




Grampians Wimmera Mallee



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 \$1,392 before inflation, down from \$1,395 in 2017-18. A decrease of \$3 or 0.2%.</p> <p>In 2022-23, the typical annual bill is forecast to be \$1,392 (not including inflation).</p>	<p>Broadly, no changes are proposed for the structure of urban or rural tariffs.</p> <p>Tariffs for potable water will be introduced for the five towns that have new access to drinking water supply.</p>	<p>Grampians Wimmera Mallee Water will maintain current service levels and will introduce a new Guaranteed Service Level for water quality and, water carting service to Rural households where a service interruption extends beyond 72 hours.</p>

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

Send us your feedback on Grampians Wimmera Mallee Water's proposal

Submitting your feedback to Grampians Wimmera Mallee 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?

Overall proposed prices for Grampians Wimmera Mallee Water urban customers will **go down**, while prices for rural customers will **rise no more than inflation**. In addition, Grampians Wimmera Mallee Water has proposed to:

- increase the water allocation and usage charges for f by 10 per cent in 2018-19, then by 9 per cent in 2019-20 before remaining at inflation
- increase the recreation contribution charge to \$18 (concession \$9) to extend discounts to schools. The Recreation Lake Water charge will increase from \$20 to \$25 per megalitre
- convert the form of price control from a Revenue Cap to a Weighted Average Price Cap.

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. Grampians Wimmera Mallee 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)	245	\$1,395	\$1,390	\$1,390
Residential (Tenant)	245	\$431	\$431	\$431
Non-residential (Small)	100	\$1,141	\$1,117	\$1,117
Non-residential (Medium)	500	\$1,843	\$1,820	\$1,820
Non-residential (Large)	1000	\$2,722	\$2,698	\$2,698

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. Grampians Wimmera Mallee Water proposed three outcomes as well as measures and targets to monitor how it performs in delivering these outcomes.

Grampians Wimmera Mallee Water will retain service standards as well as existing Guaranteed Service Levels. It will introduce new Guaranteed Service Levels for water quality and for carting water to rural households when service is interrupted for more than 72 hours.





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

(\$ million before inflation)

Project	Detail	Total
Asset Renewal – Water	This project proposes the renewal of aged assets that place at risk the delivery of a reliable supply of water that is fit for purpose to all customers.	21.2
Asset Renewal – Wastewater	This project proposes an ongoing renewal program of aged sewer main assets that currently experience high rates of blockages due to tree roots.	17.1
Water Quality – Kaniva, Ultima, Moyston and Elmhurst	This project proposes to improve water quality by delivering drinking water from nearby treatment plants via transfer pipelines or constructing a standalone water treatment plant depending on the most prudent and efficient option.	9.9
Dam Safety Works Lake Fyans	Grampians Wimmera Mallee Water proposes the reconstruction of the crest of the main embankment at Lake Fyans. This will enable the lake to operate at higher levels, with better water quality and to improve its recreational amenity.	5.9
Goroke Sewerage	This project proposes to introduce a wastewater collection and treatment system at Goroke	1.4

How much revenue is required from 2018 to 2023?

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

Grampians Wimmera Mallee Water forecasts that it needs **\$173 million** of operating expenditure and **\$97 million** of capital expenditure to provide its services to customers over the next five years. To fund this it requires **\$326 million in revenue**, an **increase** from the \$310 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 Grampians Wimmera Mallee Water plans to make.

Got a question?

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

