

Diversions Cost Review

Ensuring the activities we undertake to service our Diversions customers match our fees and charges

Background

Goulburn-Murray Water (GMW) is reviewing the costs of providing services to our Diversions customers.

Feedback received by the Essential Services Commission (ESC) on GMW's Price Submission 2024 led to a recommendation that GMW broadens the accuracy of its data and the assumptions that underly the calculations of its Diversions tariffs.

Aim of the Diversions Cost Review

The Review will include capturing actual data for activities associated with our Diversions services.

This will help us ensure that the tariffs promote cost reflectivity and efficiency, and lead to better understanding for our customers of what it is that we do as part of our fees and charges.

During the review, GMW is committed to:

- Capturing data on actual activities under Diversions
- Reviewing data collected for activities and aligning Diversions Inspectors' duties and core functions
- Testing the assumptions made in setting all Diversions tariffs
- Establishing a representative Customer Reference Group
- Reviewing any impact in the Annual Price Review Process

At completion of the review, GMW will confirm with the Customer Reference Group whether the tariffs' assumptions (costs and cost-drivers) have been validated.

Diversions Cost Review Customer Reference Group

As part of the Diversions Cost Review, a Customer Reference Group will be involved at key times to provide considered input and advice on the Review's direction and deliverables to ensure it meets overall objectives.

The Group will be representative of all Diversions customer groups, including large, medium and small customers from the regulated, unregulated and groundwater services.

How the Customer Reference Group will function

The Customer Reference Group will provide its recommendations or advice through a series of meetings and discussions.

Group members will draw on their local knowledge and experience to contribute to the Review and work with GMW.

The Group is expected to meet up to four times during the Review period, and in-person attendance is preferable.

An independent facilitator will undertake each meeting, conducting the proceedings in an impartial manner.

Apply for the Customer Reference Group

Expressions of Interest for the Diversions Cost Review will open on Tuesday 16 July 2024 and close on Wednesday 31 July 2024.

If you are interested, fill out the online form at yoursay.gmwater.com.au/diversions-cost-review

If you would prefer to fill out a hard copy form, please phone us on 1800 013 357.

More information

If you would like more information on the Diversions Cost Review, you can:

- Phone us on 1800 013 357
- Email reception@gmwater.com.au
- Go to yoursay.gmwater.com.au