



City West Water

# Price Submission 2018

# New Strategy



## OUR VISION

“To be an exceptional service provider that puts customers first and benefits the community.”

## OUR AMBITION

- Customer value is at the heart of all we do.
- We are passionate about community liveability and wellbeing.

## OUR PEOPLE

- **agile** – responsive to customer needs and a changing world
- **diverse** – reflect the community we serve
- **trusted** – make evidence-driven judgements, exercised with integrity.



# Customers first – Our engagement approach

## Engagement

**2,200+**

Residential and non-residential customers engaged

Co-creation workshop with **8** customers

**10** residential focus groups, including **2** with culturally and linguistically diverse communities



**300+** conversations at shopping centre and community festival pop-ups



**856** Your Say website visits

**42** quick poll responses



**38** ideas shared

**1009** online Customer Value and **695** Price Structure surveys



Price structure forum with **42** customers

**2** business workshops with **30** customers in total

**4** meetings with the Customer Committee



Interviews

- **16** businesses • **6** councils
- **6** community groups
- **6** vulnerable customer advocacy groups
- **8** industry advocacy organisations



# Engagement - earlier, deeper, broader

## Meaningful and genuine

Findings from earlier, deeper and broader engagement underpin CWW's proposal

## Representative

Samples reflect our diverse community and include low participation sectors *e.g.* CALD, vulnerable

## Transparent

All surveys were public. Summary reports published online including our *Outcomes Proposal*

## Accessible

Multiple formats – including online, face-to-face, large and small groups, public spaces

## Ongoing

Through *Your Say, Voice of the Customer* program, performance stewardship reporting. We are committed to continuing a high level of engagement with our customers.

# PS2018 outcome areas

Services are safe, reliable and efficiently delivered



Customers in hardship are supported



Customer service is accessible and enquiries are promptly resolved



Bills are affordable and charges for services are fair



Billing and payment options are efficient and convenient








CWW is a valued partner in servicing a growing Melbourne



The whole of the water cycle is managed in an environmentally responsible way



# Prices

Key customer group		2017-18 annual bill	2018-19 annual bill	Bill change	Weighted average price change
	Owner occupier (155kL per annum)	\$983	\$957	-2.7%	-11.7%
	Tenant (145kL per annum)	\$456	\$446	-2.2%	-19.8%
	Small business (200kL per annum)	\$1,226	\$1,181	-3.7%	-3.7
	Medium business (500kL per annum)	\$5,155	\$4,831	-6.3%	-6.3%
	Large trade waste customer (100,000kL per annum)	\$44,440	\$41,336	-7.0%	-7.0%



# Key features

Fairer and more  
cost reflective  
tariffs



- Removal of residential price step 3
- Price reductions on sewage and trade waste tariffs
- Removal of rebate and savings shared with non-residential customers

Greatly improved  
value, reflecting  
customers  
priorities



- More accessible and convenient retail service (hours, email, online)
- Network services that reflect customer preferences

Enhanced consumer  
protections



- Contemporary GSL scheme – expanded with increased payments
- Continued hardship assistance, new leak tariff and *Water Assist*



# We are Advanced

## Risk

- New corporate approach to risk
- Optimised capital spend
- P50 capex estimates
- Uncertain projects excluded
- Price caps to provide certainty
- Best practice GSLs

## Engagement

- Earlier, broader, deeper
- Accessible and transparent
- Multiphase and iterative
- Included a consultation draft
- Had real effect on proposal
- Ongoing

## Management

- Attestation made
- Guidance addressed in full
- Template completed in full
- Maintain strong RP3 controls
- 2% efficiency factor starts 17-18
- Business cases for all capex

## Outcomes

- Prices down for all
- Maintain lowest metro bills
- Reflect customer preferences
- Improved retail, network and environmental outcomes
- Significant improvement in value

