






# Yarra Valley 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

Bills	Outcomes	Tariffs
		
<p>Typical annual residential owner occupier water bills for 2023-24 will be \$986 a by 4.6 per cent decrease from \$1034 in 2022-23. This is followed by an additional 3 per cent decrease in 2024-25. This excludes inflation which is added to bills each year<sup>1</sup>. Average water bills will then increase by inflation for the remaining three years of the price period.</p>	<p>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.</p>	<p>Yarra Valley Water proposes to reduce its fixed water and sewerage service charges for the first two years, then increase them by inflation for the remaining three years of the price period. Yarra Valley Water also proposes to combine sewerage disposal and water usage charges for residential customers.</p>

Information about, our price review process and Yarra Valley Water's price submission is available at [www.esc.vic.gov.au/water-price-review-2023](http://www.esc.vic.gov.au/water-price-review-2023).

## Send us your feedback on Yarra Valley Water's proposal

Submitting your feedback 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>.

<sup>1</sup> 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?

Overall proposed prices for Yarra Valley Water customers will **go down** in the first two years (before inflation) and then increase by inflation.

Yarra Valley Water proposes to limit any price increases after inflation by 5 per cent for the first two years. Yarra Valley Water also proposes to remove the residential sewage disposal charge and combine it with the water usage charge after community consultation on its tariffs.

New customer contributions will increase by 5 per cent per year (before inflation) from 2023-24.

## 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. Yarra Valley Water provided us with typical bills for different customer groups and water volumes.

### Typical water and sewerage bills (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)	150	\$1,034	\$986	\$956
Residential (Tenant)	150	\$504	\$480	\$466
Non-residential (Small)	150	\$1,575	\$1,503	\$1,457
Non-residential (Medium)	1,000	\$5,644	\$5,386	\$5,222
Non-residential (Large)	10,000	\$48,732	\$46,505	\$45,090

## 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.

Yarra Valley Water worked with its customers to develop six major 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 proposes to maintain guaranteed service level commitments for customers including its community rebate that returns \$1.8 million to customers for every outcome not achieved.

Yarra Valley Water also proposed:

- a commitment to a Caring for Country philosophy across all decisions and actions
- maintaining best practice in customer support programs that continue to meet customers' needs
- simplified billing which encourages water conservation.

## 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	This project 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 recycled water to 6,000 properties in the Doncaster Hill area.	62.55
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 kilometres 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?

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

Yarra Valley Water forecasts that it needs **\$3.49 billion** of operating expenditure and **\$1.96 billion** of capital expenditure to provide its services to customers over the next five years. To fund this, it requires **\$4.9 billion in revenue**, a decrease on the annual average from past years.

## Got a question?

[View our contact details](#) and follow us on [LinkedIn](#) and [Twitter](#).

