

# Rural and regional water customers have their say on prices

**28 November 2019**

## *Water*

More than 100,000 Victorians can have a say on how much they pay for water with three water businesses putting price proposals up for review by the Essential Services Commission.

Goulburn Murray Water, Western Water and South Gippsland Water have proposed new prices to apply from 1 July 2020, ranging from a 10 per cent price reduction to a 9 per cent increase.

The commission's director of pricing Marcus Crudden says the commission is seeking feedback on the proposals from water customers.

"We encourage customers of these businesses to have their say, this is the beginning of the process and it is important to hear from the community," he said.

Goulburn Murray Water is a rural provider which sets its prices every four years as part of a Commonwealth Government regulatory framework administered by the commission. It has proposed a 10 per cent price reduction over four years.

South Gippsland Water and Western Water provide urban water and wastewater services.

South Gippsland Water has proposed a price increase of around 9 per cent over three years.

Western Water has proposed prices that would result in household bills generally remaining steady in 2020-21, before increasing by around 2 per cent over the following two years.

The commission is seeking feedback from customers and other interested parties on the proposals.

The proposals can be viewed at [Engage Victoria](#) with submissions due by 24 January 2020.

The commission plans to release draft pricing decisions in March 2020 and final decisions in June 2020.

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