

Giving our customers a better deal

October 2022



OFFICIAL

The challenge

- Our community is facing economic uncertainty and high levels of disadvantage
 - Cost of living pressures
 - Major economic transition
 - One of the highest cohorts of social and financial disadvantage in the state
- Predominant theme from customer and community engagement was affordability and fairness
- We recognise the limitations of our 2018 Price Submission - our customers expect and deserve more
- Acute exposure to major customer revenue fluctuation - we needed to be more strategic
- Global and sector challenges impacting our business - it is our responsibility to protect our customers (where possible) from these impacts

Our transformation

- Over the last five years, we've transformed our business to genuinely place customers at the centre of everything we do
 - *“Excellent process that should be provided as a benchmark example to other Victorian water authorities on consumer engagement.”*
 - *“The CRG aims and objectives as outlined by Gippswater are being worked toward in a systematic way. This appears to have been a positive initiative.”*
 - *“I have been mightily impressed by the thoroughness, comprehensiveness and conscientiousness of Gippsland Waters processes of involving community in the development of its strategic directions on prices and services”*
- We have changed how we do things - stronger focus on productivity improvement and accountability
- The role of our Board has changed
- Robust governance to ensure our best offer was lodged
- The beginning of a continuous journey

Maximising customer value

- Our customers are helping us shape our future

“We confirm that Gippsland Water’s engagement with the community was authentic, comprehensive, broad and deep. We believe that material matters were engaged upon, and that customer priorities were considered and are evident in the submission.” (CRG)

- Broad, deep and extensive engagement leading to stronger outcomes and higher levels of service and accountability
- Introduction of new customer perception measures aligned with outcomes, targeting improving performance
- Commitment to ongoing reduction in cost to serve
- Largest reduction in controllable opex/connection across the state
- Accepted a number of risk positions that are saving customers ~\$60+ per annum
- One of five offering a price reduction – biggest regional decrease in the state
- Average urban residential customer bill reducing by \$91 by 2027-28
- Ongoing customer engagement during the regulatory period to ensure accountability



Safety and Wellbeing



Customer Focused



Integrity and Respect



Accountability



Collaboration



Innovation