




In June 2023 the Essential Services Commission released its final decision on Gippsland Water's price submission. The final decision completes our review of the maximum prices that 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 \$1,414 (including inflation), a 3.7 per cent increase from \$1,363 in 2022-23.	Prices will decrease by 0.15 per cent (before inflation) each year from 2024-25 to 2027-28. Tariff structures will remain the same.	Gippsland Water has refined its outcome commitments and measures, adding a sixth outcome commitment for the 2023-2028 regulatory period. Gippsland Water will keep five of its guaranteed service levels.

Information about, our price review process, our draft decision and 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 \$1,414 (including inflation), a 3.7 per cent increase from \$1,363 in 2022-23.

For the remaining four years of the price period, prices will decrease by 0.15 per cent (before inflation).

Gippsland Water will reintroduce new customer contribution charges in response to 'unexpected and unprecedented' growth in connections over the last three years. These developer contributions will be reintroduced in 2023-24 and will increase by inflation for the remaining 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. 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)	164	\$1,363	\$1,414
Residential (Tenant)	164	\$366	\$380
Non-residential (Small)	70	\$1,267	\$1,316
Non-residential (Medium)	327	\$2,258	\$2,353
Non-residential (Large)	600	\$3,311	\$3,455

What are the outcomes for customers?

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

- Be affordable and fair
- Do your job well
- Be easy to deal with
- Be environmentally responsible



- Be involved in the community
- Plan for the future.

In addition, Gippsland Water will keep five of its guaranteed service levels for customers. It will replace two existing guaranteed service levels with community and environment commitments that are similar in nature.

Gippsland Water will also:

- Introduce new initiatives to interact with customers and keep them up to date about their services.
- Work with traditional owners to make land it currently manages available for cultural use.

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

(\$ million before inflation)

Project	Detail	Total
Saline Water Outfall Pipeline Renewal	This project will renew sections of the Saline Water Outfall Pipeline servicing the brown coal power generation industry. This project is to be fully paid for by the major customer serviced.	17.2
Factory Road Sewer Pump Station and Rising Main Upgrade	This project will increase the pumping capacity of the station to cater for current and future connections growth in Yarragon.	14.3
Connect Traralgon and Morwell Water Networks Stage 1	This project involves duplication of the major water main in Traralgon, providing additional water security for existing customers and future connectivity between the Traralgon and Morwell systems.	11.2
Warragul Wastewater Treatment Plan Upgrade	This project is to cater for new connections growth and meet compliance requirements in Warragul.	10.0

Drouin West Water Main Extension

This project will construct 1.9 kilometers of new watermain to increase capacity and reliability in the Drouin system.

4.0

How much revenue is required from 2023 to 2028?

Our final decision for Gippsland Water allows operating expenditure of \$454.9 million and gross capital expenditure of **\$267.7 million** to provide its services to customers over the next five years. To fund this, Gippsland Water requires **\$703.9 million** in revenue.

Got a question?

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