



**Greater Western Water**  
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28 September 2023

Marcus Crudden  
Executive Director, Price Monitoring and Regulation  
Essential Services Commission  
Level 8, 570 Bourke Street  
Melbourne Vic 3000

Dear Marcus,

### **Greater Western Water Price Submission**

On behalf of Greater Western Water's Board, we proudly present Greater Western Water's (GWW) first Price Submission.

As a new water corporation, the price submission has provided us a unique opportunity to talk to and understand our new customer base, include their voices throughout our price submission and establish ongoing engagement that will continue the conversation.

Over 18 months, extensive and inclusive engagement revealed that customer values and expectations of their water corporation had not changed significantly since the last price submissions, but their priorities have changed, reflective of the challenging economic climate facing many households. These views have shaped our submission.

Our first price submission establishes a strong foundation for GWW by improving the resilience and reliability across our water and sewage network with fit-for-purpose processes and systems, while lowering prices for most of our customers. We are working towards providing a similar price for similar service across our service region, with key improvements based on what our customers told us is the most important. Key features of our price submission include:

#### **Water Bills**

We will deliver declining and stable water bills during this regulatory period for most residential customers.

The only exception to this is for western region tenant customers (about 3% of our customer base) who will see a small increase of approximately \$6.50 per year. This increase is caused by a shift towards higher variable charges and lower fixed charges in the western region, reflecting customer preferences and to better align tariff structures between the two service regions.

Greater Western Water respectfully acknowledges the peoples of the Kulin Nation as the Traditional Owners of the lands and waterways on which our service area lies. We pay our deepest respects to their Ancestors and Elders past, present and emerging

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Increased funding for our customer support programs will ensure we can support any impacted Western region tenant customers, meet the new water industry standards and provide better support for our entire customer base.

### **Customer and partner commitments**

Through our engagement program we have developed five new customer endorsed outcomes and established ongoing stewardship to track our performance and keep us accountable. Our other commitments to our customers and partners include:

- A refreshed Guaranteed Service Level scheme that fairly balances risk between GWW and our customers, increasing the number and value of payments available.
- Commitment to refresh our 2023 Strategy to align with our price submission engagement findings for what customers told us are their priorities.
- Our ongoing commitment to Traditional Owners through increasing funding for meaningful engagement and water returns.

### **Efficient investment and expenditure:**

We are investing \$1.7 billion to reduce risk, improve compliance with regulatory obligations and deliver on our customer outcomes.

This investment, along with a sustainable efficiency program, will allow us to reduce our operating expenditure per connection from \$341 to \$310 over the regulatory period with an ambitious 3% average annual efficiency target.

### **Delivering on customer priorities**

Based on feedback from surveys, focus groups, community pop-ups and our deliberative panel we will:

- Maintain the current level of unplanned outages and response times.
- Improve our impact on the environment, water quality and drought resilience.
- Improve our use and supply of alternative water.
- Improve communication and customer service for all customers.

Through significant internal and external changes, we have looked after our customers. Customers have paid no more than they would have with Western Water or City West Water since integration. Many customers have already paid less and will continue to pay less during this regulatory period. We have put our best offer forward to deliver value for our customers and set GWW up for long-term success.

We look forward to presenting GWW's first price submission to the Commissioners on 23 October. If you have any questions in the meantime, please get in touch with us.

Yours sincerely,



DAVID MIDDLETON  
Chair



MAREE LANG  
Managing Director