






# Westernport Water

2023 water price review | customer fact sheet

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 Westernport Water's price submission

Bills	Tariffs	Outcomes
		
<p>Typical annual residential owner occupier water bill is \$1,227 for 2022-23 and will increase to \$1,230 in 2023-24. An increase of \$3 with no further increases for the remaining four years. This excludes inflation, which is added to bills each year.<sup>1</sup></p>	<p>Over 2023 to 2028, Westernport Water proposes to reduce its fixed water service charge by 2 per cent and increase variable water charges by up to 3.8 per cent to provide greater control over bills.</p>	<p>Westernport Water has revised its outcome commitments and added two new outcomes. It will maintain existing performance levels and 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>

Information about, our price review process and Westernport 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)

## Send us your feedback on Westernport 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>.

<sup>1</sup> 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 Westernport Water customers will **go up** by 0.4 per cent in the first year (before inflation), then increase by inflation in the remaining four years of the price period.

Westernport Water also proposes to rebalance service and usage charges by reducing the fixed water service charge by 2 per cent and increasing variable water charges by up to 3.8 per cent in response to customers' feedback to provide greater control over bills.

In addition, Westernport Water proposes to increase new customer contributions by 32 per cent in 2023-24 and increase it 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. Westernport 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.)	2022-23 annual bill	2023-24 annual bill	2027-28 annual bill
Residential (Owner occupier)	88	\$1,227	\$1,230	\$1,230
Residential (Tenant)	88	\$186	\$193	\$193
Non-residential (Small)	500	\$2,096	\$2,134	\$2,134
Non-residential (Medium)	651	\$2,414	\$2,465	\$2,465
Non-residential (Large)	1200	\$3,574	\$3,668	\$3,668

## 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.

Westernport Water worked with its customers to develop six major 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 proposes to maintain Guaranteed Service Level commitments for customers.

Westernport Water also proposed:

- investment to reduce environmental impacts and adapt to climate change (\$20 million)
- investment to deliver water quality improvements (\$6 million)
- increasing the number of hardship grants it provides to customers.

## 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 works that will improve water quality and also maintenance works on existing mains.	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 and deliver environmental benefits.	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.	1.56
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

## 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 Westernport Water calculated the prices in its submission.

Westernport Water forecasts that it needs **\$95 million** of operating expenditure and **\$42 million** of capital expenditure to provide its services to customers over the next five years. To fund this, it requires **\$138 million in revenue**, an increase on the annual average from past years.

## Got a question?

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

