



Our 2024 price submission

Keeping water bills affordable

Our price submission is a four-year plan. It tells you the prices you will be charged for water and wastewater, the level of service you can expect from us and the investments we will make from 1 July 2024 to 30 June 2028.

Our first price submission

This is our first price submission as Greater Western Water. We've lodged our price submission with the water industry's independent regulator, the Essential Services Commission (ESC). The ESC will review our submission and confirm the prices we can charge for our services from 1 July 2024.

Our price submission helps us focus on our purpose – to deliver trusted water services for our communities and future generations – and aligns with our *2030 Strategy* goals for customers, community and Country. It reflects what customers told us is important, including keeping bills affordable.

Talking to customers, community, our people and partners

We connected with more than 8,000 customers and community members over two years to develop our price submission.

Using surveys, focus groups, interviews, community panels and pop-up sessions, we asked three important questions:

- What do you expect from GWW?
- What's important to you?
- What do you want us to focus on in the future?

This is what we heard:

- You want affordable and stable bills.
- You want us to support the health of waterways and the environment.
- You want everyone to have access to the same quality and consistency of water, wherever they live.
- You want us to make sure unplanned disruptions don't increase, and to better inform you when they do happen.
- You want us to increase our uses of alternative water, such as fit for purpose recycled water and stormwater.

We also talked with our people and partners about our challenges and opportunities as a new organisation. They told us to be efficient and smart, to deliver the best possible services to customers, now and in the future, and to have a positive impact on the environment, the economy and the wellbeing of our customers.

Our customer outcomes

As City West Water and Western Water, we had two different sets of outcomes. With help from our customers, we have combined and refined these to a single set of five outcomes that we will focus on achieving over the next four years. These outcomes are included in our price submission.



Your water is safe, consistent and resilient

- Water that tastes great, is high quality and always safe to drink.
- Water that is there when you turn on the tap.
- Your sewerage service works without interruptions or blockages.



When things go wrong, we fix them

- Our water and sewerage maintenance crews are responsive and efficient if disruptions happen.
- We provide excellent customer services when you contact us.



We support our diverse communities and customers

- With our partners, we improve the wellbeing of our communities by providing alternative water to irrigate public green spaces.
- We support the financial resilience of our communities and help you if you're having payment difficulties.



We enable growth and help businesses thrive

- We provide excellent customer service when you contact us.
- We support agriculture with the right recycled water products for your needs.
- Developers and applicants find us easy, timely and consistent to do business with to get new customers connected.



We heal and care for Country

- We limit and reduce our impact on the environment including from our treatment plants.
- We will meet our net zero emission targets by 2030.
- We actively support First Nations and Traditional Owners self-determination and provide access to water to achieve cultural values.

Reducing and simplifying our prices



Keeping water bills affordable

Compared to current bills, and before inflation and fees from other agencies, in 2024-25 average household bills will:

In the **central region**:

- decrease by \$11 for owner occupiers, and then increase slightly each year, ending up \$2 lower than current bills in 2027-28
- decrease by \$20 for tenants and remain that price until 2027-28.

In the **western region**:

- decrease by \$7 for owner-occupiers and continue decreasing, with 2027-28 bills \$47 lower than current bills
- increase \$7 each year for tenants, with 2027-28 bills \$26 higher than current bills.

We're making the way we charge for water in the western region more like the central region, with lower fixed charges, and higher usage charges. This will increase western region tenant bills a small amount each year.

Non-residential bills remain stable or declining, with some fluctuations due to tariff alignments.

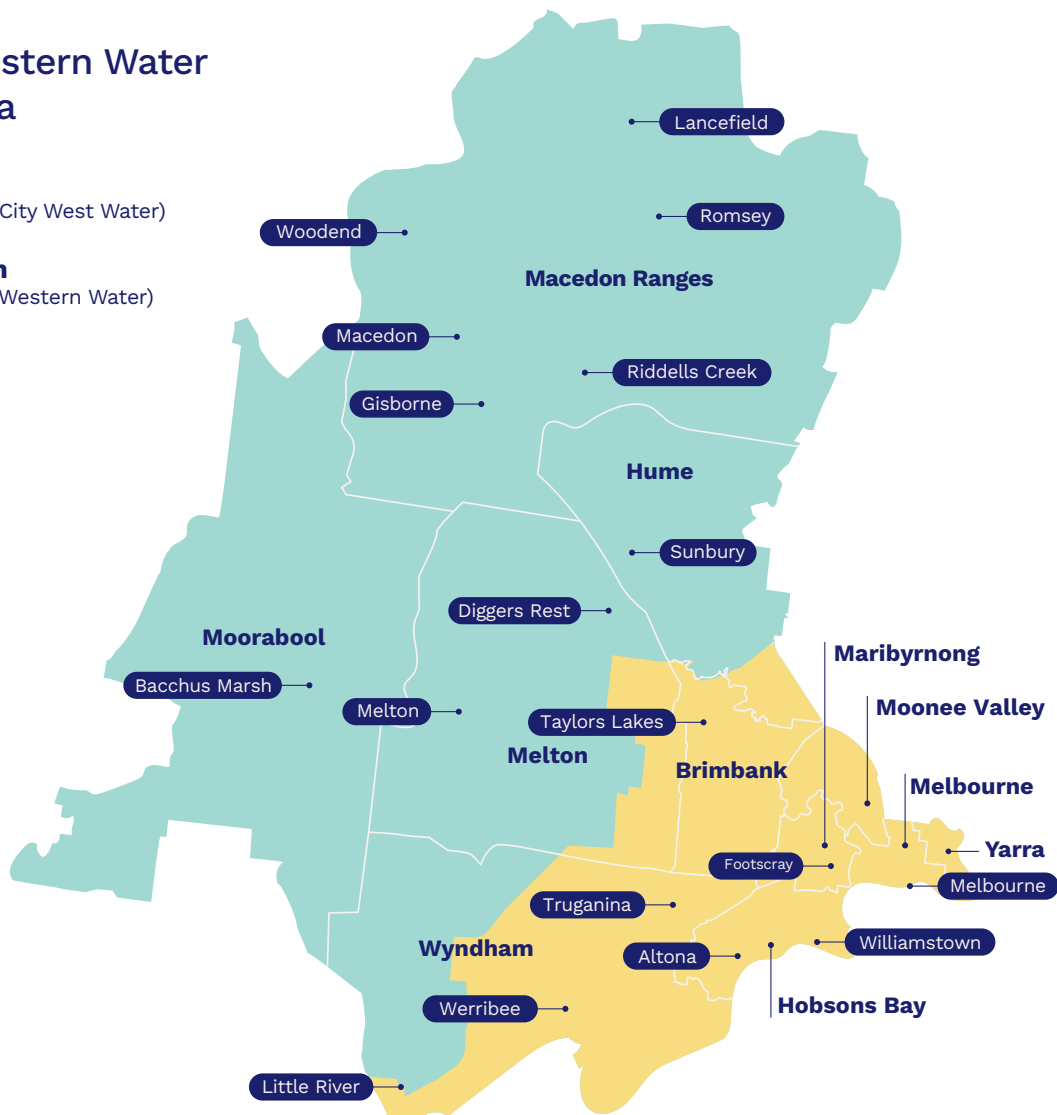
Making prices simpler

We are also making our prices simpler by:

- ✓ removing the sewage disposal charge for customers in the central region
- ✓ removing tier 3 water charges in the western region
- ✓ working towards similar price for similar service across the whole service region.

Greater Western Water service area

- **Central**
(previous City West Water)
- **Western**
(previous Western Water)



Our plan to deliver our customer outcomes



Safe and resilient water services

Experience

Commitments delivering benefits to customers

Water that tastes great, is high quality and always safe to drink

- New water filtration plant to provide safe drinking water and meet demand in Romsey.
- Drinking water quality roadmap to improve water quality for all customers.

Water that is there when you turn on the tap

- Pipelines, pump stations, tanks and minor works to improve capacity, resilience, reliability and water quality in Macedon Ranges, Sunbury, Diggers Rest and Bulla.
- New storage tanks to ensure reliable water supply for growth areas in Sunbury.
- Plan asset management to target areas at greatest risk of interruptions.
- Asset Delivery Organisation Review (ADOR) to support delivery of infrastructure to ensure resilience to growth and climate change.

Your sewerage service works without interruptions or blockages

- New 700m sewer in CBD to support growth and minimise risk of sewer spills and structural failure
- Improve our capacity to deliver sewerage system infrastructure.



When things go wrong, we fix them

Experience

Commitments delivering benefits to customers

Our water and sewerage maintenance crews are responsive and efficient if disruptions happen

- New billing and collections system to give customers choice in the way we communicate with them and access to a self-service online portal.
- Upgrade and consolidate digital systems that monitor, record and report on asset condition, providing rapid response to issues and supporting preventative maintenance.
- Improve asset and works capability, geospatial capability and SCADA technology to improve communication with customers, community and industry partners.
- Maintain service levels (call response and resolution) from our customer call centre and dedicated business customer teams.

Water that is there when you turn on the tap

- Modernise platforms, processes and data capabilities to support billing and collection services, meet industry standards for communication, and improve customer experience.



We support our diverse communities and customers

Experience

With our partners, we improve the wellbeing of our communities by providing alternative water to irrigate public green spaces

We support the financial resilience of our communities and help you if you're having payment difficulties

Commitments delivering benefits to customers

- Invest in additional alternative water schemes to support social and environmental benefits by irrigating public green spaces and reducing our reliance on catchment water.
- Advocate for a greener, more liveable west by leading programs such as Greening the West and Werribee Zoo and Wyndham open space alternative water projects.
- Dedicate extra resources to identify customers who are having difficulty paying bills and provide tailored services.
- Increase funding for customer support services, including referrals, payment plans, matched payments and water efficiency assistance programs.



We enable growth and help businesses thrive

Experience

We provide excellent customer service when you contact us

We support agriculture with the right recycled water products for your needs

Developers and applicants find us easy, timely and consistent to do business with to get new customers connected

Commitments delivering benefits to customers

- Continue to provide dedicated business customer teams to service customers' specific needs.
- Include small businesses in our customer support program to ensure all our community thrives.
- Provide alternative water at a level of quality that meets the needs of agricultural customers.
- Supply Western Irrigation Network customers with alternative water from Bacchus Marsh and Melton treatment plants.
- Engage with developers to understand their preferences for doing business with us.
- Dedicate resources to ensure applications are processed in a timely manner.



Heal and care for country

Experience

Commitments delivering benefits to customers

We limit and reduce our impact on the environment including from our treatment plants

- Major upgrade to Woodend Recycled Water Plant to improve waterway health and compliance with GED and EPA licence conditions.
- New recycled water treatment facility in Gisborne to provide environmental benefits, cater for growth, support waterway health, and comply with EPA licence.
- New water filtration plant to provide safe drinking water and meet demand in Romsey.
- Engage with Traditional Owners and communities near our inland treatment plants to understand waterway values.

We will meet our net zero emission targets by 2030

- Develop and implement revised GWW net zero 2030 pathway.
- Explore and develop extra solar installation opportunities.
- Participate in securing carbon offsets for the water sector (VicWater Carbon Offsets Working Group) (funds not recovered through this price submission).

We actively support First Nations' and Traditional Owners' self-determination and provide access to water to achieve cultural values

- Engage meaningfully with Traditional Owners and First Nations people supported by increased resources for policy and partnership objectives.
- Deliver on our Reconciliation Action Plan actions.
- Submit a project proposal to return water to Traditional Owners (as outlined in Central and Gippsland Region Sustainable Water Strategy).



Keeping track of our progress

You can keep track of our progress on the five customers outcomes from 2024-28.

We will continue to outline our performance in our annual **outcomes report** to the ESC and our update report (released in February each year).

We will also report directly to our customers through our ongoing customer forum. Check our website for the customer scorecard.

More information

Go to our **website** to read our full price submission or community engagement report.

To get in touch or find out more, call **13 44 99** or visit **gww.com.au**

For translation and interpreter services call **9313 8989**.

Find us on    