




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

### Snapshot

Prices	Tariffs	Outcomes
		
Under Lower Murray Water's revised prices, generally prices will rise by less than inflation for most districts.	Irrigation tariff structures will remain unchanged.	Lower Murray Water worked with its customers to revise its outcome commitments and measures for the 2023-28 reporting period.
Information about, our price review process, our draft decision and Lower Murray 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> .		

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

Under Lower Murray Water's revised prices, generally prices will rise by less than inflation for most districts.

For irrigation and drainage customers (based on 100 ML of annual usage) Lower Murray Water outlined the following average annual customer bill impacts for the period (excluding inflation):

- Mildura – 0.51 per cent annual decrease
- Red Cliffs – 0.28 per cent decrease
- Robinvale – 5.22 per cent decrease

- Mildura HP – 5.85 per cent decrease
- Merbein – 1.83 per cent increase.

Domestic and stock customers will see an average annual price decrease of 2.25 per cent (excluding inflation).

Diversion customers will see an average annual price decrease of 0.34 per cent (excluding inflation, based on 1000ML of annual usage).

Lower Murray Water will maintain the existing tariff structures for its services.

## What are the outcomes for customers?

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

- Provide customers with value for money
- Provide customers with water when they need it
- Provide customer service channels that are responsive to resolve requests and enquiries
- Service our communities in a socially responsible and environmentally sustainable manner.

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

(\$ million before inflation)

Project	Detail	Total
Robinvale Decommissioning	This project involves decommissioning redundant channels, bridges, river suction, pump stations, and the rising main of the old Robinvale irrigation system that pose safety and maintenance risks.	2.2
Irrigation meter replacement	This project involves the replacement of aged or inaccurate irrigation and domestic & stock meters with digital meters in all irrigation districts.	5.8

Replacement, rehabilitation and renewal of various irrigation assets	This will involve minor replacement, rehabilitation and renewal of various irrigation assets in all districts to ensure service delivery, prevent deterioration and improve the life of assets.	5.3
Replacement and renewal of irrigation mains and associated structures	This project will help maintain security of supply and level of service in all irrigation districts	4.0

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

Our final decision for Lower Murray Water – Rural allows operating expenditure of **\$103.7 million** and gross capital expenditure of **\$43.4 million** to provide its services to customers over the next five years. To fund this, Lower Murray Water – Rural requires **\$138.1 million** in revenue.

### Got a question?

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