






In June 2023 the Essential Services Commission released its final decision on Barwon Water's price submission. The final decision completes our review of the maximum prices that Barwon Water may charge for its services for a five-year regulatory period from 1 July 2023 to 30 June 2028.

### Snapshot

Bills	Tariffs	Outcomes
		
Typical annual residential owner occupier water and sewerage bills for 2023-24 will be \$1,141 (including inflation), a 6.1 per cent increase from \$1,076 in 2022-23.	Overall, prices will fall by around 0.9 per cent (before inflation) per year, after 2023-24.  Barwon Water's water tariff structure between fixed and volumetric, will remain unchanged for the period between 2023-28.	Barwon Water has refined the outcomes it will deliver to customers and the measures to track its performance.  It will maintain its existing guaranteed service levels and include an additional guaranteed service level.

Information about, our price review process, our draft decision and Barwon Water's price submission is available at [www.esc.vic.gov.au/water-price-review-2023](http://www.esc.vic.gov.au/water-price-review-2023).

### What are the changes to prices and tariffs?

A typical annual owner occupier water and sewerage bill for 2023-24 will be \$1,141 (including inflation), a 6.1 per cent increase from \$1,076 in 2022-23.

Barwon Water's prices for owner occupiers will decrease by 0.9 per cent each year (before inflation) in the remaining four years.

Barwon Water will also gradually remove the Transitional Rebate Adjustment over 2023 to 2028. Tenants, as well as other customers will be able to access Barwon Water’s customer support program if they have difficulty paying their bills.

Barwon Water will also:

- introduce new trade waste tariffs, with most trade waste tariffs decreasing due to improvement or efficiency.
- increase new customer contributions on average by 26 per cent in 2023-24 (before inflation), then increase by inflation for the remaining four 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. Estimated typical bills for different customer groups and water volumes are below.

### Typical water and sewerage bills (including inflation)

Customer Group	Average consumption (kL p.a.)	2022-23 annual bill	2023-24 annual bill
Residential (Owner occupier)	160	\$1,076	\$1,141
Residential (Tenant)	160	\$314	\$335
Non-residential (Small)	300	\$1,723	\$1,827
Non-residential (Medium)	3,000	\$12,827	\$13,603
Non-residential (Large)	50,000	\$206,130	\$218,605

## What are the outcomes for customers?

As part of its price submission, Barwon Water consulted with customers to develop a set of outcomes to guide service delivery during 2023 to 2028. Barwon Water worked with its customers



to develop four outcomes, with targets to track its performance. Barwon Water’s outcome commitments to its customers are:

- Safe, secure, sustainable water
- Innovative, reliable services
- Healthier environment
- Trust, affordability, and value.

Barwon Water will maintain Guaranteed Service Level commitments for customers and introduce one new Guaranteed Service Level payment for sewage spills inside a customer’s house.

Barwon Water will also:

- increase the resilience of its infrastructure to deal with challenges including climate change and population growth.
- increase direct financial support for customers struggling with their circumstances including vulnerable customers and those affected by family violence
- apply a caring-for-country approach to its land and waterways in a partnership with Traditional Owners, other agencies and community members.

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

(\$ million before inflation)

Project	Detail	Total
Melbourne to Geelong Pipeline (MGP) booster pump station	This project will increase the capacity and reach of the pipeline to deliver water to meet customer demand across greater Geelong, the Bellarine Peninsula and the Surf coast and support climate resilience in the network.	18.5
Pettavel Basin augmentation	This project is part of a three-stage process to upgrade the Melbourne to Geelong Pipeline to increase capacity and reach of the pipeline to meet growing demand.	17.5

Recycled water on the Bellarine (Stage 3)	This project will increase the productive use of recycled water by delivering secure, climate-independent and high-quality recycled water for high value agricultural production on the Bellarine Peninsula.	13.6
Colac Birregurra pipeline	A new pipeline from Colac Water Treatment Plant will improve the resilience of Birregurra's water supply, avoid more costly upgrades to existing assets at Birregurra, and maintain customer service levels.	10.1
Bannockburn South pump station and rising main	This project delivers a new sewerage pump station, emergency storage and rising main to service the significant development proposed in the Bannockburn Growth Plan as part of the region's sustained and high rates of growth. The town's growth will require upgrades to the sewer and water systems to cater for new customers and demand.	8.4

## How much revenue is required from 2023 to 2028?

Our final decision for Barwon Water allows operating expenditure of **\$668.9 million** and gross capital expenditure of **\$549.4 million** to provide its services to customers over the next five years. To fund this, Barwon Water requires **\$1,156.9 million** in revenue.

## Got a question?

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