

Understanding our services

What makes up your bill

Every time you turn on the tap, more than 40 people have been involved in bringing you water that is safe to drink.

From our people in strategy to asset planning, catchments, operations, customer support and more – there is a lot involved to ensure we deliver high quality and reliable water and sewerage services to your homes and businesses.

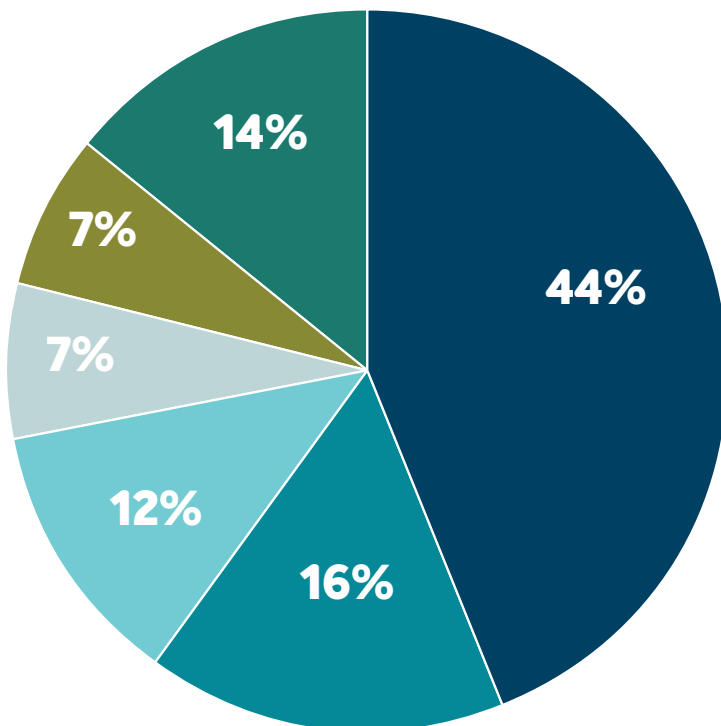
Your bill is more than just the water you use and for every dollar, a portion goes towards operating and maintaining the region's extensive water and sewerage infrastructure network and supporting our customers and the environment.

We work to deliver high quality, affordable water and sewerage services that support our region's population growth whilst ensuring we maintain technological advancements.

The below breakdown outlines how your bill contributes to the regional prosperity.

Your average residential bill

For every dollar on your water bill, these are the approximate percentages dedicated to various aspects of the business.



- Water and sewerage infrastructure
- Water and wastewater treatment
- Operations and maintenance
- Recycled water infrastructure
- Supporting our customers and environment
- Corporate

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Water and sewerage infrastructure

Your bill helps fund vital water and sewerage infrastructure upgrades to ensure provision of high quality water and wastewater services to our growing region and plan for the future. Around 44% of your bill supports managing existing infrastructure like pipes and pump stations, as well as new upgrades.

Treatment

Treating water and wastewater is an essential component for public health and safety. Approximately 16% of your bill contributes to the energy and chemical to treat water and support valuable re-use into products like biosolids for agricultural purposes or recycled water.

Operations and maintenance

Barwon Water has been operating for more than 110 years and our ongoing maintenance program ensures that our water and sewerage network is safe, reliable and efficient. Around 12% of your bill contributes to these daily activities.

Recycled Water infrastructure

We're continuing to invest more in climate independent sources of water and approximately 7% of your bill contributes to delivering recycled water infrastructure.

Supporting our customers and environment

Our ambitious climate change actions include zero waste, zero net emissions and 4% of your bill helps fund environmental initiatives that enhance the Victorian water network and our region. In addition, 3% of your bill helps to support our customers struggling with their circumstances. This also allows supports our customer service and billing teams, helping deliver real people for every enquiry.

Corporate

It takes a high level of compliance and governance to ensure we are delivering quality services and spending and tracking how we use public money. Reporting and planning for the future are key requirements for ensuring we continue to deliver secure, sustainable water, innovative and reliable services all whilst balancing our commitments to the environment and customers. Approximately 14% of your bill supports us to manage our operations and ensure we have the right people for the roles.

Did you know?

Barwon Water continues to have one of the lowest average residential customer bills in Australia¹.

We work hard to deliver value for money and keep our bills affordable for all.

¹Compared to other water utilities with more than 100,000 customers.

