

FINDING THE BALANCE



Our Plan 2023 - 2028
Price | Services | Future



Customers have told us that they are accepting of a modest price increase in order to maintain service levels and invest in regional growth.

Our Price, Services, Future Plan keeps prices as low as possible for customers, while maintaining reliable services and being supporting regional growth.

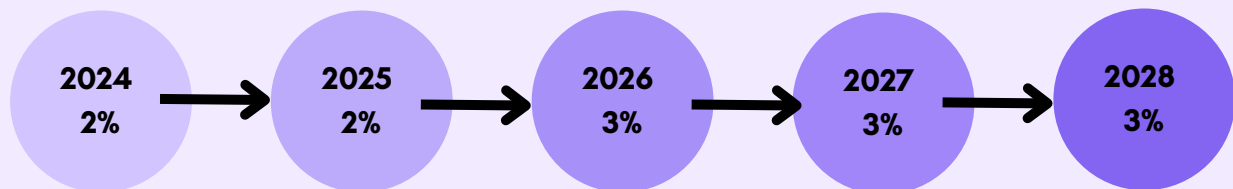
Securing our future together

We've listened, and we are investing \$100M in our region's water and wastewater services over five years from 2023-2028. This includes investments in:

- Infrastructure and offsets to achieve 100% renewable power by 2025
- Improved and expanded wastewater infrastructure to support regional growth and improved environmental outcomes
- Increased access to additional water sources (Melbourne water grid)
- Updated and renewed water delivery systems across the region
- Extended support for customers experiencing payment difficulties, including small businesses
- Implementing customer SMS communication processes

Price

To achieve these investments, a modest price increase is required, proposed as below.



This is consistent with forecasts in the 2020-2023 Price Submission, approved by the Essential Service Commission.

In terms of an 'average' bill per owner occupier, this would equate to an increase of approximately \$20 per bill, or \$60 per annum (this does not consider CPI/Inflation).

