



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	Outcomes	Tariffs
Western Water’s price submission is for a two year period. Typical annual residential owner occupier water bills for 2018-19, and 2019-29 will be \$1,000 before inflation, the same as in 2017-18.	Western Water will introduce new services and maintain or increase its performance on existing services. Payments for some guaranteed service levels will increase.	Over the next two years, Western Water will engage with customers on the tariffs, prices and charges that will apply after 2020.

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

Send us your feedback on Western Water’s proposal

Submitting your feedback to Western Water’s price submission by **mid April 2018** 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 Western Water customers will **be limited to inflation** over the proposed **two year** price period between 2018 and 2020.

In addition, Western Water proposes to undergo extensive community consultation on its tariffs, including the ratio of variable and fixed charges in bills, tiered rates for water usage rates, fixed sewerage charge.

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. Western 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	2019-2020 annual bill
Residential (Owner occupier)	180	\$1,000*	\$1,000	\$1,000
Residential (Tenant)	180	\$239*	\$239	\$239
Non-residential (Small)	350	\$1,596	\$1,596	\$1,596
Non-residential (Medium)	700	\$2,432	\$2,432	\$2,432

*includes a government rebate

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 2020. Western Water worked with its customers to develop five major outcomes along with targets to measure how it performs in delivering these outcomes.

Western Water will set targets to improve or maintain performance of most services at current levels. It identified customer support for SMS notifications and improved services such as shorter response times for phone and email enquiries. It proposed to work towards delivering these for the next price submission in 2020.

In addition, Western Water proposes to maintain Guaranteed Service Level commitments for customers and to increase some payments if water and sewerage interruptions are not met.





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

Western Water has proposed 5 major projects to improve water and sewerage services and to meet the future needs of their customers in the western suburbs. These projects are targeting infrastructure that are nearing capacity and require updating to maintain service standards. In addition, these projects are necessary to comply with obligations set by the Environment Protection Authority (EPA) Act and State Environment Protection Policy (SEPP).

- The largest individual project is the Melton recycled water plant upgrade (\$12.5 million). This project increases the capacity of the plant and aligns with Western Water's regional livability objectives.
 - Additional infrastructure includes the construction of the Bacchus Marsh to Melton recycled water plant interconnector (\$6 million). This project will enable recycled water to transfer between plants to better manage storage, supply and discharge.
 - Further major works include the ongoing upgrade to the Sunbury recycled water plant to increase capacity of Class B recycled water with an additional \$3.4 million spent on capital over the next two year period.
- A sewer pump station will be installed at Grant Street, Bacchus Marsh to reduce the sewerage flows from the Bacchus Marsh catchment and alleviate any risks of sewer spills.
 - A permanent sewer pump station in Exford Road, Melton South will be installed to replace the current temporary solutions. This will improve the reliability of existing sewerage services, and support future growth in Toolern.

How much revenue is required from 2018 to 2020?

We require each business to tell us what revenue it will require for the period of its price submission. This helps us understand how Western Water calculated the prices in its submission.

Western Water has proposed a two year price period and forecasts that it needs **\$110 million** of operating expenditure and **\$131 million** of capital expenditure to provide its services to customers over this time. To fund this it requires **\$160 million in revenue**, a decrease on the annual average from past years.

Got a question?

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

