



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. New prices need to be in place by 1 July 2018.

Snapshot

Bills	Future prices	Investment and Outcomes
Typical residential owner occupier water bill for 2018-19 will be \$1,170 before inflation, up from \$1,100 in 2017-18. This increase is \$70 or 6.4% and incorporates the end of the four year government rebate.	Overall price rises are limited to inflation for the financial years of 2018-19 to 2022- 23.	Wannon Water's major investment will be to upgrade sewerage services for customers in Warrnambool. It has new service targets and will report to customers annually on its performance.

Do you want to know the difference between bills and prices? For this and more information about our price review process and Wannon Water's price submission, go to <http://www.esc.vic.gov.au/waterpricereview>

Send us your feedback on Wannon Water's proposal

Submitting your feedback to Wannon Water's price submission by **10 November 2017** will help us prepare for the release of our draft decision.

Any feedback submitted after this date will still be considered as part of our consultation process. Send your feedback to water@esc.vic.gov.au or call (03) 9032 1300.



What are the changes to prices and tariffs?

Wannon Water has proposed residential and non-residential prices for its customers that overall will **rise no more than inflation** every financial year from 2018-19 to 2022–23.

Wannon Water is proposing to reduce its water tariff groups from four to two groups and its sewerage service tariff will reduce from three groups to a single consistent tariff across the region.

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 (not including inflation)

Customer group	Average consumption (kL p.a.)	2017-18 annual bill	2018-19 annual bill	2022-23 annual bill
Residential (Owner occupier)	146	\$1,100*	\$1,170	\$1,170
Residential (Tenant)	146	\$201*	\$236	\$271
Non-residential (Small)	80	\$1,078	\$1,078	\$1,078
Non-residential (Medium)	200	\$1,345	\$1,345	\$1,345

*includes a government rebate

What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that customers will receive during 2018 to 2023. Wannon Water proposed seven outcomes along with activities and targets to measure how it performs in delivering these outcomes.

Service levels and targets will be similar to past years with some changes to Guaranteed Service Levels, including a new Guaranteed Service Level for sewer spills.





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

(\$ million before inflation)

Project	Detail	Total
Warrnambool Water Reclamation Plant Augmentation	This project aligns with Wannon Water’s customer outcome of sewerage services that protect public health and the environment. It involves constructing an anaerobic digester and will help meet growing demand for sewerage services.	38.0
Warrnambool - Wangoom Rd water tower and pump station	This project aligns with Wannon Water’s customer outcome of safe and reliable water supplies and to manage new growth. It involves constructing a high-level water tower and pump station.	4.3
Hamilton - New Biosolids Drying Area	This project aligns with Wannon Water’s customer outcome of sewerage services that protect public health and the environment. It involves new drying beds at the Hamilton water reclamation plant.	3.5
Camperdown - Refurbish Camperdown Biosolids Facility	Also with an aim to provide sewerage services to protect public health and the environment, Wannon Water will replace and refurbish drying beds at the Camperdown sewerage treatment site.	2.8

How much revenue is required from 2018 to 2023?

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

Wannon Water forecasts that it needs **\$221 million** of operating expenditure and **\$157 million** of major capital expenditure to provide its services to customers over the next five years. To fund this, Wannon Water requires **\$355 million in revenue**, an **increase** from \$353 million during 2013 to 2018. This additional revenue will not increase prices in the next five years because of growth in population and the efficiencies Wannon Water plans to make.

Got a question?

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

