



In June 2023 the Essential Services Commission released its final decision on East Gippsland Water's price submission. The final decision completes our review of the maximum prices that East Gippsland Water may charge for its services for a five-year regulatory period from 1 July 2023 to 30 June 2028.

Snapshot

Bills	Tariffs	Outcomes
		
Typical annual residential owner occupier water and sewerage bills for 2023-24 will be \$1,331 (including inflation), a 7.5 per cent increase from \$1,238 in 2022-23.	East Gippsland Water's water and sewerage prices will increase by 0.5 per cent each year (before inflation). Tariff structures will remain the same. It will introduce a 'tariff basket' form of price control for its major trade waste tariffs.	East Gippsland Water has refreshed its customer outcomes and measures, to align with the current and emerging concerns and expectations of its customers. Five guaranteed service levels will be maintained.
Information about, our price review process, our draft decision and East Gippsland Water's price submission is available at www.esc.vic.gov.au/water-price-review-2023 .		

What are the changes to prices and tariffs?

A typical annual owner occupier water and sewerage bill for 2023-24 will be \$1,331 (including inflation), a 7.5 per cent increase from \$1,238 in 2022-23.

For the remaining four years of the price period, prices will increase 0.5 per cent each year (before inflation).

East Gippsland Water intends to undertake a reform of its major trade waste tariffs during 2023–28 to better align with the cost of providing the service to customers. East Gippsland Water will consult with its major trade waste customers prior to progressing its tariff reform proposals during the regulatory period.

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. Estimated typical bills for different customer groups and water volumes are below.

Typical water and sewerage bills (including inflation)

Customer Group	Average consumption (kL p.a.)	2022-23 annual bill	2023-24 annual bill
Residential (Owner occupier)	141	\$1,238	\$1,331
Residential (Tenant)	141	\$334	\$359
Non-residential (small)	75	\$1,081	\$1,163
Non-residential (medium)	517	\$3,271	\$3,517
Non-residential (large)	2,000	\$12,925	\$13,897

What are the outcomes for customers?

As part of its price submission, East Gippsland Water consulted with customers to develop a set of outcomes to guide service delivery during 2023 to 2028. East Gippsland Water worked with its customers to develop five outcomes with measures and targets to track its performance. East Gippsland Water’s outcome commitments to its customers are:

- Reliable services, done well.
- Fair prices for all.
- Improved environmental outcomes.



- Prepared for population growth and a changing climate.
- Contributing to community.

In addition, East Gippsland Water will maintain five Guaranteed Service Level commitments.

East Gippsland Water will also:

- Upgrade wastewater treatment plants and networks to cope with more intense rain events and protect the environment
- invest in additional water storage to secure more water for the region
- continue action to meet net zero emissions by 2035.

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

(\$ million before inflation)

Project	Detail	Total
Woodglen Water Treatment Plant works	This project involves the construction of a third raw water storage. This will help meet demand and maintain levels of service to customers growth continues and climate varies.	25.8
Paynesville additional recycled water storage and a transfer pump station	An additional recycled water storage and a transfer pump station are required at Paynesville to limit the chance of a planned emergency discharge and protect the environment.	11.1
Bairnsdale Wastewater Treatment Plant upgrades (stage 1 and 2)	The Bairnsdale Wastewater Treatment Plant will undergo major upgrades to improve flow management and increase treatment capacity, to ensure effective operation during wet weather conditions.	14.0
Woodglen to Wy Yung Main Supply Pipeline upgrade	The 2.8 kilometers of the Woodglen to Wy Yung Main Supply Pipeline most at risk of failure and least accessible will be upgraded.	6.7

Lakes Entrance North Arm bridge water main replacement	This project involves the replacement of water mains to ensure seasonal peak demand is met in Lakes Entrance	4.0
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How much revenue is required from 2023 to 2028?

Our final decision for East Gippsland Water allows operating expenditure of \$125.6 million and gross capital expenditure of **\$120.2 million** to provide its services to customers over the next five years. To fund this, East Gippsland Water requires **\$190.8 million** in revenue.

Got a question?

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