



Wannon Water

2023 water price review | Customer fact sheet

Victoria's water businesses send us submissions on proposed prices and key outcomes for their customers. We assess the submissions and make price determinations on the maximum price they can charge for their services from 1 July 2023 to 30 June 2028.

Snapshot of Wannon Water's price submission

Bills	Outcomes	Tariffs
		
<p>Typical annual residential owner occupier water bills will increase from \$1,106 in 2022-23 to \$1,115 in 2023-24 and \$1,124 in 2024-25. This excludes inflation, which is added to bills each year.¹</p>	<p>Wannon Water worked with its customers and community to develop six new outcome commitments, with its measures and targets maintaining or improving performance over the next five years.</p>	<p>Wannon Water proposes to reduce its fixed water service charges by 1.2 per cent per year and increase its water usage charge by 2.1 per cent per year, for residential customers, to provide greater control over bills.</p>

Information about our price review process and Wannon Water's price submission is available at www.esc.vic.gov.au/water-price-review-2023

Send us your feedback on Wannon Water's proposal

Submitting your feedback to Wannon Water's price submission by **1 December 2022** will help us prepare for the release of our draft decision. Send us your feedback via

<https://engage.vic.gov.au/water-price-review-2023>.

¹ You can access latest independent forecasts for inflation via <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release>.



What are the changes to prices and tariffs

Wannon Water proposes to increase the ratio of variable to fixed charges after customer consultation supported greater control over bills. Wannon Water proposes to decrease its fixed water charge by 1.2 per cent per annum and increase its usage charge by 2.1 per cent per annum.

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. Wannon Water provided us with typical bills for different customer groups and water volumes.

Typical water and sewerage bills 2022-23 to 2027-28 (not including inflation)

Customer Group	Average consumption (kL p.a.)	2022-23 annual bill	2023-24 annual bill	2027-28 annual bill
Residential (Owner occupier)	142	\$1,106	\$1,115	\$1,154
Residential (Tenant)	142	\$207	\$212	\$229
Non-residential (Small)	100	\$1,122	\$1,132	\$1,172
Non-residential (Medium)	1,000	\$4,192	\$4,229	\$4,389
Non-residential (Large)	5,000	\$15,983	\$16,165	\$16,945

What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that they will deliver to their customers over the following five years. The set of outcomes, measures and targets are unique to each business, reflecting those performance elements that matter most to customers, as revealed through the customer engagement process.

Wannon Water worked with its customers to develop six major outcomes, with measures and targets to track its performance. Wannon Water's outcome commitments to its customers are:



- Ongoing reliability of water and sewerage services
- Ongoing protection of the environment through action and education, prioritising Country and our communities
- Fair and reasonable bills for all
- Improved water quality in identified communities
- Improved customer experience of our products and services
- Active partnerships for healthy and resilient communities.

In addition, Wannon Water proposes to maintain Guaranteed Service Level commitments for customers.

Wannon Water also proposed:

- increasing support for customers finding it difficult to pay
- improving water quality in identified communities
- to be carbon neutral by 2030.

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

(\$ million before inflation)

Project	Description	Total
Warrnambool Sewage Treatment Plant Upgrade	This project will upgrade the Warrnambool Sewage Treatment Plant to cater for growth.	52.9
Installation of UV Disinfection Tanks at the Warrnambool Sewage Treatment Plant	This project will ensure that environmental requirements continue to be met.	5.9
Great Tasting Water project	This project will provide the infrastructure to improve the quality of drinking water in at least one groundwater supplied town.	15.8
Hopkins Point Road Water Supply Upgrade	This project will provide a new water storage facility and associated infrastructure to supply	3.0

Warrnambool's Hopkins Point Road development area.

Camperdown Water Treatment Plant UV System installation	This project will improve water treatment at the Camperdown Water Treatment Plant.	1.8
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How much revenue is required from 2023 to 2028?

We require each business to tell us what revenue it will require for the next five years. This helps us understand how Wannon Water calculated the prices in its submission.

Wannon Water forecasts that it needs **\$265 million** of operating expenditure and **\$157 million** of capital expenditure to provide its services to customers over the next five years. To fund this, it requires **\$385 million in revenue**, an increase on the annual average from past years.

Got a question?

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