



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 residential owner occupier water bills for 2018-19 will be \$1,035 before inflation, down from \$1,059 in 2017-18. This decrease of \$24 or 2.3% is due to a range of measures and incorporates the end of the four year government rebate.</p> <p>In 2022-23 the typical annual bill is forecast to be \$1,006 (not including inflation).</p>	<p>Overall prices will reduce by 9.1% before inflation in 2018-19, and then decrease by 0.7% before inflation for the following four years.</p>	<p>Yarra Valley Water has proposed new service standards and targets. It will report to customers annually on its performance and proposes to return money to customers if it does not meet its performance targets.</p>

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

Send us your feedback on Yarra Valley Water’s proposal

Submitting your feedback to Yarra Valley 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?

Yarra Valley Water has proposed overall prices that will **go down** every financial year from 2018-19 to 2022-23 (not including inflation).

It plans to redistribute the existing \$100 government water rebate by lowering the residential water supply system charge, lowering the sewage disposal charge and increasing the sewerage system charge.

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. Yarra Valley 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	\$1,059*	\$1,035	\$1,006
Residential (Tenant)	150	\$524*	\$513	\$498
Non-residential (Small)	100	\$1,890	\$1,848	\$1,794
Non-residential (Medium)	150	\$2,123	\$2,075	\$2,016
Non-residential (Large)	250	\$2,590	\$2,531	\$2,458

*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. Yarra Valley Water worked with its customers to develop seven outcomes along with measures to monitor how it performs in delivering these outcomes. It has committed to reducing customer's prices if outcome targets are not achieved.

Service levels and targets will be similar to past years with some increase payments to customers where Guaranteed Service Levels are not met, including doubling to \$100 a rebate relating to service interruptions greater than 12 hours, and doubling to \$1,000 the rebate relating to sewage spills.





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

(\$ million before inflation)

Project	Detail	Total
Lockerbie main sewer	This project aligns with Yarra Valley Water's customer outcome of reliable water and sewerage services. This project connects northern suburbs to metropolitan sewerage system.	84.9
Community Sewerage Program	This project will provide properties in Melbourne's outer north and east with access to sewerage infrastructure, suburbs will include: Sassafras, Monbulk, The Patch, Sherbrooke and Kallista.	118.5
Doreen sewer pressure main	This project aligns with Yarra Valley Water's customer outcome of reliable water and sewerage services.	27.8
Epping Branch sewer tunnel	This project aligns with Yarra Valley Water's customer outcome of reliable water and sewerage services.	11.2

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 Yarra Valley Water prices in its submission.

Yarra Valley Water forecasts that it needs **\$3,349 million** of operating expenditure and **\$1,157 million** of major capital expenditure to provide its services to customers over the next five years. To fund this Yarra Valley Water requires **\$4,791 million in revenue**, a **decrease** from \$5,053 million required during 2013 to 2018.

This reduction in the projected revenue required is contributing to the price decrease in the financial years from 2018-19 to 2022-23

Got a question?

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

