

2023/24 Fixed charges

Consolidated accounts

If you've had any new accounts set up or have purchased a new property in the last year, it might be a good option to consolidate your accounts.

To consolidate your accounts, please complete and return to GMW the [Consolidated Customer Account application form](#).

Consolidating accounts can save you on the number Customer Fees you are charged.

Customers can 'opt-in' to having additional accounts included under a 'consolidated account' as long as the eligibility criteria set out in the Consolidated Account Application Form is met. This includes the need for all account holders to be related parties.

Customers who have received a consolidated account can choose to 'opt-out' for one or many properties from their account by completing the Consolidated Account Application Form.

You can download the form from the GMW website or by calling the GMW Customer Experience Team on 1800 013 357.

Selling a property within a consolidated account

GMW will automatically remove a property from a consolidated account when a change of ownership is completed.

The new owner will have to complete a new Consolidated Account Application Form to include this new property as part of any current consolidated account.

Receive your notices electronically

Following customer feedback, we have now introduced Ezybill and BPAY View.

This means you can receive your notices

electronically rather than via the mail. Not only does this allow you to receive your notice quicker once you have signed up, you can also view previous notices sent.

Registering for BPAY View can be completed via your online banking system.

Instalment reminders via SMS

To keep our administrative fees as low as possible, customers will no longer be sent instalment reminder notices for their accounts in hard copy.

Reminders will only be issued to customers via SMS.

How to pay a consolidated account

Payments can be made using the following methods: BPay, BPay View, credit cards, cheque/mail, in person at any GMW office, Australia Post, online and Ezybill.

Check your payment references

Customers are reminded that your payment reference may have changed since your last account. Please ensure you use this new reference when making a payment.

Payment methods

All accounts listed within a consolidated account must be paid with the same payment method - discount, paid in full, or instalments. This will occur at the new Consolidated Account Number level.

Individual accounts under a consolidated account are not able to be split and paid using different payment methods.

Payment Assistance

If you're experiencing financial hardship, there are a number of ways we can help you manage your account and relieve some of the pressure you may be facing.

Visit our website at www.gmwater.com.au/customer-services-resources/manage-my-account/payment-assistance to view your options.

GMWs Customer Charter

Our recently approved 2023 Customer Charter is available for download from our website at www.gmwater.com.au/customer-charter

The charter outlines our commitment to quality customer care, and sets the goals for our service standards – the services you can reasonably expect to receive, and the standards against which GMW's performance can be judged.

Irrigators share distribution

Additional Connections Project water recovery for irrigators

All eligible recipients of the irrigators' share will receive a credit on their 2023/24 GMW fixed charge account as the final distribution. This credit will be based on the amount of delivery share held on the census date (1 October 2021).

The funds for this credit come from the sale of:

- water allocation held by the Connections Project (approximately \$800k); and
- water shares associated with the additional 681 megalitres of Connections Project water recovery committed to irrigators in February 2022 (approximately \$3.1m).

This totals approximately \$3.9 million, plus any accrued interest, which will be distributed to eligible recipients.

The water sales were completed in line with a trading strategy developed independently to maximise returns for beneficiaries while minimising market disruption and ensuring equal access to the trade opportunity for all interested parties.

For more information on the trading strategy, please refer to the GMW website: <https://www.gmwater.com.au/policy-and-projects/irrigators-share-distribution-project>

For more information on the irrigators' share distribution and eligibility, visit www.gmwater.com.au/irrigators-share

Have your contact details changed?

It is important your contact details are up to date to ensure you receive important information.

It also supports our move to electronic billing and allows for SMS reminder notices. Please visit www.gmwater.com.au/updateyourdetails

Contact us

For more information visit our website or contact the GMW Customer Experience Team.

GMWs office and phone hours are 8.30am – 4.30pm. You can phone us on 1800 013 357 during these hours from Monday to Friday.



Figure 1 Water passing through flume gates along a channel.