

Public engagement summary: Goulburn-Murray Water price review 2024

We released our final decision on Goulburn-Murray Water's price submission and issued a price determination which sets the maximum prices that customers of Goulburn-Murray Water will pay for the services they receive for the period from 1 July 2024 to 30 June 2028.

Project background

We reviewed the prices that Goulburn-Murray Water proposes to charge its rural customers in northern Victoria for water and drainage infrastructure services from 1 July 2024.

We assessed Goulburn-Murray Water's price submission using the legal framework established by the Victorian Government and set out in the [Water Industry Regulatory Order \(PDF\)](#), and the Essential Services Commission's [PREMO water pricing framework](#). Our PREMO framework provides incentives for water businesses to put forward their best offer to customers and deliver outcomes most valued by customers. The 'Performance' element of PREMO holds businesses accountable for their price and service commitments from the previous price review.

As part of the review, we ran a public engagement process to ensure the views of interested stakeholders were considered. We sought feedback from Goulburn-Murray Water customers and stakeholders at key stages of our decision-making process. The feedback we received was critical to informing our review. Activities we undertook included:

- promoting participation via a dedicated Engage Victoria webpage
- inviting feedback on Goulburn-Murray Water's price submission and our draft decision
- holding a hybrid public forum to discuss our draft decision
- increasing reach via social media posts and newspaper advertisements.

We considered all feedback received from interested stakeholders including Goulburn-Murray Water's response to our draft decision in making our final decision and the price determination.

How we engaged



Key dates

- October 2023 – May 2024: all communication channels open to the public
- 4 October – 15 December 2023: 6-week consultation period on Goulburn-Murray Water's price submission
- 26 March – 7 May 2024: 6-week consultation period on our draft decision
- 23 April 2024: hybrid public forum

The PREMO framework required Goulburn-Murray Water to undertake customer and community engagement to inform its price submission.



Methodology

- Goulburn-Murray Water was given the opportunity to present its price proposal directly to ESC's commissioners.
- We sought feedback and submissions via Engage Victoria and email for the duration of the two consultation periods.
- We held a public forum chaired by one of our commissioners to discuss our draft decision and seek feedback from interested stakeholders.
- We advertised milestones and our public forum on The Weekly Times and ran a social media campaign on LinkedIn, Twitter and Facebook to promote participation in our consultation process.



Number of participants

- Our 'Water price review 2024' Engage Victoria consultation page was viewed 7,435 times by 2,526 visitors between 29 September 2023 and 7 May 2024.
- Our hybrid public forum was attended by 39 participants including Goulburn-Murray Water customers, community groups, consultancy firms, Victorian government representatives, water business staff and ESC staff.



Number of submissions received (written, verbal)

- 20 submissions on Goulburn-Murray Water's price submission
- 11 submissions on our draft decision

Our engagement activities

Hybrid public forum

We held a hybrid public forum on 23 April 2024 with both in-person and online attendance.

A recording of this forum is available on our 'Goulburn-Murray Water price review 2024' web page, [YouTube channel](#) and Engage Victoria. It has gained over 60 views as of 31 May 2024.



Social media

We posted updates on key milestones of the Goulburn-Murray Water price review on our social media platforms including LinkedIn, Twitter and Facebook.

The contents of the social media posts were:

- invitation for feedback on Goulburn-Murray Water's price submission
- key facts about Goulburn-Murray Water's proposal and release of our draft decision
- invitation to submit feedback on our draft decision
- details of the public forum and invitation to attend in-person or online
- post-event messaging and link to view the recording of the public forum.

Examples of the various LinkedIn and Twitter posts:



Essential Services Commission

6K followers
9mo • 🌐



We are commencing our review of Goulburn-Murray Water and Greater Western Water's prices from 2 Oct 2023. The water prices we approve 💧 will apply from 📅 1 July 2024.

...

...see more



Essential Services Commission

6K followers
8mo • 🌐



You can now 🗣️ #HaveYourSay on 💧 Goulburn-Murray Water's 📅 service priorities and proposed prices over the next four years.

...

...see more



Did you know water prices for Goulburn-Murray Water are proposed to change?



Have your say via Engage Victoria by 15 December 2023



Essential Services Commission

6K followers
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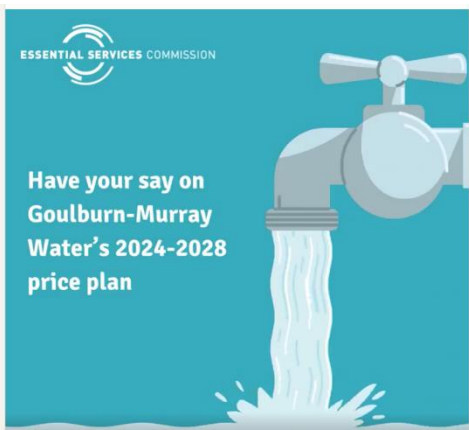
You can now 🗣️ #HaveYourSay on 💧 Goulburn-Murray Water's 📅 service priorities and proposed prices over the next four years.

Your 🗣️ feedback can help inform our decision on the maximum prices that Goulburn-Murray Water can charge you.

Share with us your 🗣️ thoughts at Engage Victoria by 📅 15 December 2023:
<https://lnkd.in/eWKUfEDZ>

For more information, visit our website: <https://lnkd.in/gXaqtgJ>

#WaterPriceReview2024



Essential Services Commission @EssentialVic · Mar 26



We have released our draft decision on @GMWater's proposed prices & service priorities for 2024-2028.

The draft decision is open for feedback on Engage Victoria until 7 May:
<https://go.vic.gov.au/3RQHrQp>

Attend our public forum on 23 April to learn more:
<https://tinyurl.com/2yuyvfzy>



Essential Services Commission @EssentialVic · Apr 5

Are you a customer of @GMWater? Join our hybrid public forum to learn more about Goulburn-Murray Water's proposed prices & service priorities for the next 4 years.

📅 1pm Tues 23 April
📍 Online/South Shepparton Community Centre
📝 Register now: <https://tinyurl.com/3d6yey6j>



ESSENTIAL SERVICES COMMISSION

Goulburn-Murray Water

Price Review 2024

Join our hybrid public forum on our draft decision

📅 1pm Tues 23 April

📍 Online/South Shepparton Community Centre

📝 Register for free

Essential Services Commission @EssentialVic · Apr 29

We recently held a hybrid public forum at South Shepparton Community Centre as part of our review of @GMWater's proposed prices and service priorities for the next four years.

#ICYMI watch the recording on YouTube: <https://youtu.be/sO2kE22gb9w>



Media

We released two media releases on the Goulburn-Murray Water price review 2024 in October 2023 and March 2024, reaching 204 views combined. Example of media releases on our website:



Media releases

26 March 2024

Regulator releases draft decision on Goulburn-Murray Water's pricing to apply from 1 July 2024

Goulburn-Murray Water has proposed lower prices for key services including gravity irrigation, with an extensive engagement program informing the services to be delivered.



Media releases

05 October 2023

Regulator calls for stakeholder feedback on Goulburn-Murray Water's new proposed maximum prices for customers

The Essential Services Commission is seeking stakeholder feedback on how much Goulburn-Murray Water is proposing to charge its customers for water services over the next 4 years, as part of the commission's 2024 water price review.

Newspaper advertisements



ESSENTIAL SERVICES COMMISSION


Review of water prices to apply from 1 July 2024

The Essential Services Commission is starting its review of the prices Greater Western Water and Goulburn-Murray Water propose to charge their customers from 1 July 2024.

The proposals of the two water businesses are set out in price submissions which can be downloaded from www.esc.vic.gov.au/water-price-review-2024

As part of our review, we are providing an opportunity for customers and other stakeholders to comment on the proposals of the water businesses. Feedback is sought by 15 December 2023.

To see how you can provide feedback, go to www.engage.vic.gov.au/ESC-water-price-review-2024



ESSENTIAL SERVICES COMMISSION

GOULBURN-MURRAY WATER PRICE REVIEW 2024

The Essential Services Commission has released a draft decision on the prices and service standards Goulburn-Murray Water proposes to apply from 1 July 2024.

We want to hear what you think. Send us your feedback on the draft decision and price proposal by visiting www.esc.vic.gov.au/water-price-review-2024 or call us on 1300 664 969, or attend our upcoming forum.


You can attend this forum in person or online.

Goulburn-Murray Water 2024 price review: public forum

Date and time: Tuesday, 23 April 2024 from 1:00 pm to 2:00 pm

Location: South Shepparton Community Centre, 290 Archer St, Shepparton VIC 3630 and online

For details on how to join, visit Engage Victoria or email us at water@esc.vic.gov.au



Engage Victoria

Our Engage Victoria consultation page provided information on each stage of the Goulburn-Murray Water price review 2024 and accepted questions, submissions, and feedback from stakeholders during the two consultation periods.


Below is a snapshot of our Engage Victoria consultation page after consultation on the draft decision closed.


The screenshot shows the Engage Victoria website interface. At the top, there is a navigation bar with the Engage Victoria logo, the Essential Services Commission logo, and links for Consultations, About us, Contact us, Login, Register, and Search. Below the navigation bar, there is a breadcrumb trail: Consultations > Water price review 2024. The main heading is "Water price review 2024". Below the heading, there are three tabs: Overview, Participate, and Timeline. The Overview tab is selected. The main content area is titled "Goulburn-Murray Water price review 2024" and contains the following sections:

- Overview**: We are reviewing a price submission by Goulburn-Murray Water. We are reviewing Goulburn-Murray Water's submission covering prices and key outcomes for the four years from 1 July 2024 to 30 June 2028. We released a draft decision outlining our assessment of the proposed prices and outcomes in March 2024. Find out more about our [water price review](#).
- Our consultation on Goulburn-Murray Water's price submission**: We held an online public forum in April 2024, for stakeholders to find out more about our draft decision on Goulburn-Murray Water prices and outcomes to apply from 1 July 2024. Consultation on our draft decision on Goulburn-Murray Water's price submission closed on 7 May 2024. We received 12 public submissions in total. A recording of the public forum and stakeholder submissions are available on our website.
- How does this affect you?**: Our determination impacts how much customers will pay for the services they receive from Goulburn-Murray Water, and the key service outcomes they can expect for the period from 1 July 2024.
- Next steps**: We will consider feedback received via our consultation survey and public forum in preparing our final decision on Goulburn-Murray Water's price submission. We expect to release the final decision and issue a determination that sets the maximum prices that Goulburn-Murray Water may charge customers from 1 July 2024 in June 2024. A summary of our engagement process will also be available on our website at the end of the review.
- Goulburn-Murray Water's price submission**: A list of four files for download:
 - Goulburn-Murray Water Price Submission (PDF, 2.63 MB)
 - Goulburn-Murray Water Price Submission Cover Letter (PDF, 160.85 KB)
 - Goulburn-Murray Water Price Submission (DOCX, 11 MB)
 - Goulburn-Murray Water Price Review Model (XLSX, 3.29 MB)

On the right side of the page, there are two "Follow" buttons and two "Share" buttons, one for each of the main content sections.

Customer fact sheet


 Customer fact sheet - Goulburn-Murray Water price submission
PDF | 179.31 KB


 Customer fact sheet - Goulburn-Murray Water price submission
DOCX | 155.92 KB


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Our draft decision

 Goulburn-Murray Water draft decision
DOCX | 3.21 MB

 Review of Goulburn-Murray Water's Expenditure Forecasts - FTI Consulting
PDF | 1.47 MB

 Assessment of Goulburn-Murray Water's Tariff Reforms - Egis
PDF | 739 MB

Participate

2 activities available

Form - Closed

Have your say on our draft decisions

survey is closed

Form - Closed

Have your say

survey is closed