



In June 2018 the Essential Services Commission released its final decision on Goulburn Valley Water's price submission. The final decision completes our review of the maximum prices that Goulburn Valley Water may charge for its services for a five year regulatory period from 1 July 2018 to 30 June 2023.

We undertook this review under our new pricing framework that helps promote better value and outcomes for water customers. As part of this process, water businesses sent us submissions on their proposed prices and key outcomes. We assessed proposals against a legal framework established by the Victorian Government. We sought feedback from customers at multiple points throughout the price review process to inform our decision making in an open and consultative manner.

Snapshot

Bills	Tariffs	Outcomes
<p>The typical residential owner occupier water bill for 2018-19 is estimated to be \$919 including inflation. This is a decrease of \$19 or 2.0% from \$938 in 2017-18.</p> <p>In 2022-23 the typical annual bill is forecast to be \$848 (before inflation).</p>	<p>Overall prices will reduce by 2% before inflation each year until 2022-23 (9.6% overall).</p> <p>Tariff structures will remain the same as past years. It will trial changes to fixed and variable tariffs for customers in Kilmore who wish to have greater control of their bills.</p>	<p>Goulburn Valley Water developed new service standards and targets and will report to customers annually on its performance.</p> <p>It introduced four new Guaranteed Service Levels and will target improvements in taste and water pressure.</p>

Do you want to know the difference between bills and prices? For this and more information about our price review process and Goulburn Valley Water's final decision, go to

<http://www.esc.vic.gov.au/waterpricereview>





What are the changes to prices and tariffs?

Overall, prices for Goulburn Valley Water customers will **decrease**. Goulburn Valley Water will retain the same tariff structures.

It will continue to charge residential and non-residential water services a two-part tariff with a fixed service charge and a variable usage component that depends on water use. Residential and non-residential sewerage customers will be charged a fixed service charge only.

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 bills are provided below.

Typical water and sewerage bills in 2018-19 dollars

Customer group	Average consumption (kL p.a.)	2018-19 annual bill	2022-23 annual bill
Residential (Owner occupier)	260	\$919	\$848
Residential (Tenant)	260	\$305	\$282
Non-residential (Small)	100	\$732	\$675
Non-residential (Medium)	750	\$2,224	\$2,052
Non-residential (Large)	1,200	\$3,493	\$3,222

Bills are indicative. 2018-19 annual bills include inflation. 2022-23 annual bills will vary with inflation.

What are the outcomes for customers?

As part of its price submission, Goulburn Valley Water consulted with customers to develop a set of outcomes to guide service delivery during 2018 to 2023. During this consultation it identified four outcomes and a range of activities and targets to monitor how it performs in delivering these outcomes.

Some of the ways Goulburn Valley Water plans to improve value for customers include new ways to exchange information with customers, improving the taste of drinking water in some towns, rolling out drinking fountains and trialling changes to fixed and variable tariffs for customers who wish to have greater control of their bills.

Service standards for reliability and attending faults will be similar to past years and it will introduce new Guaranteed Service Levels around water pressure, water taste, access to potable water and SMS notification of supply interruptions.





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

(\$ million before inflation)

Project	Detail	Total
Broadford Water Treatment Plant Upgrade	This project will increase the capacity of the Broadford Water Treatment Plant to provide for future growth in Broadford, Heathcote Junction, Kilmore and Wandong.	7.4
Shepparton Raw Water Pump Station Augmentation	The construction of an additional Raw Water Pump Station at Shepparton Water Treatment Plant will provide capacity for future growth in Shepparton and Mooroopna.	5.9
Climate Change Mitigation Strategy	Goulburn Valley Water is targeting a 30 per cent reduction in carbon emissions by 2025. To achieve this it will invest in renewable energy and energy efficiency improvements to reduce emissions.	5.8
Digital Enablement Strategy	This project will improve digital options for customers including a customer portal for both residential and connection customers (developers, plumbers, builders, consultants) and online faults and interruptions mapping. It will also replace a number of major business systems including Asset Management and Billing.	5.7

How much revenue is required from 2018 to 2023?*

Our final decision for Goulburn Valley Water allows operating expenditure of **\$231 million** and gross capital expenditure of **\$145 million** to provide its services to customers over the next five years. To fund this, Goulburn Valley Water requires **\$373 million in revenue**, an **increase** from \$359 million required during 2013 to 2018.

This additional revenue will not increase prices in the next five years because of growth in population and the efficiencies Goulburn Valley Water plans to make.

*The numbers in this section are in 2017-18 dollars.

Got a question?

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