

## Trend in flat or falling water bills continues

A new report shows Victorian water and sewerage bills fell slightly on average in 2020–21, continuing the relatively steady or slight declines seen in customer bills since 2018-19.

The Essential Services Commission's [annual water report](#) shows the water and sewerage bill for a typical owner-occupier in Melbourne fell \$6 to \$997, with the regional average down \$3 to \$1,115.

Across the 16 businesses providing urban water and sewerage services, typical household bills were lowest for customers of Goulburn Valley Water (\$888) and North East Water (\$918), and highest for GWMWater (\$1,346) and Coliban Water (\$1,344).

In metropolitan Melbourne, typical household bills were lowest for customers of City West Water (\$934), which is now part of Greater Western Water, and South East Water (\$971).

The commission's executive director of pricing Marcus Crudden says the bill outcomes are good news for customers.

"While bills have generally been flat or falling in recent years, water businesses continue to maintain or enhance their support for customers, particularly for households and small businesses struggling to pay their bills because of pandemic impacts," he said.

Mr Crudden says upcoming price reviews will also give customers a chance to have their say on prices and services.

"Now is the time for customers to get in touch with their business if they want to have their say on future prices and services," he said.

Among the other main findings, the commission found average annual household water use fell slightly in 2020–21 to 156 kilolitres. The change came from regional areas, where usage fell two per cent, while usage in metropolitan Melbourne was the same as the previous year.

Average water consumption is generally higher in Victoria's north and north-west, with customers of Lower Murry Water using the most water on average (477 kilolitres), followed by Goulburn Valley Water (224 kilolitres) and GWMWater (221 kilolitres). This compares to average household water consumption below 150 kilolitres in metropolitan Melbourne.

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## Water consumption and bills by water business

Business	Average annual household consumption (kL)	Typical household bill – owner-occupier (\$ nominal)
Barwon Water	157	1,033
Central Highlands Water	147	1,217
City West Water*	138	934
Coliban Water	193	1,344
East Gippsland Water	145	1,194
Gippsland Water	164	1,331
Goulburn Valley Water	254	888
GWMWater	221	1,346
Lower Murray Water	477	982
North East Water	200	918
South East Water	148	971
South Gippsland Water	118	1,053
Wannon Water	139	1,089
Western Water*	175	1,029
Westernport Water	92	1,189
Yarra Valley Water	149	1,058

Note: Annual consumption in some areas tends to be lower due to a high level of seasonal customers, with high consumption in summer and very low consumption at other times.

\*Merged to form Greater Western Water from 1 July 2021.