

Review of new customer contributions

Submission received through Email

Date submitted: 11 November 2025

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From 17 October to 11 November 2025, we began accepting submissions on our Draft New Customer Contributions Framework paper. People were given the option to send us general feedback or respond to the questions we provided.

Hello,

Thank you for the opportunity to provide feedback on the Draft New Customer Contributions Framework.

Being a small regional water business with comparatively low number of NCCs compared to our Metro counterparts, we have reviewed the draft framework to ensure we will have the flexibility to administer NCCs in a cost-effective way, appropriate for a regional water business of our size. We also reviewed the framework to ensure it allows and supports businesses working together to administer NCCs. We also support the general intention to become more transparent and open about the NCCs pricing approach for all involved.

We're comfortable that the framework supports these underlying principles, with some examples set out below.

Standard NCCs (section 4,1 further detail section 5.2)

We have areas where infrastructure requirements and growth rates are relatively well known and therefore it is highly likely we will be proposing some standard NCCs. We welcome the flexibility the framework provides to have standard NCCs in certain circumstances.

NCC calculation models (section 6.1)

We support the ESC in developing a robust and transparent NCC model and user guides. These will support us in reviewing and updating our existing NCC model that has been used in the 2013, 2018 and 2023 calculation of standard NCCs.

Connection policies (section 5.1)

The framework sets out the minimum content required in a connection policy. We support this approach as it provides high-level guidance to businesses, especially the businesses seeking to work together.

Development Servicing Plan (section 5.2 and Appendix B)

The framework sets out the minimum requirements for DSPs. This provides high-level requirements and will allow water businesses to submit DSPs with high-levels of confidence that resubmission will not be required where the required information has been provided.

Steven Kearns

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