

29 September 2022

Marcus Crudden  
Executive Director, Price Monitoring and Regulation  
Essential Services Commission  
Level 8, 570 Bourke Street  
Melbourne VIC 3000

Dear Marcus,

### **OUR 2023-28 PRICE SUBMISSION**

On behalf of the Yarra Valley Water Board and Management, I'm pleased to submit our 2023-28 price submission.

Our submission was developed in unprecedented times and we've again challenged ourselves to provide our 'best offer' to customers. Key features of our submission include:

- Building on a strong foundation of performance to deliver the commitments we made to customers in our 2018-23 submission, which will see us:
  - Achieve 75 per cent of outcome targets, deliver nine of 10 major projects and meet or exceed 80 per cent of Customer Service Code targets.
  - Demonstrate steady improvement in customer perceptions across all measures of customer satisfaction, value for money, trust and reputation in the community.
- Continuing the trend of annual price increases below inflation. This has delivered real reductions in prices over the long term, with bills forecast to be \$352 less in real terms by 2027-28 than they were 2013-14.
- Keeping pressure off households and businesses in a time of rising costs and economic uncertainty by providing the greatest benefit in terms of real bill decreases in the first two years of the price period.
- Backing up our real price reductions with robust and effective customer support programs to ensure customers experiencing vulnerability continue to have access to our essential services.
- Maintaining our position on the efficiency frontier and further committing to annual efficiencies equivalent to 1.7 per cent per annum.
- Prioritising investment in critical infrastructure necessary to maintain customer service levels and outcomes, meet regulatory obligations and build our resilience to climate related impacts. This includes renewing existing assets that have reached end of life or are at capacity and providing new infrastructure in new suburbs.

- Building on our leading approach for the current period, we have further elevated our community engagement program, where we:
  - Co-designed our approach with stakeholders and the community.
  - Incorporated the wisdom of our Aboriginal Community Working Group as a central point of guidance in our engagement.
  - Sought out customers who might not typically have the opportunity to provide their views such as those who don't speak English and people who experience accessibility challenges, together with youth and people living at the fringe of our service area.
  - Established six outcomes with 17 associated measures and targets that reflect the priorities and concerns of customers and the community.
- Maintaining and extending our Community Rebate, returning \$1.8 million per annum back to customers and the community for any outcome we don't achieve.

We look forward to presenting our plan to the Commissioners on Tuesday 18 October. If you require further information on our proposals in the meantime, please don't hesitate to contact Brett Mathieson on [REDACTED].

Yours sincerely



**Pat McCafferty**  
Managing Director

## Contact us

<p> <b>Enquiries</b> 1300 304 688</p> <p><b>Faults and Emergencies</b> 13 27 62 (24hr)</p> <p> <b>Fax</b> 03 9872 1353</p>	<p> <b>enquiry@yvw.com.au</b></p> <p> <b>yvw.com.au</b></p> <p> <b>Private Bag 1 Mitcham VIC 3132 DX 13204</b></p>	<p><b>For language assistance</b></p> <p>العربية 1300 914 361</p> <p>廣東話 1300 921 362</p> <p>Ελληνικά 1300 931 364</p> <p>普通话 1300 927 363</p>	<p>For all other languages call our translation service on <b>03 9046 4173</b></p> <p> <b>TTY Voice Calls</b> 133 677</p> <p> <b>Speak and Listen</b> 1300 555 727</p>
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