



2018 Price Submission an overview

What is a Price Submission?

Barwon Water needs to set its new prices from 2018 for the next five years.

We would like to hear from our community on what you value most about water and sewerage services and what you expect in the future.

This valuable feedback will help shape our 2018 Price Submission, a five-year 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

Once prepared, we will submit our 2018 Price Submission to the Essential Services Commission.

They will use our 2018 Price Submission to determine the prices we can charge our customers.

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.

How can the community have a say?

There are a range of avenues open for the community to provide input into the 2018 Price Submission, including:



pop-up kiosks at regional markets;



focus groups;



an online and telephone survey; and



dedicated website:
www.yoursay.barwonwater.vic.gov.au

We are also talking to a range of stakeholders including local government, businesses, community support agencies and indigenous groups to gain insight into their needs and expectations.

Consultation will be open from late October 2016 through to mid-January 2017.

We will convene a community panel in February and March 2017. The panel will be made up of 30 randomly selected customers from across the region. The panel will meet four times, considering all the views raised by the community, before making recommendations to the Barwon Water Board around the new services and prices.

What does this mean for customers?

Customers have an opportunity to tell Barwon Water what they value and expect from their water and sewerage services.

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

Next steps

Following the community engagement activities, we will prepare a draft Price Submission and release it for the community to review in May 2017. Barwon Water will finalise the Price Submission in response to community feedback before submitting to the Essential Services Commission for review and approval.

New prices will come into effect on July 1, 2018.



For further information

For further information on the 2018 Price Submission, please visit:

www.yoursay.barwonwater.vic.gov.au
or telephone 1300 656 007 or
email info@barwonwater.vic.gov.au