






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 from 1 July 2023 to 30 June 2028.

Snapshot of Barwon Water's price submission

Bills	Tariffs	Outcomes
		
Typical annual residential owner occupier water bills will decrease from \$1,076 in 2022-23 to \$1,061 in 2023-24 and will continue to decrease by approximately \$15 per year to \$1,003 in 2027-28. This excludes inflation, which is added to bills each year. ¹	Barwon Water will reduce its service and usage water charges and sewerage charges by 1.4 per cent per year (before inflation) from 2023-24.	Barwon Water has refined the outcomes it will deliver to customers and the measures to track its performance. It will maintain its existing guaranteed service levels and include an additional guaranteed service level.

Information about our price review process and Barwon Water's price submission is available at www.esc.vic.gov.au/water-price-review-2023

Send us your feedback on Barwon Water's proposal

Submitting your feedback by **1 December 2022** will help us prepare for the release of our draft decision. Send us your feedback via <https://engage.vic.gov.au/water-price-review-2023>.

¹ You can access latest independent forecasts for inflation via <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release>

What are the changes to prices and tariffs?

Overall proposed prices for Barwon Water’s customers will **go down**. Barwon Water has proposed to decrease its prices by 1.4 per cent each year before inflation between 2023 and 2028.

Barwon Water will also gradually remove the Transitional Rebate Adjustment over 2023 to 2028. Tenants, as well as other customers will be able to access Barwon Water’s customer support program if they have difficulty paying their bills.

Barwon Water has also:

- proposed new trade waste tariffs, with most trade waste tariffs decreasing due to improvement or efficiency.
- Increased new customer contributions on average by 25.5 per cent in 2023-24 (before inflation), then increase by inflation for the remaining four years.

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 as well as inflation, which is added to bills each year.

Barwon Water provided us with typical bills for different customer groups and water volumes before inflation.

Typical water and sewerage bills (not including inflation)

Customer Group	Average consumption (kL p.a.)	2022-23 annual bill	2023-24 annual bill	2027-28 annual bill
Residential (Owner occupier)	160	\$1,076	\$1,061	\$1003
Residential (Tenant)	160	\$314	\$309	\$332
Non-residential (Small)	300	\$1,723	\$1,699	\$1,606
Non-residential (Medium)	3,000	\$12,827	\$12,649	\$11,960
Non-residential (Large)	50,000	\$206,130	\$203,265	\$192,198



What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that they will deliver to their customers over the following five years. The set of outcomes, measures and targets are unique to each business, reflecting those performance elements that matter most to customers, as revealed through the customer engagement process.

Barwon Water worked with its customers to develop four outcomes, with targets to track its performance. Barwon Water's outcome commitments to its customers are:

- Safe, secure, sustainable water
- Innovative, reliable services
- Healthier environment
- Trust, value and affordability.

Barwon Water proposes to maintain Guaranteed Service Level commitments for customers and to introduce one new Guaranteed Service Level payment for sewage spills inside a customer's house.

Barwon Water also proposed:

- investment to increase the climate resilience of its network
- increasing direct financial support for customers struggling with their circumstances including vulnerable customers and those affected by family violence.

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

(\$ million before inflation)

Project	Detail	Total
Melbourne to Geelong Pipeline (MGP) booster pump station	This project will increase the capacity and reach of the pipeline to deliver water to meet customer demand across greater Geelong, the Bellarine Peninsula and the Surf coast and support climate resilience in the network.	18.5
Pettavel Basin augmentation	This project is part of a three-stage process to upgrade the Melbourne to Geelong Pipeline to	17.5

	increase capacity and reach of the pipeline to meet growing demand.	
Colac Water Reclamation Plant upgrade	This project will help cater for regional growth and ensure compliance with Environmental Protection Authority licence obligations.	14.6
Recycled water on the Bellarine (Stage 3)	This project will increase the productive use of recycled water by delivering secure, climate-independent and high-quality recycled water for high value agricultural production on the Bellarine Peninsula.	13.6
Colac Birregurra pipeline	A new pipeline from Colac Water Treatment Plant will improve the resilience of Birregurra's water supply, avoid more costly upgrades to existing assets at Birregurra, and maintain customer service levels.	10.1

How much revenue is required from 2023 to 2028?

We require each business to tell us what revenue it will require for the next five years. This helps us understand how Barwon Water calculated the prices in its submission.

Barwon Water forecasts that it needs **\$671 million** of operating expenditure and **\$549 million** of capital expenditure to provide its services and cater for to customer growth over the next five years. To fund this, it requires **\$1.14 billion in revenue**, an increase on the annual average from past years.

Got a question?

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