






In June 2023 the Essential Services Commission released its final decision on Goulburn Valley Water’s price submission. The final decision completes our review of the maximum prices that Goulburn Valley 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 \$958 (including inflation), a 7.7 per cent increase from \$890 in 2022-23.	Goulburn Valley Water retains its water and sewerage tariff structure. It will change its approach to calculating new customer contributions and developer charges and will introduce a new digital meter tariff.	Goulburn Valley Water worked with its customers to revise its four outcome commitments, measures, and targets. It also worked with its customers to modify its guaranteed service level commitments.

Information about, our price review process, our draft decision and Goulburn Valley 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 \$958 (including inflation), a 7.7 per cent increase from \$890 in 2022-23.

For the remaining four years of the price period, prices will go up by 0.60 per cent in 2024-25 and then 1.0 per cent per year for the following three years (before inflation).

Our final decision approves a new digital meter tariff for in growth towns because Goulburn Valley Water has demonstrated the benefits of digital meters outweigh the initial cost for new connections.

Goulburn Valley Water used a new approach to calculating new customer contributions and developer charges. Goulburn Valley Water’s new customer contributions for water will increase by 28 per cent in 2023-24, then will increase by inflation annually for the remaining four years.

Goulburn Valley Water will introduce a new customer contribution charge for sewer in the 2023-28 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)	260	\$890	\$958
Residential (Tenant)	260	\$296	\$318
Non-residential (Small)	108	\$876	\$943
Non-residential (Medium)	603	\$2,041	\$2,198
Non-residential (Large)	3,875	\$8,943	\$9,630

What are the outcomes for customers?

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



- We will provide reliable water and wastewater services customers can trust
- We will lead action and partner with our communities to grow the region
- We will care for the environment and adapt to a future impacted by climate variability
- We will deliver respectful and responsive customer service, balancing affordability, value for money and fairness.

In addition, Goulburn Valley Water worked with its customers to develop five Guaranteed Service Level commitments for customers and the payments to customers if these standards are not met.

Goulburn Valley Water will also:

- Renew existing water and sewerage infrastructure to underpin reliable and safe supply to towns
- Increase funding for hardship support programs
- Partner with first nations peoples to incorporate indigenous knowledge into its practices and re-establish cultural connection with the land and waters.

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

(\$ million before inflation)

Project	Detail	Total
Large Scale Solar	This project involves the installation of three 5MW solar sites to meet 2025 renewable energy targets through the construction of appropriate infrastructure.	20.5
Nathalia Water Supply Pipeline	This project will replace the existing Water Treatment Plant at Nathalia, which is at the end of its life, with a pipeline from another town.	17.3
Broadford Water Treatment Plant Upgrade	This project involves upgrading the treatment plant to increase capacity for future growth in Broadford and Kilmore.	14.6

Health-based Targets Water Treatment Plant Upgrade Program	This program involves increasing the number of treatment barriers at Water Treatment Plants to assist in meeting drinking water regulations.	14.5
Shepparton Operations Centre Clear Water Storage Augmentation	This program will provide additional treated water storage capacity for growth in Shepparton.	11.7

How much revenue is required from 2023 to 2028?

Our final decision for Goulburn Valley Water allows operating expenditure of \$290.8 million and gross capital expenditure of \$234.0 million to provide its services to customers over the next five years. To fund this, Goulburn Valley Water requires \$431.5 million in revenue.

Got a question?

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