

# Important Update of Fees and Charges for 2024/25



## Key points:

- First year review of new charging structure complete; customer feedback invaluable
- Unbudgeted revenue from Usage Above Delivery Allowance Fee to be applied back to customers
- Meter Service Fees and Delivery Entitlement Fees all reduced
- Invoicing to be simplified by charging Delivery Entitlement Fee evenly across quarterly invoices

Dear Valued Customer

I am writing to provide you with an important update regarding our fees and charges for the coming year (see 2024/25 Schedule of Charges enclosed).

Over the past year we introduced a new charging structure, and we are grateful for the feedback we received from many of you during this period. Your questions, concerns and insights have been invaluable in helping us understand customer impact, especially during these challenging times.

The WMI Board and management have completed a comprehensive review of the first year under the new charging structure. This review was aimed at assessing the impact of the new fees and charges on our operations and our customers. We are pleased to inform you that, thanks to your feedback and our careful management, we have some positive news to share.

We have been prudently managing our expenditure, without compromising the quality of service. As well the company has generated unbudgeted revenue, mainly from the Usage Above Delivery Allowance Fee (casual user). We are committed to using this additional revenue in a way that benefits our customers directly. As a result, we have decided to reduce the Meter Service Fee and the Delivery Entitlement Fee for the upcoming year. This reduction reflects our commitment to providing value and relief to our customers, particularly in the current economic climate. All other WMI fees and charges remain the same. Note: The NSW Government (pass-through) charges increased by 3.6%.

As part of the Board's review, they concluded that the objectives of the new charges were met.

However, they also agreed that some administrative changes would improve the ease of doing business with our company. In response, we are streamlining our invoicing process. Starting in 2024/25 the Delivery Entitlement fee will be charged evenly across the quarterly invoices. Statements will only be issued if there are any outstandings and/or if additional transactions are incurred, such as water or delivery trade. We believe this will simplify the billing process and make it more convenient for you to manage your payments.

We appreciate your continued support and understanding as we navigate these times together. Your feedback continues to play a crucial role in shaping our decisions and improving our services.

Should you have any questions or require further information please do not hesitate to contact us.

Sincerely

Judith Damiani

CEO

11 June 2024