






Lower Murray Water - Urban

2023 water price review | Customer fact sheet

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

Bills	Tariffs	Outcomes
		
Typical annual residential owner occupier water and sewerage bills for 2023-24 will be \$1,096 (including inflation), a 7.7 per cent increase from \$1,018 in 2022-23.	There will be no changes to Lower Murray Water's existing urban tariff structures.	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 www.esc.vic.gov.au/water-price-review-2023.

What are the changes to prices and tariffs?

A typical annual owner occupier water and sewerage bill for 2023-24 will be \$1,096 (including inflation), a 7.7 increase from \$1,018 in 2022-23.

For the remaining four years of the price period, prices for Lower Murray Water urban customers will go up by 0.6 per cent (before inflation).



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)	480	\$1,018	\$1,096
Residential (Tenant)	480	\$294	\$316
Non-residential (Small)	400	\$1,065	\$1,147
Non-residential (Medium)	3,000	\$3,279	\$3,531
Non-residential (Large)	30,000	\$26,269	\$28,293

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 five outcomes, with measures and targets to track its performance. Lower Murray Water's outcome commitments to its customers are:

- Provide customers value for money
- Provide customers with reliable and safe drinking water
- Provide customers with reliable sewerage services
- Provide customer service avenues that are responsive to resolve requests/enquiries
- Service our communities in a socially responsible and environmentally sustainable manner.

In addition, Lower Murray Water will continue existing Guaranteed Service Level commitments.



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

(\$ million before inflation)

Project	Detail	Total
Red Cliffs water distribution pressure upgrade	This project aims to upgrade and reconfigure the Red Cliffs water network to improve water pressure and cater for growth.	9.4
Mildura water mains upgrade	This project involves upgrading some of the existing water mains in Mildura to ensure it can meet the current level of service and also cater for growth.	3.8
Wet weather storage for the Koorlong Wastewater Treatment Plant	This project will construct a 400 ML wet weather storage lagoon for the Koorlong Wastewater Treatment Plant. This will allow Lower Murray Water to support growth and utilise sustainable environmental practices.	6.1

How much revenue is required from 2023 to 2028?

Our final decision for Lower Murray Water - Urban allows operating expenditure of **\$148.4 million** and gross capital expenditure of **\$94.8 million** to provide its services to customers over the next five years. To fund this, Lower Murray Water - Urban requires **\$221.5 million** in revenue.

Got a question?

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