

Delivering greater value for our customers

Our prices are more equitable and bills will remain affordable

PREMO



We will implement a fair and more equitable pricing structure, so that all customers will pay the same price for water by 2022/23.



We are minimising bill impacts on tenants by providing a transitional rebate over the next five years.



Residential prices will decrease by an average of 7.4% in 2018/19 and although they will rise by an average of 0.9% per year after that, by 2023 they will not be higher than 2017/18 prices (in real terms).



We are tripling our financial assistance to support vulnerable customers and helping all customers to save water and reduce bills.



Non-residential prices will remain the same for the next five years (in real terms).



We are giving customers greater control over their bills, so that in five years 74% of the water charges on an average home bill will relate to the amount of water used, not fixed charges.



The Government rebate on previous bills will be transferred into lower prices so average residential customer bills stay the same in 2018/19 (in real terms).



We are reducing charges for recycled water to further incentivise its use.



We have deeply engaged our customers and community early and constantly. This involved three phases of engagement including going that extra step to publish our draft prices on our website to check back in with our customers before finalising this submission.

We have reduced our costs and targeted ambitious savings

PREMO



Industry benchmarking shows our operating expenditure is already the second lowest in our national peer group.



We are reducing our gross capital expenditure by 20% without compromising service delivery.



We are reducing our controllable operating costs by 2.3% (more than double the 2013 efficiency hurdle) by targeting more than \$19 million in additional operating savings.



We have re-prioritised our expenditure so that we are spending more on the services important to our customers, such as investment in renewable energy to meet our community agreed goal of 100% renewable energy by 2025.



We are keeping our costs low despite increases in uncontrollable costs such as ensuring water security (an extra \$5.5 million per year) and sustainable water management (an extra \$2 million per year).

We will stretch into new areas and deliver the outcomes our customers want

PREMO



A reliable, secure water future for our region.
e.g. increasing the volume of recycled water put to productive use to 3,600 ML.



Deeper knowledge and partnerships with our community.
e.g. increasing community green open space by 20 hectares.



Timely, innovative services for our customers.
e.g. providing notice of water supply interruptions by SMS and restoring supply within 5 hours.



Affordability for all our customers.
e.g. increasing the number of customers supported through our hardship program by 30%.



A healthier environment for all.
e.g. lowering our carbon emissions by over 14,000 tonnes.

Our customers and community have set and agreed the priorities.



They have led the way in developing prices and services.

Listen, respond, listen, respond, listen, respond.

We have adopted a whole-of-organisation transformative approach to the development of our submission. Our entire strategic direction has been shaped by the voice of our customer, leading to an ongoing and deeper commitment to them.

We will be even more accountable for our performance

PREMO



We will maintain high performance at lower cost and improve performance in areas important to our customers.



We have set ourselves ambitious targets against key performance measures to achieve customer outcomes and commit to report performance to customers annually.



If our net revenue from our water sales exceeds our forecasts, we will return that surplus revenue to our customers through either lower prices or other initiatives they nominate.



If we don't meet our performance targets, we propose to return up to \$11.5 million to our customers through either lower prices or other initiatives they nominate.



We have self-assessed our position as advanced under the new PREMO framework because we will deliver greater value for our customers as shown in this submission.