



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
Typical annual residential owner occupier water bills for 2018-19 will be \$1,169 before inflation; a \$2 increase from 2017-18 and incorporates the end of the four year government rebate. In 2022-23 the typical annual bill is forecast to be \$1,169 (not including inflation).	Overall prices will rise with inflation from 2019-2020 until 2022-2023.	East Gippsland Water proposes to maintain current levels of service, deliver high quality drinking water, commit to environmental sustainability and enhanced liveability and resilience through its ongoing projects and community activities.

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

### Send us your feedback on East Gippsland Water’s proposal

Submitting your feedback to East Gippsland 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](mailto:water@esc.vic.gov.au) or call (03) 9032 1300.



## What are the changes to prices?

Overall proposed prices for East Gippsland Water customers will **go down** (before inflation). The proposed decreases occur in the first year of the regulatory period, through:

- reductions in most fixed water service fees
- reductions in variable water fees
- reductions to some trade waste charges.

The impact of these changes on bills will vary across customer groups and consumption levels.

## 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. East Gippsland Water provided us with typical bills for different customer groups and water volumes.

### 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)	146	\$1,167*	\$1,169	\$1,169
Residential (Tenant)	146	\$290*	\$308	\$308
Non-residential (Small)	50	\$1,107	\$1,080	\$1,080
Non-residential (Medium)	580	\$3,254	\$3,188	\$3,188

\*includes a government rebate

## 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. East Gippsland Water proposed five outcomes along with activities and targets to measure how it performs in delivering these outcomes.

Service levels and targets will be similar to past years with some changes to Guaranteed Service Levels with four new ones decided by their customer committee.





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

(\$ million before inflation)

Project	Detail	Total
Wy Yung clear water storage	This project aligns with East Gippsland Water’s customer outcome of maintaining current levels of water services to ensure ongoing water supply by increasing the water storage capacity to allow existing storage to be repaired.	10.0
Paynesville recycled water storage and irrigation	This project aligns with East Gippsland Water’s commitment to environmental sustainability customer outcome. It proposes to complete works to ensure the facility is in line with the Environment Protection Authority Victoria’s requirements.	3.6
Upgrade main supply pipeline (Sarsfield to Johnsonville)	This project aligns with East Gippsland Water’s customer outcome of maintaining current levels of water and sewerage services by ensuring ongoing supply for current needs and to meet future development and growth in demand.	2.8
Sarsfield clear water storage augmentation	To meet its commitment to maintain current levels of water and sewerage services by ensuring ongoing water supply for current and future needs.	2.3

## 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 East Gippsland Water’s prices in its submission.

East Gippsland Water forecasts that its needs **\$98 million** of operating expenditure and **\$62 million** of capital expenditure to provide its services to customers. To fund this, East Gippsland Water requires **\$171 million in revenue**, an **increase** from \$165 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 East Gippsland Water plans to make.

## Got a question?

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

