

Public engagement summary: Greater Western Water price review 2024

We released our final decision on Greater Western Water's price submission and issued a price determination which sets the maximum prices that customers of Greater Western Water will pay for the services they receive for the period from 1 July 2024 to 30 June 2028.

Project background

We reviewed the prices that Greater Western Water proposes to charge its residential and business customers in metropolitan Melbourne for water and sewerage services from 1 July 2024.

We assessed Greater Western Water's price submission using the legal framework established by the Victorian Government and set out in the [Water Industry Regulatory Order \(PDF\)](#), and the Essential Services Commission's [PREMO water pricing framework](#). Our PREMO framework provides incentives for water businesses to put forward their best offer to customers and deliver outcomes most valued by customers. The 'Performance' element of PREMO holds businesses accountable for their price and service commitments from the previous price review.

As part of the review, we ran a public engagement process to ensure the views of interested stakeholders were considered. We sought feedback from Greater Western Water customers and stakeholders at multiple stages of our decision-making process. The feedback we received was critical to informing our review. Activities we undertook included:

- promoting participation via a dedicated Engage Victoria webpage
- inviting feedback on Greater Western Water's price submission and our draft decision
- holding an online public forum to discuss our draft decision
- increasing reach via social media posts and newspaper advertisements.

We considered all feedback received from interested stakeholders including Greater Western Water's response to our draft decision in making our final decision and the price determination.

How we engaged



Key dates

- October 2023 – May 2024: all communication channels open to the public
- 4 October – 15 December 2023: 6-week consultation period on Greater Western Water's price submission
- 26 March – 7 May 2024: 6-week consultation period on our draft decision
- 2 May 2024: online public forum

The PREMO framework required Greater Western Water to undertake customer and community engagement to inform its price submission.



Methodology

- Greater Western Water was given the opportunity to present its price proposal directly to ESC's commissioners.
- We sought feedback and submissions via Engage Victoria and email for the duration of the two consultation periods.
- We held a public forum chaired by the ESC chairperson to discuss our draft decision and seek feedback from interested stakeholders.
- We advertised each review milestone and the public forum on Herald Sun to promote customer and stakeholder participation in our consultation process.
- We advertised milestones and our public forum on The Weekly Times and ran a social media campaign on LinkedIn, Twitter and Facebook to promote participation in our consultation process.



Number of participants

- Our 'Water price review 2024' Engage Victoria consultation page was viewed 7,435 times by 2,526 visitors between 29 September 2023 and 7 May 2024.
- Our online public forum was attended by 59 participants including Greater Western Water customers, community groups, consumer advocates, local councils, peak bodies, consultancy firms, Victorian government representatives, water business staff and ESC staff.



Number of submissions received (written, verbal)

- 11 submissions on Greater Western Water's price submission
- 12 submissions on our draft decision

Our engagement activities

Online public forum

We held a virtual public forum on 2 May 2024.

A recording of this forum is available on our 'Greater Western Water price review 2024' web page, [YouTube channel](#) and Engage Victoria. It has gained over 50 views as of 31 May 2024.



Social media

We posted updates on key milestones of the Greater Western Water price review on our social media platforms including LinkedIn, Twitter and Facebook.

The contents of the social media posts were:

- invitation to submit feedback on Greater Western Water's price submission
- key facts about Greater Western Water's proposal and release of our draft decision
- invitation to submit feedback on our draft decision
- details of the public forum and invitation to attend in-person or online.

Examples of the various LinkedIn and Twitter posts:



Essential Services Commission

6K followers

8mo • 🌐

Are you a customer of 🌊 Greater Western Water? We are seeking your feedback on how much Greater Western Water is proposing to charge its customers for water services over the next four years. ...see more



Essential Services Commission

6K followers

8mo • 🌐

Are you a customer of 🌊 Greater Western Water? We are seeking your feedback on how much Greater Western Water is proposing to charge its customers for water services over the next four years.

Your 🗣️ feedback can help inform our decision on the maximum prices that Greater Western Water can charge you.

Visit Engage Victoria now 📄 <https://lnkd.in/gvN9qgQ3>

Initial consultation closes 📅 15 December 2023.

View our website for more information: <https://lnkd.in/gEbQs5iT>

#WaterPriceReview2024 #HaveYourSay



Essential Services Commission @EssentialVic · Mar 26

We have released our draft decision on @GwwVic's proposed prices & service priorities for 2024-2028.

The draft decision is open for feedback on Engage Victoria until 7 May: <https://go.vic.gov.au/3TAjLPq>

Attend our public forum on 2 May to learn more: <https://tinyurl.com/2p92r3xm>



Essential Services Commission @EssentialVic · Apr 5

Are you a customer of @GwwVic? Join our online public forum to learn more about Greater Western Water's proposed prices & service priorities for the next 4 years.

📅 1:30pm Thurs 2 May

📍 Online

📄 Register now: <https://tinyurl.com/4an72wxw>



Media

We released two media releases on the Greater Western Water price review 2024 in October 2023 and March 2024, reaching 295 views combined. Example of media releases on our website:



26 March 2024

Regulator releases draft decision on Greater Western Water's pricing to apply from 1 July 2024

Greater Western Water's proposal for the four years from 1 July 2024 leads to a decrease in a typical annual customer bill for most customers.




05 October 2023

Regulator calls for stakeholder feedback on Greater Western Water's new proposed maximum prices for customers

The Essential Services Commission is seeking stakeholder feedback on how much Greater Western Water is proposing to charge its customers for water services over the next 4 years, as part of the commission's 2024 water price review.

Newspaper advertisements



ESSENTIAL SERVICES COMMISSION



Review of water prices to apply from 1 July 2024

The Essential Services Commission is starting its review of the prices Goulburn-Murray Water proposes to charge its customers from 1 July 2024.

Goulburn-Murray Water's proposals are set out in its price submission which can be downloaded from www.esc.vic.gov.au/water-price-review-2024

As part of our review, we are providing an opportunity for customers and other stakeholders to comment on Goulburn-Murray Water's proposals. Feedback is sought by 15 December 2023.

To see how you can provide feedback, go to www.engage.vic.gov.au/ESC-water-price-review-2024



ESSENTIAL SERVICES COMMISSION

GREATER WESTERN WATER PRICE REVIEW 2024


The Essential Services Commission has released a draft decision on the prices and service standards Greater Western Water proposes to apply from 1 July 2024.

We want to hear what you think. Send us your feedback on the draft decision and price proposal by visiting www.esc.vic.gov.au/water-price-review-2024 or call us on 1300 664 969, or attend our upcoming forum.

Greater Western Water 2024 price review: public forum

Date and time: Thursday, 2 May 2024 from 1:30 pm to 2:30 pm

This will be an online forum. For details on how to join, visit Engage Victoria or email us at water@esc.vic.gov.au




Engage Victoria

Our Engage Victoria consultation page provided information on each stage of the Greater Western Water price review 2024 and accepted questions, submissions, and feedback from stakeholders during the two consultation periods.

Below is a snapshot of our Engage Victoria consultation page after consultation on the draft decision closed.

The screenshot shows the Engage Victoria website interface. At the top, there is a navigation bar with the Engage Victoria logo, the Essential Services Commission logo, and links for Consultations, About us, Contact us, Login, Register, and Search. Below the navigation bar, there is a breadcrumb trail: Consultations > Water price review 2024. The main heading is "Water price review 2024". Below the heading, there are three tabs: Overview, Participate, and Timeline. The Overview tab is selected. The main content area is titled "Greater Western Water price review 2024" and includes a "Follow" button and a "Share" button. The text under the heading states: "We are reviewing a price submission by Greater Western Water." The "Overview" section contains the following text: "We are reviewing Greater Western Water's submission covering prices and key outcomes for the four years from 1 July 2024 to 30 June 2028. We released a draft decision outlining our assessment of the proposed prices and outcomes in March 2024. Find out more about our [water price review](#)." The "Our consultation on Greater Western Water's price submission" section contains the following text: "We held an online public forum in May 2024, for stakeholders to find out more about our draft decision on Greater Western Water prices and outcomes to apply from 1 July 2024. Consultation on our draft decision on Greater Western Water's price submission closed on 7 May 2024." The "How does this affect you?" section contains the following text: "Our determination impacts how much customers will pay for the services they receive from Greater Western Water, and the key service outcomes they can expect for the period from 1 July 2024." The "Next steps" section contains the following text: "We will consider feedback received via our consultation survey and public forum in preparing our final decision on Greater Western Water's price submission. We expect to release the final decision and issue a determination that sets the maximum prices that Greater Western Water may charge customers from 1 July 2024 in June 2024. A summary of our engagement process will also be available on our website at the end of the review." The "Greater Western Water's price submission" section contains a list of files: "Greater Western Water 2024 Price Submission" (DOCX, 787 MB), "Greater Western Water New Customer Contribution Model" (XLSX, 11 MB), "Greater Western Water Price Submission Cover Letter" (PDF, 628.67 KB), "Greater Western Water Price Submission" (PDF, 6.02 MB), and "Greater Western Water Price Review Model" (XLSX, 1.83 MB).

Customer fact sheet


 Customer fact sheet - Greater Western Water price submission
DOCX | 246.15 KB


 Customer fact sheet - Greater Western Water price submission
PDF | 207.94 KB

+ Follow

Share

Our draft decision

 Review of Greater Western Water's Expenditure Forecasts - FTI Consulting
PDF | 2.22 MB

 Greater Western Water draft decision
DOCX | 3.6 MB

Participate

2 activities available

Form - Closed

Have your say on our draft decisions

survey is closed

Form - Closed

Have your say

survey is closed