

We want your input, knowledge, thoughts and advice



Fact sheet

Have your say on the future of GMW and our region

What we're doing

We're hard at work on our pricing submission and transformation plan - but we want to hear what's important to you.

We need our customers and stakeholders to have meaningful input into the future. We're creating a public process, to provide you, our customers, stakeholders and communities with the opportunity to have your say on key decisions for the future.

What is the pricing submission?

As Australia's largest rural water authority GMW provides retail and wholesale services across northern Victoria. Most of these services are prescribed and therefore subject to regulation by the Australian Competition and Consumer Commission (ACCC) and the Essential Services Commission (ESC).

The ESC is an independent regulatory authority that assesses our pricing and service standards to ensure they are fair and reasonable for our customers.

Our current regulatory period is for 2016-2020 so we are now undertaking an engagement process to develop our next pricing submission.

This is due to the ESC in November 2019.

What is the transformation?

We are also undertaking a process to transform our business. This work is focussed on a sustainable cost effective irrigation district and positioning our business to meet future challenges and changes in our region.

The findings and outcomes of this plan link directly to our pricing submission and will be factored in when making any decisions on future service or pricing.

What do you want to know from me?

Initially, our aim is to host 2100 conversations (about 10 per cent of our customers).

Following this, we will host workshops and recommendation days across the region to gather more specific feedback on pricing and service standards – along with many other topics including hardship.

How can I have my say?

Visit our Your Say website at: yoursay.gmwater.com.au

Here you will see what projects are open for feedback, click on the project you're interested in and have your say!

Email: yoursay@gmwater.com.au

Social media: Follow us for the latest updates at:

Twitter ([GMWaterNews](https://twitter.com/GMWaterNews))

Facebook ([@goulburnmurraywater](https://www.facebook.com/goulburnmurraywater))

Instagram ([gmwater_lakes_dams](https://www.instagram.com/gmwater_lakes_dams))

Phone: Freecall 1800 013 357

In person: We'll be out and about over the coming weeks and months, at community events and at a number of scheduled workshops. Keep an eye on our Your Say website and social media for details.

Can I have my say if I'm not a customer?

Yes. We want to hear from our customers, our stakeholders and the broader community. This is about capturing a broad range of input to ensure we're working together for our region's future.

How will the information be used?

Your feedback will be used to inform decisions made as part of our pricing submission, including future service standards and associated pricing and tariffs.

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