






Lower Murray Water – Urban

2023 water price review | customer fact sheet

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 from 1 July 2023 to 30 June 2028.

Snapshot of Lower Murray Water’s price submission

Bills	Tariffs	Outcomes
		
Typical annual residential owner occupier water bills will increase from \$1,018 in 2022-23 to \$1,021 in 2023-24 and \$1,024 in 2024-25. An increase of 0.3 per cent each year. This excludes inflation, which is added to bills each year ¹ .	Overall prices will increase by 0.3 per cent before inflation each year until 2027-28. Lower Murray Water has not proposed any change to the existing urban tariff structures.	Lower Murray Water reported its performance to customers, and, with customer needs and priorities identified, revised its outcome commitments and measures.
Information about our price review process and Lower Murray Water’s price submission is available at www.esc.vic.gov.au/water-price-review-2023		

Send us your feedback on Lower Murray’s proposal

Submitting your feedback by **1 December 2022** will help us prepare for the release of our draft decision. Send us your feedback via <https://engage.vic.gov.au/water-price-review-2023>.

¹ You can access latest independent forecasts for inflation via <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release>.



What are the changes to prices and tariffs?

Overall proposed prices for Lower Murray Water urban customers will **go up** (before inflation) over the period 2023 to 2028.

New customer contributions for water services are proposed to increase by 19.5 per cent and 0.6 per cent for sewerage services in 2023-24 (before inflation), then increase by inflation for the remaining four years.

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. Lower Murray 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.)	2022-23 annual bill	2023-24 annual bill	2027-28 annual bill
Residential (Owner occupier)	480	\$1,018	\$1,021	\$1,033
Residential (Tenant)	480	\$294	\$295	\$298
Non-residential (Small)	400	\$1,065	\$1,068	\$1,081
Non-residential (Medium)	3,000	\$3,279	\$3,289	\$3,329
Non-residential (Large)	30,000	\$26,269	\$26,349	\$26,671

What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that they will deliver to their customers over the following five years. The set of outcomes, measures and targets are unique to each business, reflecting those performance elements that matter most to customers, as revealed through the customer engagement process.

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

- Services provide customers value for money
- Provide customers reliable and safe drinking water
- Provide customers reliable sewerage services
- Provide customer service channels that are responsive to resolve requests and enquiries within agreed KPIs
- Service our communities in a socially responsible and environmentally sustainable manner.

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

Lower Murray Water also proposed:

- ongoing implementation of its genuine stakeholder engagement approach
- balancing the key risks across the five-year period to protect customers from carrying an unfair risk burden.

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

(\$ million before inflation)

Project	Detail	Total
Red Cliffs pressure upgrade	This project aims to upgrade and reconfigure the Red Cliffs water network to improve water pressure and cater for growth.	9.41
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.	3.83

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 use sustainable environmental practices.	6.07
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How much revenue is required from 2023 to 2028?

We require each business to tell us what revenue it will require for the next five years. This helps us understand how Lower Murray Water calculated the prices in its submission.

Lower Murray Water forecasts that it needs **\$149 million** of operating expenditure and **\$99 million** of capital expenditure to provide its services to customers over the next five years. To fund this, it requires **\$219 million in revenue**, an increase on the annual average from past years.

Got a question?

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