






In June 2023 the Essential Services Commission released its final decision on Yarra Valley Water's price submission. The final decision completes our review of the maximum prices that Yarra 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 \$1,049 (including inflation), a 2.1 per cent increase from \$1,028 in 2022-23.	Yarra Valley Water will combine the sewage disposal and water usage charges for residential customers.	Yarra Valley Water has refined its customer outcome commitments, measures, and targets, in recognition of servicing a wide range of customers with different needs and expectations. It will maintain guaranteed service level commitments for customers and add a community guaranteed service level commitment related to water quality events.
Information about, our price review process, our final decision and Yarra 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 residential owner occupier water and sewerage bill for 2023-24 will be \$1,049 (including inflation), a 2.1 per cent increase from \$1,028 in 2022-23

Subject to Yarra Valley Water’s revenue cap, water and sewerage prices will generally fall by around 1.6 per cent in 2024-25 (before inflation), before moving in line with inflation in the following three years.

Yarra Valley Water has combined its residential sewage disposal charge and its residential variable water charge after community consultation on its tariffs.

Standard new customer contributions will increase by 5 per cent per year (before inflation) from 2022-23. New urban growth boundary new customer contributions will increase by 10 per cent in the first two years (including inflation), and then increase by 10 per cent (before inflation) each year.

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)	150	\$1,028	\$1,049
Residential (Tenant)	150	\$498	\$508
Non-residential (Small)	150	\$1,569	\$1,601
Non-residential (Medium)	1,000	\$5,604	\$5,720
Non-residential (Large)	10,000	\$48,332	\$49,330

What are the outcomes for customers?

As part of its price submission, Yarra Valley Water consulted with customers to develop a set of outcomes to guide service delivery during 2023 to 2028. Yarra Valley Water worked with its



customers to develop six outcomes, with accompanying measures and targets to track its performance each year. Yarra Valley Water’s outcome commitments to its customers are:

- Safe and pleasant drinking water
- Reliable water and sewerage services
- Timely response and repair
- Service that meets everyone’s needs
- Saving water for the future
- Looking after our natural environment.

In addition, Yarra Valley Water will maintain existing guaranteed service level commitments for customers and will add a community guaranteed service level commitment related to water quality events.

Yarra Valley Water will also:

- commit to a Caring for Country philosophy across all decisions and actions
- maintain best practice in customer support programs that continue to meet customers’ needs
- respond to growth in its region.

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

(\$ million before inflation)

Project	Detail	Total
Aurora Recycled Water Treatment Plant and transfer System	The construction of this treatment plant and transfer system will provide water treatment capacity in the north of Melbourne to cater for expected growth and support liveability.	134.3
Mt Fraser Drinking Water and Recycled Water Transfer System	This project will enable the efficient management, storage, supply and discharge of drinking water and recycled water.	75.1
Doncaster Hill Recycled Water Project	This project involves the construction of a recycled water treatment facility to provide	62.5

	recycled water to 6,000 properties in the Doncaster Hill area.	
Park Orchards community sewerage project	This project will provide sewerage services to approximately 1,000 properties in Park Orchards which were not previously connected. This includes two sewage pump stations and associated 18 kilometers of new gravity and pressure sewers.	43.1
M4 distribution main renewal project	This project will renew existing water mains in Coburg and Brunswick to ensure reliability and quality of water services.	43.9

How much revenue is required from 2023 to 2028?

Our final decision for Yarra Valley Water allows operating expenditure of **\$3,489.0** million and gross capital expenditure of **\$1,962.0** million to provide its services to customers over the next five years. To fund this, Yarra Valley Water requires **\$4,947.5** million in revenue.

Got a question?

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