






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

Snapshot

Bills	Tariffs	Outcomes
 <p>Typical annual residential owner occupier water and sewerage bills for 2023-24 will be \$1,317 (including inflation), a 7.3 per cent increase from \$1,227 in 2022-23.</p>	 <p>Tariff structures will generally remain the same, but with some increase in variable water charges to provide customers with more bill control.</p> <p>Over 2024 to 2028, Westernport Water proposes to keep its water and sewerage prices constant (before inflation).</p>	 <p>Westernport Water has revised its outcome commitments and added two outcomes. It will deliver improvements in key investment areas, such as emissions reduction and drinking water satisfaction.</p> <p>It will maintain Guaranteed Service Level commitments for customers.</p>
<p>Information about, our price review process, our draft decision and Westernport Water’s price submission is available at www.esc.vic.gov.au/water-price-review-2023.</p>		

What are the changes to prices and tariffs?

A typical annual owner occupier water and sewerage bill for 2023-24 will be \$1,317 (including inflation), a 7.3 per cent increase from \$1,227 in 2022-23.

For the remaining four years of the price period, Westernport Water will increase all water and sewerage by inflation.



Westernport Water will increase its variable water charge and reduce its fixed water services charge to provide customers more bill control.

Westernport Water's new customer contributions will increase by 32 per cent in 2023-24 and increase by inflation for the remaining four years of the price period.

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)	88	\$1,227	\$1,317
Residential (Tenant)	88	\$186	\$206
Non-residential (Small)	500	\$2,096	\$2,283
Non-residential (Medium)	651	\$2,415	\$2,638
Non-residential (Large)	1200	\$3,574	\$3,926

What are the outcomes for customers?

As part of its price submission, Westernport Water consulted with customers to develop a set of outcomes to guide service delivery during 2023 to 2028. Westernport Water worked with its customers to develop six outcomes, with measures and targets to track its performance.

Westernport Water's outcome commitments to its customers are:

- Provide me with high-quality drinking water
- Reduce your environmental impact and adapt to climate change
- Resolve sewer blockages quickly



- Keep water interruptions to a minimum
- Be there when I need you
- Keep my essential services affordable.

In addition, Westernport Water will maintain Guaranteed Service Level commitments for customers.

Westernport Water will also undertake projects to reduce environmental impacts, adapt to climate change and deliver water quality improvements.

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

(\$ million before inflation)

Project	Detail	Total
Recycled Water Wetland Storage Project	This project will increase the recycled water capacity at the King Road Wastewater Treatment Plant and meet growing demand.	4.3
Water Quality Continuous Improvement Program	This program will include a range of maintenance works on existing assets that will deliver improvements to water quality.	2.1
Bio-Gas Waste to Energy project	This project involves upgrades to the existing Cowes Wastewater Treatment Plant. These works will lower Westernport Water's emissions, deliver environmental benefits, and help Westernport Water meet its 2030 emissions reduction target.	1.9
Renewable energy generation project	This project involves installing a solar system at Ian Bartlett Water Purification Plant and increasing renewable generation capacity at Newhaven Office and the Cowes Wastewater Treatment Plant. This project will assist	1.6

Westernport Water meet its renewable energy requirements.

Wastewater Systems Future project	This project involves constructing new sewage pumps at Cape Woolamai and Hastings Street and works at the Church Street Sewer Pump Station. These works will support growth and improve service reliability.	1.5
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How much revenue is required from 2023 to 2028?

Our final decision for Westernport Water allows operating expenditure of **\$93.9 million** and gross capital expenditure of **\$42.3 million** to provide its services to customers over the next five years. To fund this, Westernport Water requires **\$138.4 million** in revenue.

Got a question?

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