




Central Highlands Water



2018 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. New prices need to be in place by 1 July 2018.

Snapshot

Bills	Tariffs	Outcomes
		
<p>Typical annual residential owner occupier water bills for 2018-19 will be \$1,214 before inflation, down from \$1,231 in 2017-18. A decrease of \$17, or 1.4%. These bills will go down a further 1.4% and then increase with inflation for the following three years. In 2022-23 the typical annual bill is forecast to be \$1,197 (not including inflation).</p>	<p>Prices rises are limited to inflation from 2018-19 to 2022-23. The exception is the sewer service charge, which reduces at 0.9% before inflation in 2018-19 and 2019-20, then rises with inflation the following three years.</p>	<p>Central Highlands Water proposed five customer outcomes with new service standards with increased performance targets. It will report annually to customers on its performance.</p>

Do you want to know the difference between bills and prices? For this and more information about our price review process and Central Highlands Water's price submission, go to <http://www.esc.vic.gov.au/waterpricereview>

Send us your feedback on Central Highlands Water's proposal

Submitting your feedback to Central Highlands Water's price submission by **10 November 2017** will help us prepare for the release of our draft decision.

Any feedback submitted after this date will still be considered as part of our consultation process. Send your feedback to water@esc.vic.gov.au or call (03) 9032 1300.





What are the changes to prices and tariffs?

Central Highlands Water has proposed residential and non-residential prices for its customers that overall will **rise no more than inflation** every financial year from 2018-19 to 2022–23.

It will retain the same tariff structures as 2013 to 2018, but the main change is a reduction to the sewerage service charge of 0.9 per cent before inflation in 2018-19 and 2019-20.

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. Central Highlands Water provided us with typical bills for different water volumes and customer groups.

Typical water and sewerage bills (not including inflation)

Customer group	Average consumption (kL p.a.)	2017-18 annual bill	2018-19 annual bill	2022-23 annual bill
Residential (Owner occupier)	150	\$1,231	\$1,214	\$1,197
Residential (Tenant)	150	\$279	\$279	\$279
Non-residential (Small)	350	\$1,603	\$1,586	\$1,569
Non-residential (Average)	700	\$2,254	\$2,237	\$2,220
Non-residential (Large)	1400	\$3,556	\$3,539	\$3,523

What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that customers will receive during 2018 to 2023. Central Highlands Water proposed five outcomes with as well as new service standards and increased targets to monitor how it performs against these outcomes.

Central Highlands Water has proposed two new Guaranteed Service Levels relating to clean drinking water and sewage spills. For existing Guaranteed Service Levels, it has reduced thresholds for when it makes payments to customers and has also increased the amounts it will pay.



What are the major works that will go on around you?

(\$ million before inflation)

Project	Detail	Total
Ballarat South Outfall Trunk Sewer Duplication	This project proposes to duplicate the Ballarat South sewer pipeline to support future growth and avoid sewer spills during wet weather events.	11.4
Daylesford Water Supply Upgrade	This project supports water security in the region by constructing a 14 kilometre pipeline connecting the Goldfields Super pipe to the Daylesford water system.	9.2
Ballarat South Wastewater Treatment Plant Inlet Works Upgrade	This project supports reliability of wastewater treatment by increasing the capacity to service growth and treat greater inflows during peak wet weather events.	9.2
Ballarat East Sewer Duplication and Flow Storage	The Ballarat East gravity sewer system has been identified as being under capacity. This project proposes to duplicate 1.4 kilometres of gravity sewer pipeline and install a three megalitre wet weather storage facility. This will also service growth within the Ballarat East sewer catchment.	7.1

How much revenue is required from 2018 to 2023?

We require each business to tell us what revenue it will need for the next five years. This helps us understand Central Highlands Water's prices in its submission.

Central Highlands Water forecasts that it needs **\$289 million** of operating expenditure and **\$130 million** of capital expenditure to provide its services to customers over the next five years. To fund this it requires **\$452 million in revenue**, an **increase** from \$432 million required during 2013 to 2018.

This additional revenue will not increase prices in the next five years because of growth in population and the efficiencies Central Highlands Water plans to make.

Got a question?

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

