

Melbourne Water puts forward price proposal from July 2021

11 November 2020

Water

More than 2 million Melbourne households can have a say on [Melbourne Water's service priorities and prices to apply in coming years](#), which have been put forward in a proposal to the Essential Services Commission.

The water business has proposed an overall reduction of \$3 in its average contribution to typical customer water bills.

The wholesale and sewerage services provided by Melbourne Water make up around 60 per cent of household water bills in the metropolitan area. The business also provides waterways and drainage services directly to customers in the greater Melbourne region.

Melbourne Water has proposed an average annual decrease of 1.5 per cent (not including inflation) in water and sewerage charges for metropolitan customers over the five years. This decrease would, on average, offset an increase in the waterways and drainage charge, leaving most customers better off.

Melbourne Water's submission also contains a series of commitments to customers, including access to safe and reliable water and sewerage services, enhancing protections to Melbourne's environment, rivers, creeks and bays, minimising greenhouse gas emissions and empowering Melburnians to support the design and delivery of service outcomes.

The commission's director of pricing Marcus Crudden says the commission is seeking feedback on the proposal 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.

Melbourne Water commenced engagement with customers on its price submission in 2018, and prepared its price submission in line with guidance provided by the commission.

The proposal can be viewed at [Engage Victoria](#) with submissions due early February 2021.

The commission plans to release a draft pricing decision in March 2021 and a final decision by June 2021.

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