



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>Typical annual residential owner occupier water bill for 2018-19 will be \$1,049 before inflation, up from \$978 in 2017-18. An increase of \$71, or 7.3%.*</p> <p>In 2022-23 the annual bill is forecast to be \$1,200 (not including inflation).*</p>	<p>For residential and non-residential customers volumetric charges will increase and fixed charges will decrease to better reflect the costs of the service.</p>	<p>South Gippsland Water proposes new service standards and measures.</p> <p>Guaranteed Service Levels will be similar to previous years.</p>
<p>*On 14 December 2017, we updated the bill impact to reflect the average consumption of South Gippsland Water's customers</p>		

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

Send us your feedback on South Gippsland Water's proposal

Submitting your feedback to South Gippsland 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 South Gippsland Water customers will **go up**. In addition, South Gippsland Water has proposed to alter their tariff structures through a combination of:

- increasing the volumetric charge for water to residential and non-residential customers in order to better reflect the operating costs of providing water, and
- replacing the fixed cistern access charge with a variable wastewater fee (commencing in 2020-21)

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

Typical water and sewerage bills (not including inflation)

Customer group	Consumption (kL p.a.)	2017-18 annual bill	2018-19 annual bill	2022-23 annual bill
Residential (Owner occupier)	118*	\$978	\$1,049	\$1,200
	200	\$1,124	\$1,219	\$1,395
Residential (Tenant)	118*	\$211	\$245	\$281
	200	\$358	\$416	\$476
Non-residential (Small)	150	\$975	\$1,115	\$1,276
Non-residential (Medium)	250	\$1,214	\$1,323	\$1,514
Non-residential (Large)	700	\$1,989	\$2,258	\$2,584

*118kL per annum is the average consumption of South Gippsland Water's customers

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. South Gippsland Water proposed six outcomes with activities and measures to monitor how it performs in delivering these outcomes.

South Gippsland will retain its four Guaranteed Service Levels, and proposes to increase the payment to customers whose water supply is not restored within five hours of an unplanned interruption.





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

(\$ million before inflation)

Project	Detail	Total
Lance Creek Water Connection (LCWC) Project	This project proposes completion of the LCWC project to secure water supplies for Korumburra, Poowong, Loch and Nyora.	7.6
Sewer System Expansion (Wonthaggi) Mains	This project proposes to augment existing Wonthaggi sewer mains to support regional growth and ensure the containment of a 1 in 5 year storm event.	6.4
Leongatha Raw Water Transfer Main Renewal	This project proposes the renewal of a 5 kilometre transfer main from Leongatha #1 reservoir to the water treatment plant.	5.0
Sewer System Expansion (Inverloch)	South Gippsland Water proposes to upgrade the capacity and emergency storage of sewage pumping stations located at Pier Road, Meanderri Drive, and Veronica Street to support growth.	4.2

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 South Gippsland Water's prices in its submission.

South Gippsland Water forecasts that it needs **\$105 million** of operating expenditure and **\$88 million** of capital expenditure to provide its services to customers over the next five years. To fund this, South Gippsland Water requires **\$165 million in revenue**, an **increase** from \$140 million required during the five years between 2013 and 2018.

This additional revenue is contributing to South Gippsland Water's proposed price rise from 2018-19 to 2022-23.

Got a question?

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

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