




In June 2023 the Essential Services Commission released its final decision on Coliban Water's price submission. The final decision completes our review of the maximum prices that Coliban Water may charge for its services for a five-year regulatory period from 1 July 2023 to 30 June 2028.

### Snapshot

Bills	Tariffs	Outcomes
		
<p>Typical annual residential owner occupier water and sewerage bills for 2023-24 will be \$1,477 (including inflation), an 8 per cent increase from \$1,367 in 2022-23.</p>	<p>Overall, prices will go up by 2.5 per cent each year (before inflation) for the last four years.</p> <p>Tariff structures will remain generally the same.</p> <p>Coliban Water will introduce a new trade waste category and non-compliance charges.</p>	<p>Coliban Water refined its outcomes and measures to better reflect service areas that its customers value most.</p> <p>It will increase payments for some guaranteed service levels and include new commitments.</p>
<p>Information about, our price review process, our draft decision and Coliban Water's price submission is available at <a href="http://www.esc.vic.gov.au/water-price-review-2023">www.esc.vic.gov.au/water-price-review-2023</a>.</p>		

### What are the changes to prices and tariffs?

A typical annual owner occupier water and sewerage bill for 2023-24 will be \$1,477 (including inflation), an 8.0 per cent increase from \$1,367 in 2022-23. For the remaining four years of the price period, prices will increase 2.5 per cent each year (before inflation).

There will be no changes to its water and sewerage tariff structure, however it will introduce a new trade waste category and non-compliance charges.

Coliban Water used a different method of setting their new customer contribution charges. New customer contributions for water, sewer and recycled water will increase by 20 per cent in 2023-24 to a combined total of \$5,370, then will increase by 14 per cent each year, on average, for the remaining four years (before inflation). Coliban Water will introduce water and sewer new customer contributions for small lot infill.

## 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)	192	\$1,367	\$1,477
Residential (Tenant)	192	\$439	\$474
Non-residential (Small)	100	\$1,157	\$1,249
Non-residential (Medium)	900	\$3,652	\$3,943

## What are the outcomes for customers?

As part of its price submission, Coliban Water consulted with customers to develop a set of outcomes to guide service delivery during 2023 to 2028. Coliban Water worked with its customers to develop five outcomes, with measures and targets to track its performance. Coliban Water's outcome commitments to its customers are:

- We will supply high quality water you can trust
- We will provide services to meet the needs of our customers now and into the future



- We will reduce our environmental footprint and achieve a socially responsible, sustainable business for future generations
- Our investment will support the economic prosperity of our region
- We will support customers in need.

In addition, Coliban Water made changes to its Guaranteed Service Level commitments. It included commitments related to pressure performance and disruptions caused by its Big Water Build and increased the rebates payable if the guaranteed service level commitments are not met.

Among its key initiatives, Coliban Water will renew and upgrade its infrastructure to meet compliance obligations, support reliable services, help to address future growth and adapt to climate change.

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

(\$ million before inflation)

Project	Detail	Total
Bendigo Water Reclamation Plant (WRP) projects	These projects consist of a general upgrade and tertiary filter expansion (\$14.6 million), sludge handling upgrade (\$52.7 million) and recycled water factory upgrade (\$11.4 million). The upgrades will allow the Bendigo Water Reclamation Plant to comply with Environmental Protection Agency licence requirements, cater for growth, and increase the reliability of Class A recycled water production.	78.7
Castlemaine WRP Upgrade	This project will allow for growth while minimising damage to the environment to meet Environmental Protection Agency licence requirements.	25.3
Bendigo Trunk & Outfall Sewer Growth & Compliance Upgrade	This project will increase the sewer network capacity to cater for future growth and comply	26.3



	with Environmental Protection Agency wet weather containment standards.	
West Bendigo Sewer Growth & Compliance project	This project will increase the sewer network capacity and cater for future growth and comply with Environmental Protection Agency wet weather containment standards.	25.2
Trentham Water Treatment Plant (WTP) Capacity Upgrade	This project will increase raw water supply into the plant, catering for future growth. It will help deliver a safe and secure drinking water supply to customers in Trentham.	15.8
Goornong Treated Water Supply Upgrade	This project will address future supply risks and ensure continued safe and secure drinking water supply to customers in Goornong.	13.6

## How much revenue is required from 2023 to 2028?

Our final decision for Coliban Water allows operating expenditure of \$440.9 million and gross capital expenditure of **\$506.4 million** to provide its services to customers over the next five years. To fund this, Coliban Water requires **\$728.1 million** in revenue.

## Got a question?

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