



Our Plan 2020 - 2023

**Price | Services | Future**

**Our Price, Services, Future Plan keeps prices as low as possible for customers, whilst maintaining reliable services and being sustainable into the future.**

## Customers & Support

Customers want South Gippsland Water to act with integrity, whilst being efficient and fair, charging only what is needed to meet public expectations and maintain services.

To deliver on this expectation we will:



***“We will act with honesty, respect and strive to balance affordability, value for money and fairness”***

### How we'll meet this expectation?

- We will increase investment for ongoing and improved customer support programs including support for customers impacted by the coronavirus pandemic.
- We seek to reduce price increases wherever possible, adopting a 'just in time' approach to capital spending.
- To keep the average price increase as low as possible, we have prioritised or delayed spending and sought out efficiencies.

### Investment & programs

#### Customer support

- We have strengthened our customer support programs and in response to coronavirus, introduced new initiatives. We can assist with account payment including extended payment periods, suspension of debt collection, with a dedicated support program available to customers who need it most.

- We are proactively working with customers who may be having trouble with their bills, and strengthening partnerships with regional support services.

#### Delaying price increases

- In the interests of customer affordability and considering the economic and community impact of coronavirus (COVID-19), we have postponed implementing new prices until November 2020. Customers will experience new prices from January 2021 accounts.

#### Efficiency

- We have identified an efficiency rate of 1% per annum, representing around \$1M of savings across the three years.
- Planned work over the past two years has progressed with no costs passed onto customers. Additional costs are being absorbed by ongoing efficiency programs, internal reallocation and increased borrowings. This is not sustainable into the future.
- We have taken on a gap between revenue and expenditure of \$3.6M, to help keep price increases as low as possible.

#### How we'll measure our performance?

- Customer satisfaction rating of at least 80% 'satisfied' or 'very satisfied' in the annual Customer Satisfaction Survey.
- Over 73% of our customers rating our services as 'value for money'.

