



9 March 2018

Dr Ron Ben-David  
Essential Services Commission  
Level 37, 2 Lonsdale Street  
MELBOURNE VIC 3000

Dear Ron,

**RE: 2018 Price Submission**

On behalf of the Board of Directors, Executive and staff at Western Water, I am pleased to submit Western Water's two-year Price Submission. Western Water is tasked with the challenge of meeting the needs of a rapidly expanding customer base. The freezing of real prices for the next two years allows Western Water the necessary time to fully explore efficient options to service the growth and move into the next phase to become a high-performing, new generation utility.

Western Water continues to be committed to delivering a high level of service with a focus on efficiency and long-term productivity improvements. Providing customer value is at the core of Western Water's 2018 Price Submission.

Our engagement delivered insights from close to 6000 customers who told us what they value most. These priorities have been reflected in the five key customer outcomes proposed:

1. Fair and affordable charges for all customers
2. Reliable, safe services to existing and new customers
3. Innovative approaches to addressing customer needs
4. Care of the environment
5. Sustainable contribution to the community and regional liveability.

Western Water looks forward to working with customers, community, stakeholders and regulators to deliver on the commitments proposed in 2018 Price Submission and in preparation for the challenges thereafter.

Please find attached Price Submission document, Appendix 5: Top 5 capital projects business cases and price review template.

Western Water requests that Appendix 5: Top 5 capital project business cases remain confidential.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Neil Brennan".

**Neil Brennan**  
**MANAGING DIRECTOR**

Sent via email: [water@esc.vic.gov.au](mailto:water@esc.vic.gov.au)

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