, Vary, Cancel Or Transfer A Delivery Share	98.60	On application
Vary Or Cancel A Water Use Licence Or Registration	98.60	On application
Vary, Renew Or Transfer A Works Licence	221.60	On application
Cancel A Works Licence	98.60	On application
Groundwater Take and Use Licence	2,245.00	On application
Construction Of Groundwater Works (Bore Construct Licence)	235.00	On application
Works Licence (Licenced Dam)	221.60	On application
Issue, Renew Or Transfer A Groundwater Works Licence	221.60	On application
Cancel A Groundwater Licence	98.60	On application
Water Register Administration Fee (ID check, ABA creation or ASIC extract)	31.20	On application
Special Meter Reading	54.30	On application
Meter Investigation (refundable on the outcome of the investigation)	442.05	On application

Further Information

For further information in relation to your fees and charges, please see our website at www.lmw.vic.gov.au/billing-and-charges/

Enquiries

If you have any questions or wish to dispute your bill, please phone **1800 808 830** lodge a service request via our website at www.lmw.vic.gov.au/contact-us or email us at contactus@lmw.vic.gov.au

Breakup of accounts

Quarter	Usage Period	Mailing Date	Due Date	Service Description
1	April to June 2024**	Late July 2024	End August 2024	Annual Diversion Charges Salinity Capital Charge Instalment Plans GMW Storage Fees Groundwater Annual Charges Irrigation District Fixed Charges (Quarter) Irrigation District Volumetric Charges (Quarter) Private Diverter Fixed Charges (Quarter)
2	June to October 2024*	Late October 2024	End November 2024	Irrigation District Fixed Charges (Quarter) Irrigation District Volumetric Charges (Quarter) Private Diverter Fixed Charges (Quarter) Millewa Waterworks District (Annual) Yelta Waterworks District (Annual)
3	October 2024 to January 2025*	Late January 2025	End February 2025	Irrigation District Fixed Charges (Quarter) Irrigation District Volumetric Charges (Quarter) Private Diverter Fixed Charges (Quarter)
4	January to April 2025	Late April 2025	End May 2025	Irrigation District Fixed Charges (Quarter) Irrigation District Volumetric Charges (Quarter) Private Diverter Fixed Charges (Quarter) GMW Above Entitlement Storage Fees

* Domestic and Stock metered water usage from the last meter reading in June 2024 to December 2024 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 2024-2025 rate per ML as this usage applies to April-June 2024. Please refer to LMW's 2023-2024 Fees and charges schedule when calculating this charge.

Description of Charges

Annual Salinity Impact Charge is based on the properties Water Use License total per ML Annual Use Limit. These charges contribute to the cost to construct, operate and maintain Salt Interception Schemes to reduce the impacts of salt reaching the Murray River.

Bore Construct License Application Fee is charged upon lodgement of an application to construct, operate or modify a bore for licensed or non-licensed purpose. This is a once off lodgement fee.

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.

Connection / Disconnection Fee is determined based on the recovery of reasonable costs at the time of connection or disconnection.

DEECA Water Share Fee is a pass through charge from the Victorian Water Register, one fee per Water Share.

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.

GMW Above Entitlement Storage Fee is collected on behalf of Goulburn 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.

GMW Entitlement Storage Fee is collected on behalf of Goulburn 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.

High Risk Application Assessment Fee is charged per hour for the time taken to assess groundwater applications considered to be high risk. This is a once off assessment fee.

House Component 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 of houses on the property.

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.

Scrubland is based on the property's total scrubland area in hectares.

Service Charge is charged per assessment to cover the cost of account administration, including postage, preparation of invoices and payment receiving.

Stocked Area is based on the total stocked area in hectares less any scrub area.

Take and Use License Application Fee is charged upon lodgement of an application to take and use groundwater and operate works. This is a once off lodgement fee.

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.

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.

Works License Renewal is determined in line with DEECA fees and charges. Works Licenses are renewed by reach every 5 years. This fee will be included in the next account issued after successful renewal.

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 2023 to 30 June 2028 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 ESC's website: 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 an Instrument of Delegation. The services and how the price is determined and charged are published on LMW's website: www.lmw.vic.gov.au

LMW continually engage to ensure the services provided reflects customer's expectations.

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 2024-28 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.

DEECA Water Share Fee - Lower Murray Water's charge is a pass-through charge which has been determined and set by the Department of Energy, Environment and Climate Action 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 Energy, Environment and Climate Action annually to contribute to the costs of maintaining the Victorian Water Register.

Customer Charter

Our Rural Customer Charter sets out the rights and obligations of both Lower Murray Water and our customers in relation to rural water services.

This includes:

- Delivery standards for rural water supply.
- Customers' right to a functional drainage service.
- Access to a 24-hour emergency service.
- Our requirements for entry to customers' land and access to easements and reserves.
- Customer information on works, licences, metering, billing, accounts, payments, concessions and actions for non-payment.

To view our customer charter, please see our website at www.lmw.vic.gov.au/about-us/publications/customer-charter-rural/

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: www.lmw.vic.gov.au

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. Please visit our website www.lmw.vic.gov.au and search for 'Customer Charter Rural'.

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

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: 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: 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.

Interest

Interest is charged in respect to all amounts payable under a fee or charge if the amount is not paid by the due date. The interest rate applicable to amounts not paid by the due date calculated in accordance with the Water Act 1989 (Vic) is 6.2% for the 2024/25 Financial Year. Interest will not be payable on overdue account balances by customers who are actively participating in our customer support program or hold a valid pension/concession card. This applies for balances from a prior period where a payment arrangement is still in force.



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Page 4

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