




Victoria's water businesses send us submissions on proposed prices and key outcomes for their customers. We assess the submissions and make price determinations on the maximum price they can charge for their services from 1 July 2023 to 30 June 2028.

### Snapshot

Bills	Tariffs	Outcomes
		
Typical annual residential owner occupier water bills for 2023-24 and 2024-25 will be \$1,292, 7.9 per cent lower compared to 2022-23. This excludes inflation, which is added to bills each year. <sup>1</sup>	GWMWater proposes to introduce an industrial fire service tariff to commercial customers in industrial zones and reduce bulk water tariffs.	GWMWater reviewed and refined its outcome commitments and measures, in response to customer feedback.  GWMWater proposes to include two additional guaranteed service level commitments for urban customers.

Information about our price review process and GWMWater's price submission is available at [www.esc.vic.gov.au/water-price-review-2023](http://www.esc.vic.gov.au/water-price-review-2023)

### Feedback on GWMWater's proposal

Submitting your feedback by **1 December 2022** will help us prepare for the release of our draft decision. Send us your feedback via <https://engage.vic.gov.au/water-price-review-2023>.

<sup>1</sup> You can access latest independent forecasts for inflation via <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release>.

## What are the changes to prices and tariffs?

Overall proposed prices for GMMWater customers will decrease in the first year by between 7.9 per cent and 10 per cent (before inflation).

Customers in industrial zones in nominated towns will transition to a new industrial fire service tariff as GMMWater completes the planned fire service connection upgrades, to meet firefighting infrastructure requirements of the National Construction Code, on a town-by-town basis.

Bulk water and commercial off-season usage charges will decrease further in the second year. Urban water – potable and rural pipeline charges will increase slightly (before inflation) on completion of service improve projects in year three and year five.

## How will this affect your bill?

Prices and tariffs are only part of the bill. Your actual bill depends on factors such as the amount of water and services you use. GMMWater provided us with typical bills for different customer groups and water volumes.

### Typical water and sewerage bills (not including inflation)

Customer Group	Average consumption (kL p.a.)	2022-23 annual bill	2023-24 annual bill	2027-28 annual bill
Residential (Owner occupier)	240	\$1,404	\$1,292	\$1,307
Residential (Tenant)	240	\$422	\$388	\$391
Non-residential (Medium)	390	\$1,649	\$1,517	\$1,533

## What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that they will deliver to their customers over the following five years. The set of outcomes, measures and targets are unique to each business, reflecting those performance elements that matter most to customers, as revealed through the customer engagement process.



GMMWater worked with its customers to develop five major outcomes, with measures and targets to track its performance. GMMWater’s outcome commitments to its customers are:

- Safe Drinking Water
- Clean Non-drinking Water – Urban
- Clean Non-drinking Water – Rural
- Reliable and affordable services
- Healthy and Liveable Region

In addition, GMMWater proposes to maintain existing Guaranteed Service Level commitments for urban customers and to introduce two new Guaranteed Service Level commitments relating to multiple interruptions.

GMMWater also proposed:

- improving water quality, including bringing more towns onto drinking water supply and improving the quality of non-drinking water supplies
- increasing the minimum water flow service standard to urban water customers
- continuing planning for water security for the longer term.

## What are the major works that will go on around you?

(\$ million before inflation)

Project	Detail	Total
East Grampians Water Supply Project	This is a continuation of a project which is currently in progress. It will provide up to 1,500 rural customers access to a reticulated water supply and service regional farming, viticulture and animal industries.	16.6
Northern Mallee Pipeline Clean Water Project	This project will provide customers on Nyah and Piangil systems with cleaner water.	9.2
Kaniva Water Quality Upgrade	This project is currently in progress and will be continued to provide the town with treated water	8.5

	sourced from the Dimboola Water Treatment Plant via a 38km pipeline from Nhill.	
Berriwillock and Culgoa Water Quality Upgrade	This project will address water quality issues and will service Berriwillock and Culgoa from spare capacity in the Warracknabela to Sea Lake drinking water pipeline.	5.7
Dimboola Wastewater Treatment Plant and Reuse System upgrade	This project will upgrade aging infrastructure and enable effective treatment and management of wastewater and eliminate the risk of environmental damage.	7.8

## How much revenue is required from 2023 to 2028?

We require each business to tell us what revenue it will require for the next five years. This helps us understand how GWMWater calculated the prices in its submission.

GWMWater forecasts that it needs **\$191 million** of operating expenditure and **\$204 million** of capital expenditure to provide its services to customers over the next five years. To fund this, it requires **\$327 million in revenue**, a decrease on the annual average from past years.

## Got a question?

[View our contact details](#) and follow us on [LinkedIn](#) and [Twitter](#).

