






In June 2023 the Essential Services Commission released its final decision on South East Water's price submission. The final decision completes our review of the maximum prices that South East Water may charge for its services for a five-year regulatory period from 1 July 2023 to 30 June 2028.

Snapshot

Bills	Tariffs	Outcomes
		
<p>Typical annual residential owner occupier water and sewerage bills for 2023-24 will be \$990 (including inflation), a 2.3 per cent increase from \$967 in 2022-23.</p>	<p>Overall, prices will generally remain unchanged (before inflation) for the last four years.</p> <p>South East Water has combined its residential sewage disposal charge and its residential variable water charge.</p>	<p>South East Water will retain its five outcomes for the period 2023–28, as reaffirmed with its customers. However, its measures and targets have been refined to reflect customer expectations and increased service capabilities.</p> <p>It will introduce three new guaranteed service level commitments.</p>

Information about, our price review process, our draft decision and South East Water's price submission is available at www.esc.vic.gov.au/water-price-review-2023.

What are the changes to prices and tariffs?

A typical annual occupier water and sewerage bill for 2023-24 will be \$990 (including inflation), a 2.3 per cent increase from \$967 in 2022-23.

For the remaining four years of the price period, prices will generally remain unchanged (before inflation) until 2027-28.

South East Water has combined its residential sewage disposal charge and its residential variable water charge.

Combined water, sewer and recycled water new customer contributions for each growth area will increase by 5 per cent per year (before inflation). 'Other areas' (infill) water and sewer new customer contributions will increase by 5 per cent per year (before inflation).

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. Estimated typical bills for different customer groups and water volumes are below.

Typical water and sewerage bills (including inflation)

Customer Group	Average consumption (kL p.a.)	2022-23 annual bill	2023-24 annual bill
Residential (Owner occupier)	150	\$967	\$990
Residential (Tenant)	150	\$515	\$526
Non-residential (Small)	150	\$1,281	\$1,315
Non-residential (Medium)	1,000	\$5,594	\$5,742
Non-residential (Large)	10,000	\$51,254	\$52,609

What are the outcomes for customers?

As part of its price submission, South East Water consulted with customers to develop a set of outcomes to guide service delivery during 2023 to 2028. South East Water worked with its customers to develop five outcomes, with measures and targets to track its performance. South East Water's outcome commitments to its customers are:

- Get the basics right, always
- Warn me, inform me



- Fair and affordable for all
- Make my experience better
- Support my community, protect our environment.

In addition, South East Water will maintain existing guaranteed service level commitments for customers and introduce new customer guaranteed service level commitments related to water spills, notification of water supply interruption and a community guaranteed service level commitments related to water quality events.

South East Water will also:

- Streamline customer processes and give customers information when they need it
- continue to learn from traditional owners in its service region and engage with them in water and land planning and management.

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

(\$ million before inflation)

Project	Detail	Total
Digital metering – new connections and exchanges project	This project is replacing mechanical meters with digital meters to deliver water savings, increase customer satisfaction and improve planning capability.	203.5
Hanna Street branch sewer upgrade	This project will increase sewage capacity to meet projected growth in the Southbank and South Melbourne area.	69.4
South East Regional Biofactory – Stage 1	This project involves the design and completion of early works relating to the Biofactory, which will enable energy efficient water treatment and water recycling. This is part of a broader plan to upgrade South East Water’s wastewater treatment and lower emissions.	29.8

Mount Martha Water Recycling Plant Augmentation	This project will replace or refurbish aging infrastructure and increase capacity at the Mount Martha Water Recycling Plant.	54.1
Ballarto Road East Pump Station and Rising Main	This project will deliver a permanent sewerage pumping station and rising main to the Pakenham waster recycling plant, to meet current and projected growth in the area.	31.2

How much revenue is required from 2023 to 2028?

Our final decision for South East Water allows operating expenditure of \$3,530.0 million and gross capital expenditure of **\$1,897.6 million** to provide its services to customers over the next five years. To fund this, South East Water requires **\$4,738.0 million** in revenue.

Got a question?

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