



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
Typical residential owner occupier water bills for 2018-19 will be \$902 before inflation, down from \$920 in 2017-18, a decrease of \$18, or 2.0% . In 2022-23 the typical annual bill is forecast to be \$832 (not including inflation).	Overall prices will reduce by 2% before inflation each year until 2022-23 (9.6% overall). Goulburn Valley Water proposes no changes to its tariff structures.	Goulburn Valley Water has proposed to improve some service standards, introduce new Guaranteed Service Levels, and will hold an annual performance forum where it will discuss its performance with customers.

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 price submission, go to <http://www.esc.vic.gov.au/waterpricereview>

Send us your feedback on Goulburn Valley Water's proposal

Submitting your feedback to Goulburn Valley 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?

Overall, proposed prices for Goulburn Valley Water customers will **decrease**. Goulburn Valley Water will retain the same tariff structures as 2013 to 2018.

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. Goulburn Valley 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)	260	\$920	\$902	\$832
Residential (Tenant)	260	\$306	\$300	\$276
Non-residential (Small)	100	\$732	\$718	\$662
Non-residential (Medium)	750	\$2,228	\$2,183	\$2,014
Non-residential (Large)	1200	\$3,498	\$3,428	\$3,162

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. Goulburn Valley Water has proposed four outcomes and a range of activities and targets to monitor how it performs in delivering these outcomes. These include improvements in some service levels and new Guaranteed Service Levels around water pressure, water taste, access to potable water and SMS notification of supply interruptions.

Goulburn Valley Water proposes to host an annual performance forum where it can share updates on how it is delivering on its service commitments and receive feedback from customers about its performance.



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 of a number of major business systems including Asset Management and Billing.	5.7

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 Goulburn Valley Water's prices in its submission.

Goulburn Valley Water forecasts that it needs **\$243 million** of operating expenditure and **\$145 million** of capital expenditure to provide its services to customers over the next five years. To fund this it requires **\$376 million in revenue**, an **increase** from the \$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.

Got a question?

[View our contact details](#) and follow us on [LinkedIn](#) and [Twitter](#).

