




# Goulburn-Murray Water

## 2024 water price review | Customer fact sheet

In June 2024 the Essential Services Commission released its final decision on Goulburn-Murray Water's price submission. The final decision completes our review of the maximum prices that Goulburn-Murray Water may charge for its services for a 4-year regulatory period from 1 July 2024 to 30 June 2028.

### Snapshot

Bills	Tariffs	Outcomes
		
Goulburn-Murray Water customer bills will generally change by less than inflation from 1 July 2024. Some medium and large gravity irrigation customers will experience slight increases each year.	We have approved Goulburn-Murray Water's proposed changes to drainage tariffs and its move to system pricing for bulk water pricing.	Goulburn-Murray Water worked with its customers to develop six outcomes with measures and targets to track its performance.  It developed a new outcome 'socially responsible' following customer feedback, to support delivery of environmental outcomes that matter to its customers.
Information about, our price review process, our draft decision and Goulburn-Murray Water's price submission is available at <a href="http://www.esc.vic.gov.au/water-price-review-2024">www.esc.vic.gov.au/water-price-review-2024</a>		

### What are the changes to prices and tariffs?

Prices will change broadly in line with inflation, including for gravity irrigation, although outcomes will differ by service and region.

Many gravity irrigation customers will experience a steady or lower typical bill before inflation, with some medium and large gravity irrigation customers experiencing slight increases each year. Pumped irrigation typical bills will increase between 3.9 per cent to 4.5 per cent on average each



year (excluding inflation) for medium and large customers in the Woorinen region primarily due to increases in the Woorinen pumped irrigation service point fee. Pumped irrigation typical bills increase by around 1.5 per cent on average each year (excluding inflation) for customers in the Tresco area, mostly due to increases in the service point fee (for all customers) and subsurface drainage fee (for medium and large customers). All other pumped irrigation typical bills will either decrease or increase slightly by up to 0.2 per cent per year (excluding inflation).

We approve the following reforms as proposed by Goulburn-Murray Water:

- to move its bulk water pricing from a basin to a two-system pricing approach. This aligns with the two-system pricing approach we approved for entitlement storage fees in 2020. The proposed approach is more cost reflective, simpler and is supported by Goulburn-Murray Water’s bulk water customers.
- to simplify its tariffs for surface and sub-surface drainage to make them more cost reflective and easier for customers to understand.

**Table: Estimated bill changes (including inflation) – for medium customer by irrigation district (2024-25)**

Gravity Irrigation district	Bill change
Shepparton	4.3%
Central Goulburn	4.4%
Rochester	4.7%
Loddon Valley	3.8%
Murray Valley	4.7%
Torrumbarry	4.9%

## What are the outcomes for customers?

As part of its price submission, Goulburn-Murray Water consulted with customers to develop a set of outcomes to guide service delivery during 2024 to 2028. Goulburn-Murray Water worked with its customers to develop six outcomes with measures and targets to track its performance. Goulburn-Murray Water’s outcome commitments to its customers are:

- Reliable supply
- Credible business
- Fair pricing



- Efficient operations
- Responsible services
- Socially responsible.

Goulburn-Murray Water will also:

- invest to renew and maintain assets to support reliability
- deliver on environmental commitments, supported by its 'socially responsible' outcome
- increase investment in IT cyber security to ensure its systems and data remain secure.

## What are the major works that will go on around you?

(\$ million before inflation)

Project	Detail	Total
Tullaroop Secondary Embankment Filters Upgrade	This project will upgrade secondary embankments to address potential erosion.	\$5.7 million over the next two regulatory periods (\$2.8 million in the next regulatory period)
Laancoorie Spillway and Outlet Works Upgrade	This project will upgrade spillway structure and outlet infrastructure to address risks posed by flood conditions.	\$3.8 million
Goulburn Weir – Replacement of Gate Protective Coating	The protective coating covering the weir's gates is approaching end of asset life and will be replaced over the regulatory period.	\$1.5 million
Lake Buffalo Irrigation Outlets and Trash Screen Renewal	This project will replace aging water valves trash screens at Lake Buffalo, which have reached the end of asset life.	\$1.4 million

#### Linear Program

This ongoing program includes channel remodeling, bank rehabilitation, and other asset protection and maintenance works for channels in the gravity irrigation delivery network. \$24.6 million

### How much revenue is required from 2024-25 to 2027-28?

Our final decision for Goulburn-Murray Water allows operating expenditure of **\$369.4 million** and gross capital expenditure of **\$114.6 million** to provide its services to customers over the next four years. To fund this, Goulburn-Murray Water requires **\$478.2 million** in revenue.

### Got a question?

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