



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 from 1 July 2023 to 30 June 2028.

Snapshot of Coliban Water’s price submission

Bills	Tariffs	Outcomes
<p>Typical annual residential owner occupier water bills for 2023-24 will be \$1,393, a \$26 increase from 2022-23.</p> <p>In 2024-25, the typical annual bill is forecast to increase to \$1,420. This excludes inflation, which is added to bills each year.¹</p>	<p>Overall, prices will go up by 1.9 per cent each year (before inflation) for the first two years.</p> <p>Coliban Water proposed no changes to its water and sewerage tariff structure, however has proposed to introduce a new trade waste category and non-compliance charges.</p>	<p>Coliban Water refined its outcomes and measures, to better reflect service areas that its customers value most. It noted that recommendations from its deliberative panel were also integrated into its outcomes.</p> <p>It will increase payments for some guaranteed service levels and include new commitments.</p>

Information about our price review process and Coliban Water’s price submission is available at www.esc.vic.gov.au/water-price-review-2023

Send us your feedback on Coliban Water’s proposal

Submitting your feedback by **1 December 2022** will help us prepare for the release of our draft decision. Send us your feedback via <https://engage.vic.gov.au/water-price-review-2023>.

¹ You can access latest independent forecasts for inflation via <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release>

What are the changes to prices and tariffs?

Overall proposed prices for Coliban Water's customers will **go up** by 1.9 per cent each year for the first two years followed by 2.5 per cent each year (before inflation) for the remaining years of the price period.

Coliban Water proposed no changes to its water and sewerage tariffs, however has proposed to introduce a new trade waste category and non-compliance charges.

Coliban Water proposed using a different method of setting their new customer contribution charges. New customer contributions will increase by 20 per cent in 2023-24, then 10 per cent each year for the remaining four years (before inflation).

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.

Customer Group	Average consumption (kL p.a.)	2022-23 annual bill	2023-24 annual bill	2027-28 annual bill
Residential (Owner occupier)	192	\$1,367	\$1,393	\$1,529
Residential (Tenant)	192	\$439	\$448	\$491
Non-residential (Small)	100	\$1,157	\$1,179	\$1,294
Non-residential (Medium)	907	\$3,760	\$3,832	\$4,205
Non-residential (Large)	2,000	\$7,291	\$7,430	\$8,153

What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that they will deliver to their customers over the following five years. The set of outcomes, measures and targets are unique to each business, reflecting those performance elements that matter most to customers, as revealed through the customer engagement process.

Coliban Water worked with its customers to develop five major outcomes, with measures and targets to track its performance. Coliban Water's outcome commitments to its customers are:

- Water quality and reliability
- Be easy to deal with
- Enhance the environment
- Regional prosperity
- Fair prices.

In addition, Coliban Water made minor changes to its Guaranteed Service Level commitments in favour of customers. It included commitments related to pressure performance and disruptions caused by its Big Water Build and increased the amount payable if the commitments are not met.

Coliban Water also proposed:

- doubling the funding to provide more support for customers experiencing vulnerability
- expanding its investment in water security to keep up with growth and climate change.

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

(\$ million before inflation)

Project	Detail	Total
Bendigo Water Reclamation Plant (WRP) projects	These projects consist of a general upgrade and tertiary filter expansion (\$14.6 million), sludge handling upgrade (\$52.7 million) and recycled water factory upgrade (\$11.4 million). The upgrades will allow the Bendigo WRP to comply with Environmental Protection Agency licence requirements, cater for growth, and increase the reliability of Class A recycled water production.	78.7

Castlemaine WRP Upgrade	This project will allow for growth while minimising damage to the environment.	25.3
Bendigo Trunk & Outfall Sewer Growth & Compliance Upgrade	This project will increase the sewer network capacity and cater for future growth.	26.3
West Bendigo Sewer Growth & Compliance project	This project will increase the sewer network capacity and cater for future growth.	25.2
Trentham Water Treatment Plant (WTP) Capacity Upgrade	This project will increase capacity and cater for future growth. It will ensure a safe and secure drinking water supply to customers in Trentham.	15.8
Goornong Treated Water Supply Upgrade	This project will ensure continued safe and secure drinking water supply to customers in Goornong.	13.6

How much revenue is required from 2023 to 2028?

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

Coliban Water forecasts that it needs **\$447 million** of operating expenditure and **\$507 million** of capital expenditure to provide its services to customers over the next five years. To fund this, it requires **\$731 million in revenue**, an increase on the annual average from past years.

Got a question?

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