






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

### Snapshot

| Bills  | Tariffs   | Outcomes   |
|--|---|--|
|    |   |    |
| Typical annual residential owner occupier water and sewerage bills for 2023-24 will be \$1,193 (including inflation), a 7.9 per cent increase from \$1,106 in 2022-23. | Wannon Water will reduce its fixed water service charges by 1.2 per cent per year (before inflation) and increase its water usage charge by 2.1 per cent per year (before inflation), for residential customers, to provide greater control over bills. | Wannon Water worked with its customers and community to develop a set of new outcome commitments, measures, and targets for the 2023-28 regulatory period. |

Information about, our price review process, our draft decision and Wannon Water’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).

### What are the changes to prices and tariffs?

A typical annual owner occupier water and sewerage bill for 2023-24 will be \$1,193 (including inflation), a 7.9 per cent increase from \$1,106 in 2022-23.

Wannon Water will increase the ratio of variable to fixed charges after customer consultation supported greater control over bills. Wannon Water proposes to decrease its fixed water charge by 1.2 per cent per year and increase its usage charge by 2 per cent per year.

## 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) | 142                           | \$1,106             | \$1,193             |
| Residential (Tenant)         | 142                           | \$207               | \$226               |
| Non-residential (Small)      | 100                           | \$1,122             | \$1,211             |
| Non-residential (Medium)     | 1000                          | \$4,192             | \$4,526             |
| Non-residential (Large)      | 5000                          | \$15,983            | \$17,299            |

## What are the outcomes for customers?

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

- Ongoing reliability of water and sewerage services
- Ongoing protection of the environment through action and education, prioritising Country and our communities
- Fair and reasonable bills for all
- Improved water quality in identified communities
- Improved customer experience of our products and services
- Active partnerships for healthy and resilient communities.

In addition, Wannon Water will maintain Guaranteed Service Level commitments for customers.

Wannon Water will also improve access to its financial support programs and build capability to ensure it has proactive hardship identification, communication and outreach.

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

(\$ million before inflation)

| Project   | Detail   | Total |
|---|--|-------|
| Warrnambool Sewage Treatment Plant Upgrade                                      | This project will upgrade the Warrnambool Sewage Treatment Plant to increase capacity, cater for current and future growth.  | 52.9  |
| Installation of UV Disinfection Tanks at the Warrnambool Sewage Treatment Plant | This project will ensure that environmental requirements continue to be met.   | 5.9   |
| Hopkins Point Road Water Supply Upgrade   | This project will provide a new water storage facility and associated infrastructure to supply Warrnambool's Hopkins Point Road development area with permanent supply of water.   | 3.0   |
| Camperdown Water Treatment Plant UV System installation                         | This project will improve water treatment at the Camperdown Water Treatment Plant to ensure compliance with health based target.   | 1.8   |
| Great Tasting Water project   | <p>This project will provide the infrastructure to improve the quality of drinking water in at least one groundwater supplied town.</p> <p>Our final decision includes 1.6 million of funding to be recovered through prices in the 2023—28 regulatory period to deliver this project.</p> | 1.6   |

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

Our final decision for Wannon Water allows operating expenditure of **\$251.9 million** and gross capital expenditure of **\$143.0 million** to provide its services to customers over the next five years. To fund this, Wannon Water requires **\$376.0 million** in revenue.

## Got a question?

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