

2026 Customer Committee Summit

In June 2026, Goulburn-Murray Water's (GMW) Customer Committee members from across northern Victoria came together at the annual Customer Committee Summit to help shape GMW's Price Plan 2028. The Summit marked the launch of GMW's Price Plan 2028-2033 engagement program and brought together customer perspectives from across irrigation areas, water districts, pumped districts, the Loch Garry flood protection area, diversions and drainage services. The feedback gathered will help inform the development and testing of future pricing and service options.

About the Customer Committees

GMW's Customer Committees provide an important forum for customers to share local knowledge, raise issues and help shape future services and pricing. Committee members represent a broad cross-section of customers from different regions and service types and provide advice to GMW on matters that are important to customers and communities.

At the Summit, committee members discussed key topics that will help inform the development of Price Plan 2028.

Price Plan 2028 timeline

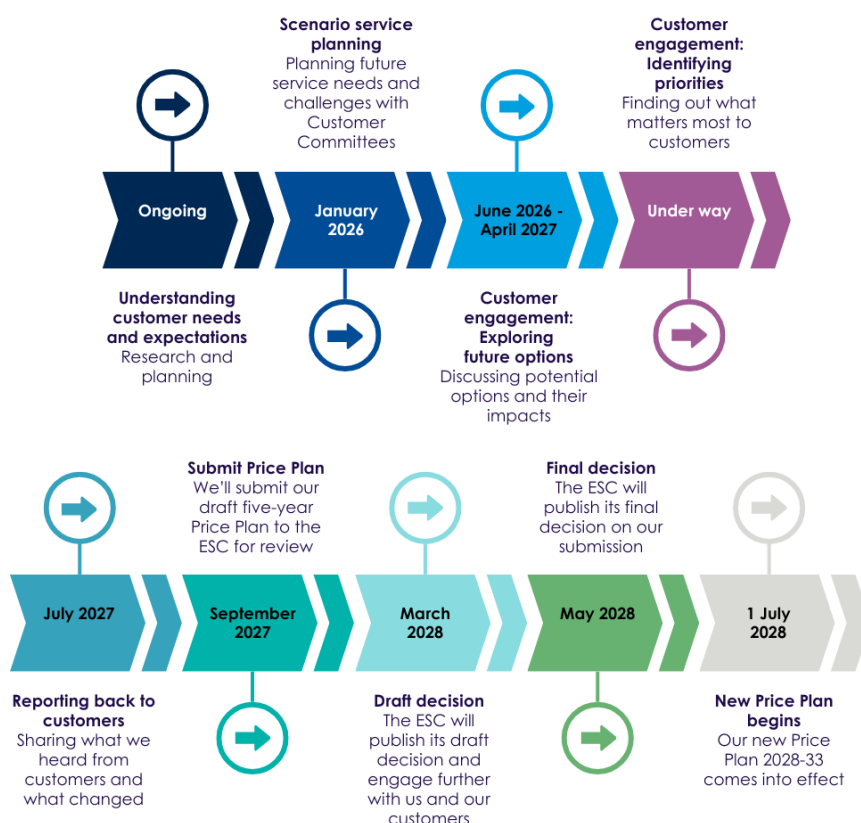


Figure 1: Price Plan 2028 timeline – Engagement is a critical part of GMW's Price Plan journey.

The Customer Committee Summit built on earlier service and asset management workshops with Customer Committees, and marks the official commencement of the Price Plan 2028. Feedback from the Summit will be combined with input from customers gathered through Customer Committee meetings, workshops, surveys, industry forums and broader community engagement over the coming two years.

Key themes

While priorities varied between regions and services, several strong themes emerged across discussions.



Simpler and fairer pricing

Customers want pricing to be easier to understand, and any proposed changes to demonstrate customer value. There was interest in simplifying bills and fees while ensuring pricing remains fair and cost reflective.



Reliable services and better maintenance

Maintaining reliable water delivery remains the top priority. Customers emphasised the importance of investing in core services, improving channel and drainage maintenance, and ensuring service standards continue to meet customer expectations.



Smarter investment decisions

Customer Committees want greater transparency around asset condition, investment priorities and long-term planning. They supported investment that delivers value for money and reflects current and future customer needs.



Better information and communication

There was support for clearer communication, more accessible information and greater visibility of service performance. Customers also highlighted opportunities to make complex topics easier to understand through improved data, digital tools and simpler explanations.



Water security and advocacy

Long-term water security was consistently identified as the most important policy issue. Customers expect GMW to continue advocating for water availability, resilient regional communities and a thriving northern Victoria.

What happens next?

The Summit identified a range of opportunities that will now be explored further through the next stages of the Price Plan 2028 development process. These include potential improvements to pricing structures, service standards, asset planning, customer outcomes and policy advocacy.

The ideas raised at the Summit do not represent final decisions. Any future proposals will be assessed through further customer engagement, affordability considerations, regulatory requirements and detailed analysis.

Continuing the conversation

The Customer Committee Summit is one part of GMW's broader Price Plan 2028 engagement program. Over the coming months, we will continue to engage with customers through Customer Committee meetings, targeted workshops, surveys, industry forums and community conversations.

Together, these discussions will help shape a GMW Price Plan that balances service reliability, affordability and long-term sustainability while supporting a thriving northern Victoria.

To stay informed and get involved, keep an eye on our website: yoursay.gmwater.com.au/price-plan-2028.