

What is a price submission?

Barwon Water is inviting our customers and community to help us find the balance between action and affordability in how we deliver these outcomes. Help us deliver our water future and have your say on what you pay for the next five years.

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Our commitment to affordable bills, water security and improving the environment is front and centre as we begin community and customer engagement on its next five-year pricing plan (also known as a pricing submission).

Our research and engagement tells us very clearly that our customers and community want more than affordable and reliable water and sewerage services, they also expect Barwon Water to be part of solution to the broader challenges we face and to actively contribute to making our region even more prosperous – economically, environmentally and culturally.

Through ongoing engagement with our community over the past five years, we have continued to hear – loudly and clearly – that our customers want us to help solve these challenges in partnership with them, so that we can protect and enhance all that makes our region great. Now's the time to have your say on our proposed services and prices over the next five years.

What is involved?

All Victorian water corporations, including Barwon Water, are required to develop and submit price submissions, every five years. It outlines the prices customers pay for water and sewerage, service standards, and infrastructure and operational investments over a five-year period (the next period being 2023 – 2028).

Submissions are reviewed and determined by the Essential Services Commission. The Essential Services Commission acts as an independent “umpire”, established by the Victorian Government, to regulate providers of essential services such water, gas and electricity so that their prices are fair and reasonable for consumers.





Independent economic regulation is especially important for providers of water and sewerage services, like Barwon Water, because customers don't have a choice about who provides these services to them.

What does this mean for customers? We're inviting our customers and community to have a say and let us know what they continue to value and expect from their water and sewerage services.

We are committed to understanding our community's expectations (customer and community outcomes), which will in turn help us plan the future of our services and prices.

Our customer and community outcomes



Secure, sustainable water



Innovative and reliable services



Healthier environment



Affordability, trust and value

Have Your Say

Your valuable feedback will help shape our next five years (between 2023 and 2028) in our Price Submission, a business plan, which outlines:

- the service standards we provide to our customers,
- our capital and operational spending to deliver these services and meet our regulatory obligations, and
- the prices our customers will pay in return

A genuine and collaborative engagement program will commence in November 2021 through to April 2022 will provide customers the chance to have their say on Barwon Water's proposed services and prices over the next five years via webinars, focus groups, online surveys and – health restrictions permitting – in person at community pop-ups.

Following this engagement, our team will prepare a draft submission to test with our customers and community to ensure we got the balance right. This check in phase will commence around July 2022.

New prices will come into effect on July 1, 2023.



#WaterYouKnow

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