



Grampians
Wimmera
Mallee

Rural Customer Charter Update



Current Rural Charter

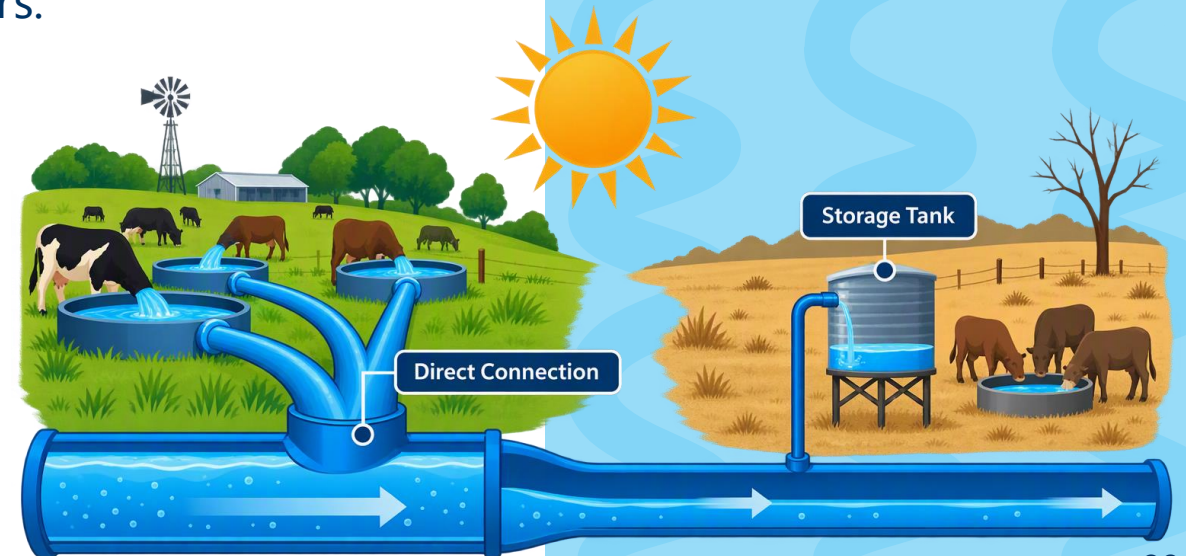
- GWMWater recently completed a comprehensive review and update of the Rural Customer Charter.
- During that revision, the explicit requirement for three days of on-property storage was inadvertently omitted.
- This was an unintentional oversight.
- The requirement remains fundamental to the design and operation of the rural pipeline network.
- GWMWater is adding the requirement back into the Charter.

This is a restoration of an existing requirement, not a new service expectation.

Why on-property storage is essential

- Rural pipelines service large geographic areas affordably and equitably.
- Water is delivered progressively rather than meeting instantaneous demand.
- Customers' annual allowances are made available over the year.
- On-property storage should be sized to meet household, livestock and business demand.
- Removing the storage requirement could require significant network upgrades and result in higher costs for rural customers.

**The meter supplies the tank.
The tank supplies the property.
Minimum storage: 72 hours of peak demand.**



What does this mean in practice?

- On farm storage supports customers and the wider network. It helps to:
 - Protect customers during supply interruptions.
 - Manage summer and peak-period demand.
 - Reduce impacts on downstream customers.
 - Prevent reliance on instantaneous pipeline pressure.
 - Protect the network through appropriate backflow prevention.

The question for today:

How should GWMWater encourage and manage compliance with the requirement?

