

Lower Murray Water – Urban



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.

Key facts

Bills	Prices and Tariffs	Outcomes
<p>Typical annual residential owner occupier water bills for 2018-19 will be \$955 before inflation, down from \$957 in 2017-18. A decrease of \$2 or 0.2%.</p> <p>In 2022-23 the typical annual bill is forecast to be \$948 (not including inflation).</p>	<p>Overall prices will reduce by 0.2% before inflation each year until 2022-23.</p> <p>Lower Murray Water has not proposed any change to the existing urban tariff structures.</p>	<p>Lower Murray Water proposed seven new performance targets and a new reporting program. It proposes to increase the Guaranteed Service Level rebate relating to sewer spills.</p>

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

Send us your feedback on Lower Murray Water’s proposal

Submitting your feedback to Lower Murray 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 Lower Murray Water’s urban customers will **go down** (before inflation). The proposed decreases occur through:

- reductions in fixed and variable water charges
- reductions in fixed sewerage charges
- reductions to trade waste charges.

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. Lower Murray 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)	477	\$957	\$955	\$948
Residential (Tenant)	477	\$275	\$274	\$272
Non-residential (Small)	477	\$1,066	\$1,064	\$1,055
Non-residential (Medium)	3,000	\$3,702	\$3,695	\$3,662
Non-residential (Large)	30,000	\$27,830	\$27,773	\$27,549

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. Lower Murray Water proposed seven outcomes along with 20 targets, 13 of which are new. It will report to customers annually on its performance against these targets, and host focus groups on its performance.

Service levels are proposed to remain consistent with previous years. It proposes to maintain payments for three of its Guaranteed Service Levels, and increase to \$1,500 the payment made to affected customers when it does not meet the Guaranteed Service Level relating to sewer spills.





What are the major works going on around you?

(\$ million before inflation)

Project	Detail	Total
UV Treatment Plants	To meet health-based targets for drinking water quality and the outcome to provide consistent, safe, clean drinking water, this project proposes to implement UV treatment at all water treatment plants, and upgrade their respective power supplies where required.	10.0
Koorlong 400ML Wet Weather Storage	This project aligns with the outcome to be mindful of the environment. To provide sufficient storage during non-irrigation periods and prevent emergency discharges, Lower Murray Water proposes the construction of a 400 mega litre winter storage at the Koorlong wastewater treatment plant.	4.5
Swan Hill North 6ML Ground Level Storage	This project is to provide consistent, safe, clean drinking water. To guarantee the security of water supply at Swan Hill, Lower Murray Water proposes the staged development of the Swan Hill North water treatment plant. Initial works include the provision of new contingency storage to improve supply during peak day demand and enable supply during blackwater events in the Murray River.	3.1

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 Lower Murray Water's prices in its submission.

Lower Murray Water forecasts that it needs **\$116 million** of operating expenditure and **\$72 million** of capital expenditure to provide its services to urban customers over the next five years. To fund this, Lower Murray Water requires **\$189 million in revenue**, an **increase** from the \$176 million required during 2013 to 2018.

This additional revenue requirement will not increase prices because of the efficiencies Lower Murray Water plans to make.

Got a question?

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