



Victoria's water businesses send us submissions on proposed prices and key outcomes for their customers. We assess the submissions and make price determinations on the maximum price they can charge for their services. New prices need to be in place by 1 July 2018.

Snapshot

Bills	Tariffs	Outcomes
<p>The annual residential owner occupier water bill for 2018-19 will be \$1,326 before inflation, down from \$1,339 in 2017-18. This decrease is \$13, or 1.0%.</p> <p>In 2022-23 the typical annual bill is forecast to be \$1,273 (not including inflation).</p>	<p>On average, prices are proposed to reduce by 1% before inflation, each over the next five years.</p>	<p>Coliban Water proposes to increase the number of Guaranteed Service Levels from 4 to 18, including some with rebates payable to the community.</p>

Do you want to know the difference between bills and prices? For this and more information about our price review process and Coliban Water's price submission, go to <http://www.esc.vic.gov.au/waterpricereview>

Send us your feedback on Coliban Water's proposal

Submitting your feedback to Coliban Water's price submission by **10 November 2017** will help us prepare for the release of our draft decision.

Any feedback submitted after this date will still be considered as part of our consultation process. Send your feedback to water@esc.vic.gov.au or call (03) 9032 1300.



What are the changes to prices and tariffs?

Coliban Water has proposed residential and non-residential prices for its customers that will on average **go down** (before inflation) each year of the five year period from 2018 to 2023.

The majority of its tariffs are forecast to change at inflation less 1 per cent, with some exceptions including the northern pricing zones due to price harmonisation to ensure uniform variable water prices and better reflect the costs of supply for all customers.

Coliban Water has proposed to change its form of price control to a hybrid revenue cap and continue price decreases of one per cent each year (before inflation) for a total of 10 years

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. Coliban Water provided us with typical bills for different customer groups and water volumes.

Typical water and sewerage bills (not including inflation)

Customer group	Average consumption (kL p.a.)	2017-18 annual bill	2018-19 annual bill	2022-23 annual bill
Residential (Owner occupier)	188	\$1,339	\$1,326	\$1,273
Residential (Tenant)	188	\$424	\$420	\$403
Non-residential (Small)	60	\$1,050	\$1,040	\$999
Non-residential (Medium)	188	\$1,339	\$1,326	\$1,273

What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that customers will receive during 2018 to 2023. Coliban Water proposed five outcomes along with activities and targets to measure how it performs in delivering these outcomes.

Coliban Water proposes to increase the number of Guaranteed Service Levels from four to 18, including some with rebates payable to the community when Guaranteed Service Levels are not met.



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

(\$ million before inflation)

Project	Detail	Total
Western Bendigo region water network augmentation	This project proposes the duplication and upsizing of several mains in that rapidly expanding region. This project will assist to achieve service levels and provide additional flows and pressures.	13.3
Bendigo water reclamation plant sludge processing upgrades	This project proposes to increase the capacity of the sludge handling system. This will address major operational issues and ensure Environment Protection Authority Victoria licence compliance.	11.1
Strathfieldsaye water network augmentation	This project proposes augmentation to the Strathfieldsaye region water network to provide additional flows and maintain service by constructing a new water main to that growing region.	9.1
Kyneton water reclamation plant lagoon compliance works	This project proposes compliance works at the Kyneton Water Reclamation Plant to manage current flows and loads from industrial customers to ensure ongoing compliance with EPA requirements.	6.8

How much revenue is required from 2018 to 2023?

We require each business to tell us what revenue it will need for the next five years. This helps us understand Coliban Water's prices in its submission.

Coliban Water forecasts that it needs **\$338 million** of operating expenditure and **\$197 million** of capital expenditure to provide its services to customers over the next five years, which includes \$51 million to fund privately operated major treatment plants. To fund this, Coliban Water requires **\$616 million in revenue**, an **increase** from \$554 million during 2013 to 2018. This additional revenue will not increase prices in the next five years because of growth in population and the efficiencies Coliban Water plans to make.

Got a question?

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