




In June 2023 the Essential Services Commission released its final decision on GWMWater’s price submission. The final decision completes our review of the maximum prices that GWMWater 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 bills for 2023-24 will be \$1,396 (including inflation), a 0.5 per cent decrease from \$1,404 in 2022-23.	GWMWater will reduce its urban water, sewerage and rural charges including bulk water charges in 2023-24. Bulk water charges will see a further decrease (before inflation) in 2024-25. Urban water and rural pipeline charges will see marginal increases (before inflation) in some subsequent years.	GWMWater reviewed and refined its outcome commitments and measures, in response to customer feedback. GWMWater will include two additional guaranteed service level commitments for urban customers.

Information about, our price review process, our draft decision and GWMWater’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 residential owner occupier water bill for 2023-24 will be \$1,396 (including inflation), a 0.5 per cent decrease from \$1,404 in 2022-23.

Bulk water and commercial off-season usage charges will decrease further in 2024-25. Urban water – potable charges will marginally increase (before inflation) upon completion of water quality

upgrades in 2025-26 and 2027-28. Rural pipeline charges will also see a marginal increase in 2027-28.

Commercial customers in industrial zones in nominated towns will transition to a new industrial fire service tariff that will help them meet firefighting infrastructure requirements of the National Construction Code, as GWMWater completes the planned fire service connection upgrades on a town-by-town basis.

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)	240	\$1,404	\$1,396
Residential (Tenant)	240	\$422	\$420
Non-residential (Medium)	390	\$1,649	\$1,639

What are the outcomes for customers?

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

- safe drinking water
- clean non-drinking water – urban
- clean non-drinking water – rural pipeline
- reliable and affordable services
- healthy and liveable region.



In addition, GMMWater will maintain existing guaranteed service level commitments for urban customers and to introduce two new guaranteed service level commitments relating to multiple water interruptions and sewer blockages.

GMMWater will also:

- improve water quality, including bringing more towns onto drinking water supply and improving the quality of non-drinking water supplies
- continue planning for water security for the longer term.

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

(\$ million before inflation)

Project	Detail	Total
East Grampians Water Supply Project	This is a continuation of a project which is currently in progress. It will provide up to 1,500 rural customers access to a reticulated water supply and service regional farming, viticulture and animal industries.	46.5 (29.9 to funded via government contributions)
Northern Mallee Pipeline Clean Water Project – Stage 2	This project will address blue green algae and black water events, providing customers on the Nyah and Piangil systems with cleaner water.	9.2
Kaniva Water Quality Upgrade	This project is currently in progress and will provide the town with treated water sourced from the Dimboola Water Treatment Plant via a 38km pipeline from Nhill.	8.5
Berriwillock and Culgoa Water Quality Upgrade	This project will address water quality issues and will service Berriwillock and Culgoa from spare capacity in the Warracknabela to Sea Lake drinking water pipeline.	5.7

<p>Dimboola Wastewater Treatment Plant and Reuse System upgrade</p>	<p>This project will upgrade aging infrastructure and enable effective treatment and management of wastewater and eliminate the risk of environmental damage.</p>	<p>7.8</p>
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How much revenue is required from 2023 to 2028?

Our final decision for GMMWater allows operating expenditure of \$189.1 million and gross capital expenditure of \$203.6 million to provide its services to customers over the next five years. To fund this, GMMWater requires \$330.7 million in revenue.

Got a question?

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