




Greater Western Water

2024 water price review | Customer fact sheet

In June 2024 the Essential Services Commission released its final decision Greater Western Water's price submission. The final decision completes our review of the maximum prices that Greater Western Water may charge for its services for a four-year regulatory period from 1 July 2024 to 30 June 2028.

Snapshot

Bills	Tariffs	Outcomes
		
<p>Typical annual residential owner occupier water bills in the central area will be \$1,038 in 2024-25 (including inflation) an increase from \$1,007 in 2023-24.</p> <p>For customers in the western area, typical residential owner occupier bills will be \$1,134 in 2024-25 (including inflation), an increase from \$1,099 in 2023-24.</p>	<p>Greater Western Water's approved tariff structure reforms have aligned its two pricing areas and will support a transition to similar prices for similar services over time.¹</p> <p>Greater Western Water will remove the residential sewage disposal charge and introduce a combined variable charge for water and sewerage for customers in its central area. It will also remove the third step charge of the residential volumetric potable water tariff for customers in its western area.</p>	<p>Greater Western Water has harmonised the outcomes it will deliver to customers and the measures to track its performance across both its central and western areas. It will introduce a new GSL for water quality events and customers in its western area will see a significant increase in GSL scheme offers and rebates.²</p>

Information about our price review process and Greater Western Water's price submission is available at www.esc.vic.gov.au/water-price-review-2024

¹ Greater Western Water's central area is the area previously serviced by City West Water and its western area is the area previously serviced by Western Water.

² A GSL is a guaranteed service level where the business pays (or rebates) a pre-determined amount to affected customers when it breaches the specified service level obligation.



What are the changes to prices and tariffs?

A typical annual owner occupier water and sewerage bill (including inflation) in the central area in 2024-25 will be \$1,038, an increase from \$1,007 in 2023-24. It will then increase gradually (before inflation is applied each year) to \$1,061 by 2027-28.

For customers in the western area, the typical annual owner occupier bill (including inflation) in 2024-25 will be \$1,134, an increase from \$1,099 in 2023-24. It will then decrease gradually (before inflation is applied each year) to \$1,106 by 2027-28.

Greater Western Water will gradually remove its bill rebate for tenant customers in its western area. Tenants as well as other customers will be able to access Greater Western Water's customer support program if they have difficulty paying their bills.

Greater Western Water will also:

- continue to transition to a similar price for similar services for its two areas, with common pricing established by 2032-33
- combine its sewage disposal charge and variable water charge into a two-part tariff with a fixed service charge and a variable water usage charge for residential water and sewerage customers in its central area
- remove the third step water usage charge for all residential customers in its western area.

Greater Western Water will retain its existing standard new customer contributions for the upcoming pricing period.

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 for 2024-25)

Customer Group	Average consumption (kL p.a.)	2023-24 annual bill (\$2023-24)	2024-25 annual bill (\$2024-25)	2027-28 annual bill (\$2024-25)
Residential (Owner occupier) – Central	150	1,007	1,038	1,061
Residential (Owner occupier) – Western	150	1,099	1,134	1,106
Residential (Tenant) – Central	150	531	531	531
Residential (Tenant) – Western ³	150	288	328	409
Non-residential (Small) – Central	100	1,297	1,338	1,320
Non-residential (Small) – Western	100	1,057	1,084	1,044
Non-residential (Medium) – Central	1,000	5,694	5,818	5,800
Non-residential (Medium) – Western	1,000	3,812	3,902	3,862
Non-residential (Large) – Central	5,000	25,233	25,731	25,713
Non-residential (Large) – Western	5,000	16,056	16,425	16,385

What are the outcomes for customers?

As part of its price submission, Greater Western Water consulted with customers to develop a set of five outcomes, with targets to track its performance and guide service delivery during 2024 to 2028. Greater Western Water’s outcome commitments to its customers are:

- Outcome 1: Your water is safe, consistent and resilient
- Outcome 2: When things go wrong, we fix them

³ This figure includes government efficiency rebate which will be paid against tenants’ water usage charge. Greater Western Water is continuing to gradually unwind the rebate each year to limit the bill impact of its removal on customers.

- Outcome 3: We support our diverse communities and customers
- Outcome 4: We enable growth and help businesses thrive
- Outcome 5: We heal and care for Country.

Greater Western Water will also:

- renew its sewerage and water network infrastructure in key areas to deal with challenges including waterway and native wildlife health, climate change, and population growth
- partner with Traditional Owners on self-determined water related projects to support healing and caring for Country
- increase its services to support customers experiencing payment difficulties
- introduce a new GSL for water quality events, which it worked with South East Water, Yarra Valley Water, and Melbourne Water to achieve a consistent Melbourne-wide approach for the new GSL
- expand its GSL scheme offers and rebates to customers in its western area.

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

(\$ million before inflation)

Project	Detail	Total
Woodend Recycled Water Plant – Major Upgrade	Woodend Recycled Water Plant will be upgraded to meet future sewage capacity requirements and address environmental and regulatory risks.	\$61.1 million (\$58.4 million in the 2024–28 regulatory period)
Macedon Ranges Transfer Augmentations	New pipelines, tanks and pumps to provide the Macedon Ranges with secure, reliable and consistent potable water. This project will help meet ongoing population growth and address water service delivery risks.	\$55.9 million
CBD Stage 4 – Siddeley Street (Melbourne Main Sewer) capacity expansion	A second sewer outlet in Siddeley Street will be constructed to meet ongoing population growth and capacity requirements.	\$46.4 million



Project	Detail	Total
Holden Tank Water Pumping Station & Transfer Main	This project will increase water transfer capacity from the Holden Tank Pumping Station into the Sunbury Water Network to meet ongoing population growth and improve system reliance.	\$36.3 million
Emu Creek Branch Sewerage Main (Melbourne-Lancefield Road) & Sunbury Road Outfall Sewerage	A new branch sewer will be constructed to meet future population growth in the Sunbury Growth Area.	\$63.2 million (\$34.2 million in the 2024–28 regulatory period)

How much revenue is required from 2024-25 to 2027-28?

Our final decision for Greater Western Water allows for **\$2.5 billion** in operating expenditure and **\$1.7 billion** in gross capital expenditure to provide its services to customers and cater for expected customer growth over the next four years. To fund this, Greater Western Water requires **\$3.5 billion in revenue (an average of \$877 million per annum)**.

Got a question?

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