



# Melbourne Water Price Submission 2026

A summary for metropolitan customers



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### Aboriginal Acknowledgement

Melbourne Water respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and custodians of the land and water on which all Australians rely. We pay our respects to Bunurong, Gunaikurnai, Wadawurrung, Wurundjeri Woi-wurrung and Taungurung peoples, their Elders past, present and future, as Traditional Owners and the custodians of the land and water on which we rely and operate.

We acknowledge and respect the continued cultural, social, economic and spiritual connections of all Aboriginal Victorians. We also acknowledge the broader Aboriginal and Torres Strait Islander community and their connections with lands and waters and recognise and value their inherent responsibility to care for and protect them for thousands of generations.

Melbourne Water acknowledges Aboriginal Victorians as Traditional Owners and, in the spirit of reconciliation, we remain committed to developing partnerships with Traditional Owners to ensure meaningful, ongoing contributions to the future of land and water management.

## About Melbourne Water

Melbourne Water plays a critical role in the daily lives of Melbourne’s residents, businesses and the environment. We provide safe, high-quality bulk water, bulk sewerage, and waterways and drainage services.

To deliver these services, we work in partnership with a range of organisations including your local water corporation: Greater Western Water, Yarra Valley Water, South East Water, Barwon Water, Gippsland Water, South Gippsland Water, Westernport Water and Southern Rural Water.

Most of the land on which Melbourne Water operates is the land of the Wurundjeri Woi-wurrung, Bunurong and Wadawurrung peoples. Our service region also borders the lands of the Gunaikurnai and Taungurung peoples, with essential catchments and water supply systems located within these areas.

**By 2030, our water and sewerage network will serve more than six million Victorians every day. We’re investing so you continue to have:**

- Safe, reliable water every time you turn on the tap.
- Sewage treatment to keep our homes, rivers and bays safe and healthy.
- Flood risk and stormwater management for new homes, roads and hard surfaces.
- Healthy and biodiverse waterways that you can enjoy.

## Our Price Submission – our plans for 2026–31

Every five years, Melbourne Water prepares a plan – a price submission – that sets out the services you can expect, the investments we’ll make, and the prices we will charge.

Victoria’s independent economic regulator, the Essential Services Commission, reviews our submission, considers public feedback, and makes a price determination.

Our 2026 Price Submission presents our plans for the five years from 1 July 2026 to 30 June 2031.

It was informed by 18 months of engagement – talking to customers, community, partners and stakeholders.

Our submission identifies customer priorities and balances across the challenges of a growing population, a changing climate, ageing infrastructure that needs to be upgraded to meet expected levels of service and affordability at a time of increasing cost pressures – on our customers and on us.

**This document is a summary of what the 2026 Price Submission means for customers who receive services from Melbourne’s metropolitan water corporations: Greater Western Water, Yarra Valley Water and South East Water.**





## What we heard from customers

**Provision of clean, safe and reliable services is the top priority for all groups.**

Other key concerns and values include: affordability, healthy waterways (including as part of Caring for Country), management of flooding and drainage, support to customers that need it, and a desire for a more collaborative and transparent approach to our services.

Collaboration and transparency are key outcomes particularly sought by the water corporations, Traditional Owner partners and end-use customers. We have reflected this with a new, stand-alone Outcome on collaboration and relationship building.



## Simplified customer Outcomes



Safe and reliable bulk water supplies for now and the long term



Environmentally sustainable and reliable bulk sewerage services



Healthy, resilient waterways



Urban drainage and flood resilience



A valued partner in water cycle services



## Investing to deliver our Outcomes

**We're proposing \$7.9 billion of prudent, efficient and deliverable capital investment to ensure clean, safe, and reliable water, sewerage, and drainage services – focused on meeting the needs of growth and our obligations while maintaining affordable water bills, including:**

- investing \$2.9 billion so our water services remain safe and reliable, including \$250m for water security, readiness for the next large-scale water supply and its integration
- providing an environmentally sustainable and reliable sewerage system by investing \$2.7 billion
- \$2.2 billion to support waterway health and manage our flood and drainage systems.



## Modest bill impacts

**The investments in our submission will result in these bill impacts on the typical household, year-on-year – relative to inflation:**

	25–26	26–27	27–28	28–29	29–30	30–31
<b>GW</b>	\$1,110	-	1.5%	0.9%	0.9%	0.8%
<b>SEW</b>	\$1,057	-	1.5%	0.1%	0.1%	0.1%
<b>YVW</b>	\$1,114	-	1.5%	-0.7%	-0.7%	-0.8%
<b>BW</b>	\$1,183	-0.3%	-0.1%	-0.1%	-0.1%	0.4%
<b>SGW</b>	\$1,405	1.6%	0.6%	0.7%	0.9%	1.1%
<b>WpW</b>	\$1,394	-	0.1%	0.1%	0.2%	0.2%
<b>GW</b>	\$1,492	-0.8%	0.0%	0.1%	0.0%	0.0%

Impacts are indicative only and exclude any proposed changes through water corporation 2028 submissions. Waterways and drainage charges will not increase by more than inflation.



## Improving outcomes for water corporations

**Our proposal sets out our commitments to:**

- have simpler customer Outcomes that clearly link to our services and explain their costs
- long-term collaborative planning
- modernise our legacy Bulk Supply Agreements, including updating criteria for asset ownership
- reform our bulk water tariffs to be fairer, including revenue risk sharing through higher volumetric charges
- provide Guaranteed Service Levels for water quality
- We are proposing a 'Standard' rating for our submission.



## Improving outcomes for our community

### Households experiencing vulnerability

We are building on water corporations' extensive support for households experiencing vulnerability with Melbourne Water's first hardship package, including providing: payment difficulty support, water efficient appliances for customers experiencing hardship, and working with community sector organisations.

### Traditional Owners

We are committed to earlier and deeper collaboration with Traditional Owner partners which will ensure projects are delivered faster and with more benefits for the broader community.

# Engaging with our customers, communities and partners



Over 18 months, we reached out to our diverse customers and communities through a broad, accessible and comprehensive engagement program.

We heard from more than **8,200 customers, communities, partners and stakeholders.**

## We reached out to:

- water corporations that provide water and sewerage services to customers
- customers who receive waterways and drainage services from us and water and sewerage services through their local water corporation
- our partners, local community and representative groups including Traditional Owners, community representatives, local government authorities and environmental groups
- our direct service customers, including property owners in Patterson Lakes, the Koo Wee Rup-Longwarry Flood Protection District, and licensed diverters
- land developers
- Victorian Government and our regulators.

## We heard:

the key priorities all customers expect us to deliver on are:

- clean, safe and reliable services
- healthy waterways
- flood and drainage management
- maintaining affordability and providing support for customers who need it
- collaborative and transparent approach to how we deliver our services and spend customer money.

## We engaged through:

- community panels and forums, focus groups, surveys, interviews, meetings and events
- forums made up of representatives from your local water corporation
- a 'Public Playback' to get broad feedback from the community on our proposal and prices.



# The Outcomes

We developed five customer Outcomes – our performance commitments for the next five years – that focus on what customers told us is most important.



## Outcome 1: Safe and reliable bulk water supplies for now and the long term

Ensuring our bulk water supply is safe and reliable now and into the future by providing safe drinking water, reliable service and long-term water security.



## Outcome 2: Environmentally sustainable and reliable bulk sewerage services

Ensuring our bulk sewerage services are environmentally sustainable and reliable, using sustainable treatment processes, and investing for the future to remain resilient to population growth and climate change.



## Outcome 3: Healthy, resilient waterways

Ensuring our waterways remain healthy and resilient to change, including from the impacts of urbanisation and climate change by maintaining healthy waterways and managing land and vegetation along the waterways.



## Outcome 4: Urban drainage and flood resilience

Supporting delivery of new drainage infrastructure and providing flood information to improve resilience and manage risk to people, property and public places. Supporting developers to plan for and effectively deliver infrastructure necessary for housing development and working with local authorities to manage stormwater.



## Outcome 5: A valued partner in water cycle services

Building relationships including with the water corporations, Traditional Owners, local councils, industry and community organisations.

# Delivering our customer Outcomes



We're planning to invest \$7.9 billion in our assets, systems and capabilities over the next five years to ensure we can continue to deliver clean, safe and reliable water, sewerage and drainage services. We're also committing to continue working with our customers, communities and partners to deliver our Outcomes.

## OUTCOME 1: Safe and reliable bulk water supplies now and for the long term

### Our investments, actions and commitments



We provide **safe drinking water** that is accessible to all customers and meets their expectations.

- \$542 million to secure drinking water quality, including:
  - refurbish filters at Winneke Treatment Plant
  - instal UV disinfection at Monbulk and Kalista
  - prepare for upgrades at Silvan and Greenvale reservoirs.
- Implement our updated rebate (known as a Guaranteed Service Level) for events that result in water quality not meeting the *Safe Drinking Water Regulations* (Clause 16(2)).

Our services are **reliable now** and into the future.

- \$752 million to improve network resilience and renew ageing assets, including:
  - Link Main Project to secure east to west transfer reliability
  - renew pipes that transfer water from Olinda to Mitcham
  - upgrade Holden Service Reservoir and Mr Cottrell pump station.
- Work with bulk service customers to develop long-term plans for the water network, including how we move water across the system.

We provide **long-term water security**, and our sources of supply are resilient to a growth in demand and climate change.

- \$888 million to upgrade water production and storage assets and support a climate resilient supply, including:
  - safety and pump station upgrades at Cardinia Reservoir
  - renewals at Maroondah Reservoir
  - prepare transfer networks for future needs of Melbourne's west and Geelong.
- Work with water corporations to develop long-term plans for the water network, including how we move water across the system.
- Work with the Victorian Government to investigate and develop Melbourne's next large-scale water supply.

**OUTCOME 2: Environmentally sustainable and reliable bulk sewerage services**

Our investments, actions and commitments



Our **treatment plants are sustainable** and meet all regulatory requirements. We plan and invest to keep them strong and reliable as Melbourne grows and the climate changes, including working towards our net zero target by 2030.

- \$964 million to optimise plant capacity, upgrade ageing assets, meet growth and ensure compliance.
- \$912 million for adaptive planning at Western Treatment Plant, including:
  - expand capacity to meet growing customer base in the west
  - augment preliminary treatment to ensure we meet the EPA licence requirements
  - renew the gas plant to help meet net zero obligations.
- Plan Eastern Treatment Plant and Western Treatment Plant upgrades with water corporations to meet growth.
- Work with communities to manage odour at Western Treatment Plant.
- Work with recycled water partners on cost-effective investments.

Our **transfer system is reliable** and remains resilient to climate change.

- \$741 million to renew critical transfer assets, meet growing customer base and remain compliant, including:
  - renew part of the Western Trunk Sewer
  - augment sewerage transfer assets.
  - deliver the Darebin Intercepting Sewer.
- Work with water corporations to prepare flexible, long-term plans for how we move water across the network.
- Work with bulk sewerage customers to develop network plans.





### OUTCOME 3: Healthy, resilient waterways

### Our investments, actions and commitments



We **protect and enhance land along our waterways so that people and nature can thrive.**

- \$144 million to improve vegetation and natural wetlands, including:
  - diversions meters renewal program
  - community access and recreation capital investments
  - land and biodiversity management
  - funding waterway vegetation, including grants.
- Support the Regional Catchment Strategy (2021–27) and Healthy Waterways Strategy (2018–28).
- Develop Healthy Waterways Strategy for 2028.
- Develop Waterways and Drainage Investment Plan for 2026.
- Implement Lower Werribee Waterway Amenity Action Plan.
- Implement Lower Dandenong Creek Litter Action Plan 2024.

We maintain healthy waterways by **sustainably managing water quality and availability** for environmental flows and manage pollution and litter.

- \$98 million for stormwater management, to renew ageing wetlands and support stormwater harvesting and infiltration.
- Desilt and stormwater management.
- Increase maintenance for habitat wetland systems.
- Work with the Victorian Environmental Water Holder to meet the obligations of returns of water to the environment.
- Work with bulk water customers to implement the Greater Melbourne Urban Water and System Strategy and explore the feasibility of additional manufactured water to return to the Yarra River.
- Improve systems and processes to forecast future maintenance.



#### OUTCOME 4: Urban drainage and flood resilience

#### Our investments, actions and commitments



We plan for, capture and manage the release of excess stormwater in the catchment to **improve our flood resilience** and community protection and safety and reduce the risks of flooding and its impacts.

- \$305 million for assets to minimise flood impacts, including:
  - Elsternwick Creek and Elwood Main Drain flood mitigation
  - renew Cardinia Creek Drop Structure Retarding Basin
  - Elwood Diversion Drain outfall renewal
  - flood modelling and publication of flood maps.
- Increase operating expenditure for flood management, modelling and awareness programs.
- Implement 10-year Flood Management Strategy for Port Phillip and Westernport (2021–31), including:
  - deliver our flood modelling program.
  - raise community awareness of flooding.
  - improve our flash flooding, storm surge and flood warning system.
- Move responsibility for the riverine flood warning to the Bureau of Meteorology.

We improve our internal planning systems and processes so that we can **support developers respond to the challenges of urbanisation** as Melbourne grows.

- \$1.5 billion to support a growing Melbourne, investing in:
  - drainage schemes
  - Arden Macauley and Fisherman’s Bend urban projects
  - developer funded stormwater quality offsets.
- Consult with development industry on service standards and ways to improve our processes.
- Support housing growth through planning and development.
- Ensure new developments are safe from flooding.
- Support innovative solutions in new precincts for flood infrastructure and stormwater harvesting.

## OUTCOME 5: A valued partner in water cycle services

### Our investments, actions and commitments



We **collaborate and co-create plans** with the water sector and play a key role in delivering solutions that addresses the challenges posed by population growth and climate change.

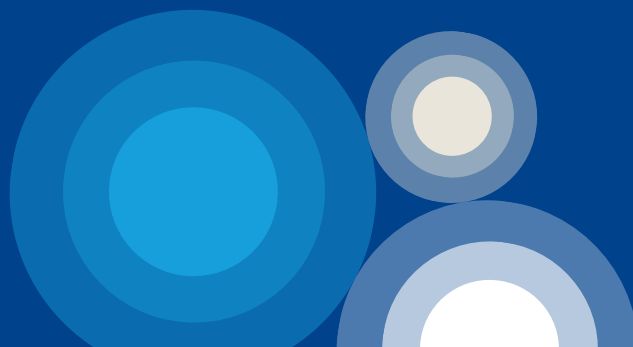
- Implement new Bulk Supply Agreements with metropolitan water corporations.
- Complete long-term capital and operating plan to support urban water strategies, Melbourne Water System Strategy and joint sewerage strategy.
- Support working groups to address industry pressures.
- Establish an ongoing forum to help assess our Outcomes performance reporting.

We **seek out new partnerships and leverage existing relationships**. For example, with Traditional Owners, and relationships with local councils, industry and organisations to deliver community educational awareness programs, address environmental priorities and improve water management processes.

- Raise community awareness of water efficiency, sustainable sewer systems and healthy waterways.
- Provide grants to help community groups meet their water-related sustainability goals.
- Support delivery of the *Burndap Birrarung burndap umarkoo* (Yarra Strategic Plan) and start engagement on the new plan.
- Formalise partnerships with Traditional Owner corporations.
- Support customers experiencing vulnerability through hardship programs and grants.



# Our prices



Customers told us they want us to keep bills as low as possible while investing in reliable services for a growing Melbourne. The investments we are planning will have modest impacts on the bills for typical households.

## Impacts of Melbourne Water’s proposal on average metropolitan household bills 2026–31

	2025–26	2026–27	2027–28	2028–29	2029–30	2030–31
<b>Greater Western Water</b>	\$1,110	–	1.5% (\$17)	0.9% (\$10)	0.9% (\$10)	0.8% (\$10)
<b>South East Water</b>	\$1,057	–	1.5% (\$15)	0.1% (\$1)	0.1% (\$1)	0.1% (\$1)
<b>Yarra Valley Water</b>	\$1,114	–	1.5% (\$16)	-0.7% (-\$7)	-0.7% (-\$8)	-0.8% (-\$8)

Impacts are indicative only, and reflect only the Melbourne Water component of bills. They exclude inflation, and any proposed changes through water corporation 2028 submissions.

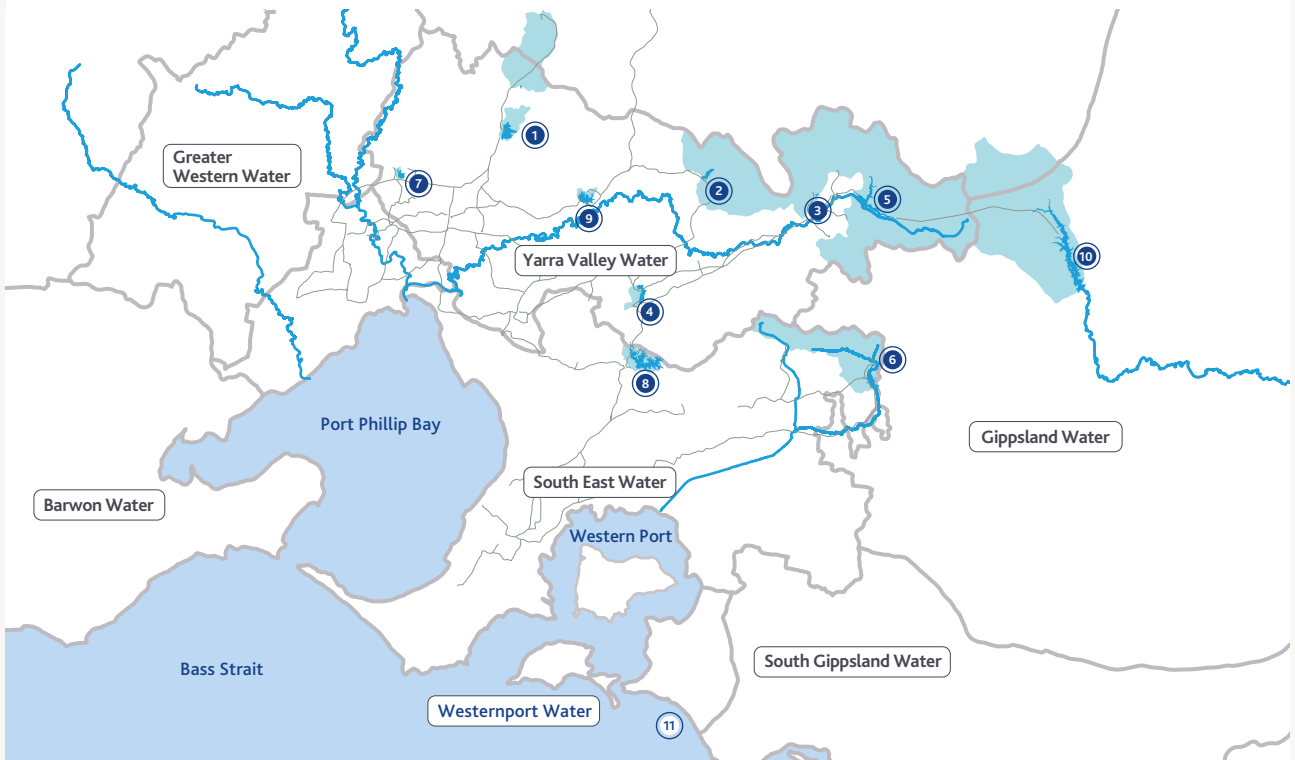
The different rates of change across the water corporations reflect the different amounts of work required (more infrastructure work is needed in Melbourne’s west) and our approach to smoothing prices (YVW has historically higher prices).

Waterways and drainage charges will not increase by more than inflation.



Eastern Treatment Plant

## Melbourne Water supply system



### Water supply storage reservoirs:

- ① Yan Yean
- ② Maroondah
- ③ O'Shannassy
- ④ Silvan
- ⑤ Upper Yarra
- ⑥ Tarago
- ⑦ Greenvale
- ⑧ Cardinia
- ⑨ Sugarloaf
- ⑩ Thomson

### Other sources of water :

- ⑪ Victorian Desalination Project

- Rivers
- Water corporation boundaries
- Water supply pipelines and aqueducts
- Water supply catchment area



# Summary by water corporation customers

## Greater Western Water

Greater Western Water (GWW) provides water and recycled water, sewerage and trade waste services to more than 598,000 residential customers and more than 55,200 business customers. GWW's service area spans 3,700 square kilometres, stretching from Melbourne Central Business District and inner suburbs to Little River in the south, Myrning on the west and Lancefield in the north. It is home to more than 1.4 million people.

### How we engaged | We gathered feedback through:

- 40+ meetings with the water corporations through forums and working groups
- community engagement and community events
- customers participating in surveys (439 GWW customer responses to our Playback Survey), focus groups (including a GWW customer focus group), a deliberative community panel (24 GWW customer members), and a waterways and drainage forum.

### What we heard | You told us you want us to:

- ensure our water supply and sewerage system plans account for the growing population in the western region
- make sure the Western Treatment Plant can produce recycled water reliably and plans are progressing for the Werribee System Reconfiguration Project
- collaborate more on planning across the water cycle to deliver services.
- deliver fair tariff reform that includes a higher variable water tariff to encourage investment, manages bill impacts on customers and charges for usage
- increase support for customers experiencing hardship
- introduce a new water quality Guaranteed Service Level to apply in cases of confirmed microbiological contamination

- involve customers and community in designing measures and targets, including water security and customer satisfaction measures
- invest in water security, including investigations for the next large-scale water supply.

### To deliver outcomes | We'll invest approximately:

- \$750m for **water transfer** projects that upgrade reservoirs and pump stations to build system capacity and allow east-west transfer of water.
- \$540m for **water quality projects**, including oxygenation, UV disinfection, security fencing and emergency chlorine dosing at Greenvale Reservoir.
- \$630m in **water headworks** projects, including restoring full capacity of Cardinia Dam and supporting water transfers.
- \$890m to strengthen systems and increase treatment capacity of the **Western Treatment Plant**.
- \$740 for **sewage transfer projects** to renew the Western Trunk Sewer and Hobsons Bay Main.

### We're committed to:

- collaborative planning
- updating and modernising our Bulk Supply Agreements
- implementing a water quality Guaranteed Service Level
- tracking our performance against a new water security measure
- smoothing prices
- fair tariff reforms.

### Your bills | Our planned investments will have a small impact on your water bill, adding \$47 to your bill from 2025–26 to 2030–31.

Bills	2025–26	2026–27	2027–28	2028–29	2029–30	2030–31
Water and sewerage charge	\$1,110	\$1,110 (0%)	\$1,127 (1.5%)	\$1,137 (0.9%)	\$1,147 (0.9%)	\$1,157 (0.8%)
Waterways and drainage charge	\$125.01	\$123.96 (-0.8%)	\$123.96 (0%)	\$123.96 (0%)	\$123.96 (0%)	\$123.96 (0%)
<b>Total bill</b>	<b>\$1,235.01</b>	<b>\$1,233.96</b>	<b>\$1,250.96</b>	<b>\$1,260.96</b>	<b>\$1,270.96</b>	<b>\$1,280.96</b>

Customer impacts are indicative only and exclude inflation, water corporation 2028 submission impacts and annual pass-throughs including desalinated water orders. Forecast customer bill impacts are estimated on the change in total Melbourne Water bulk costs; it is up to each water corporation to decide how this is passed onto households and businesses.

# Summary by water corporation customers

## South East Water

South East Water (SEW) delivers water, sewerage and recycled water services to 774,079 residential customers and 62,629 business customers. Its service area covers 3,640 square kilometres, stretching along more than 270 kilometres of coastline from Port Melbourne to Portsea and extending inland to approximately 30 kilometres east of Pakenham. The service area is home to more than 1.8 million people.

**How we engaged** | We gathered feedback through:

- 40+ meetings with the water corporations through forums and working groups.
- community engagement and community events.
- customers participating in surveys (including 705 SEW customer responses to our Playback Survey), deliberative community panel (22 members), focus groups (including a SEW customer focus group) and a waterways and drainage forum.

**What we heard** | You told us you want us to:

- invest in Eastern Treatment Plant so it operates reliably now, meets future needs and incorporates your knowledge of your customers in sewage demand forecasts
- consider the possible impacts of our asset transfers, tariff reforms and expanding footprint in the west on customers
- collaborate more on planning across the water cycle to deliver services
- deliver fair tariff reform that includes a higher variable water tariff that encourages investment, charges for usage, and us taking on more demand risk
- increase support for customers experiencing hardship
- introduce new water quality Guaranteed Service Level to apply in cases of confirmed microbiological contamination
- involve customers and community in designing measures and targets, including water security and customer satisfaction measures
- invest in projects that prepare for new climate-independent water sources.

**Delivering outcomes** | We'll invest approximately:

- \$940m at **Eastern Treatment Plant** to support growth, compliance, reliability of recycled water and ensure safe discharge of treated water to the environment.
- \$740m for **sewerage transfer**, including Ringwood South Branch augmentation and investigating uncontrolled spill reduction in extreme wet weather events.
- \$630m for **water headworks** projects to ensure the resilience and integrity of headworks water supply infrastructure, including upgrades at Cardinia Reservoir.
- \$540m for **water quality** projects, including renewed and new treatment units and high security fencing at Cardinia and Silvan reservoirs.
- \$750m in **water transfer** projects, including construction, renewal and improvement works for Officer North Water Supply Service Reservoir, Cranbourne and Dandenong tanks and M441 mains renewal.
- \$250m for **water security** to investigate and develop the next large-scale water supply and interconnecting infrastructure.

**We're committed to:**

- collaborative planning
- updating and modernising our Bulk Supply Agreements
- implementing a water quality Guaranteed Service Level
- tracking our performance against a new water security measure
- smoothing prices
- fair tariff reforms.

**Your bills** | Our planned investments will have a small impact on your bills, adding \$18 to your bill from 2025–26 to 2030–31.

Bills	2025–26	2026–27	2027–28	2028–29	2029–30	2030–31
Water and sewerage charge	\$1,057	\$1,057 (0%)	\$1,072 (1.5%)	\$1,073 (0.1%)	\$1,074 (0.1%)	\$1,075 (0.1%)
Waterways and drainage charge	\$125.01	\$123.96 (-0.8%)	\$123.96 (0%)	\$123.96 (0%)	\$123.96 (0%)	\$123.96 (0%)
<b>Total bill</b>	<b>\$1,182.01</b>	<b>\$1,180.96</b>	<b>\$1,195.96</b>	<b>\$1,196.96</b>	<b>\$1,197.6</b>	<b>\$1,198.96</b>

Customer impacts are indicative only and exclude inflation, water corporation 2028 submission impacts and annual pass-throughs including desalinated water orders. Forecast customer bill impacts are estimated on the change in total Melbourne Water bulk costs; it is up to each water corporation to decide how this is passed onto households and businesses.



# Summary by water corporation customers

## Yarra Valley Water

Yarra Valley Water (YVW) is the largest of Melbourne’s three water corporations, delivering water and sewerage services to more than 832,000 residential properties and 62,000 businesses. YVW’s service area covers 4,000 square kilometres, stretching from Wallan in the north to Warburton in the east. It is home to more than 2 million people.

### How we engaged | We gathered feedback through:

- 40+ meetings with the water corporations through forums and working groups
- community engagement and community events
- customers participating surveys (including 719 YVW customer responses to our Playback Survey), in the deliberative community panel (19 YVW customer members), focus groups (including a YVW customer focus group), and a waterways and drainage forum.

### What we heard | You told us you want us to:

- deliver fair tariff reforms that include a higher variable water tariff that encourages investment and charges for usage
- transfer Northern Interceptor Sewer to Melbourne Water, deliver the Darebin Interceptor Sewer
- introduce a new water quality Guaranteed Service Level (GSL) that would apply in cases of confirmed microbiological contamination
- consider providing financial compensation if the assets we are delivering as part of our capital program are not completed on time
- consider and involve YVW customers in our engagement processes
- involve customers and community in designing measures and targets, including water security and customer satisfaction measures
- increase support for customers experiencing hardship
- smooth out prices.

### Delivering outcomes | We’ll invest approximately:

- \$740 million for **sewage transfer** projects, including the Darebin Interceptor Sewer
- \$540 million for **water quality** projects, including upgrades at Cardinia, Yan Yean and Greenvale reservoirs and Winneke Treatment Plant
- \$750 million for **water transfer** projects, including for Yarra Glen, Kallista, Yan Yean water treatment plant, the Olinda Mitcham main renewal and Winneke-Preston to Harris Gully Link Main to move water from the Silvan to Winneke catchments.
- \$630 million for **headworks** projects to ensure the resilience of critical water supply infrastructure, including dam safety, pump and drain upgrades at Cardinia Reservoir, Maroondah Reservoir, Coranderrk-Maroondah pipeline and Upper Yarra spillway.
- \$250m for **water security** to investigate and develop the next large-scale water supply and interconnecting infrastructure.

### We’re committed to:

- collaborative planning
- updating and modernising our Bulk Supply Agreements
- implementing a water quality Guaranteed Service Level
- tracking our performance against a new water security measure
- smoothing prices
- fair tariff reforms.

### Your bills | Our planned investments will have a small impact on your bills, decreasing your bills by \$7 from 2025–26 to 2030–31.

Bills	2025–26	2026–27	2027–28	2028–29	2029–30	2030–31
Water and sewerage charge	\$1,114	\$1,114 (0%)	\$1,130 (1.5%)	\$1,123 (-0.7%)	\$1,115 (-0.7%)	\$1,107 (-0.8%)
Waterways and drainage charge	\$125.01	\$123.96 (-0.8%)	\$123.96 (0%)	\$123.96 (0%)	\$123.96 (0%)	\$123.96 (0%)
<b>Total bill</b>	<b>\$1,239.01</b>	<b>\$1,237.96</b>	<b>\$1,253.96</b>	<b>\$1,246.96</b>	<b>\$1,238.96</b>	<b>\$1,230.96</b>

Customer impacts are indicative only and exclude inflation, water corporation 2028 submission impacts and annual pass-throughs including desalinated water orders. Forecast customer bill impacts are estimated on the change in total Melbourne Water bulk costs; it is up to each water corporation to decide how this is passed onto households and businesses.

# Tracking our progress



To make sure we are always working towards our customer Outcomes, we have performance measures and targets for each Outcome. These reflect what our customers and regulators said is most important.

We will engage with our customer forums regularly to get their feedback and understand how well we are meeting their expectations. We'll also assess our performance with the water corporations.

Where we don't achieve our targets, we'll explain why and how we plan to improve.



If we need to, we'll adapt our plans to make sure we continue to meet evolving customer needs and challenges.

**We'll report on our performance twice a year, including:**

- an annual report that examines how we are going against our targets and overall.
- a six-monthly status report that gives a snapshot of our performance.

You can follow our performance on our [Price Submission](#).



Outcome	Measure	Target				
		2026-27	2027-28	2028-29	2029-30	2030-31
 <p><b>Outcome 1</b> Safe and reliable bulk water supplies for now and the long term</p>	Number of <i>Safe Drinking Water Act</i> non-compliances (water sampling and audit)	0	0	0	0	0
	Percentage of time compliant with water corporation pressure requirements (cumulative across the year)	99.9%	99.9%	99.9%	99.9%	99.9%
	Percentage of transfer system losses as a percentage of water supplied to water corporations	<1%	<1%	<1%	<1%	<1%
	Conduct detailed investigations to progress the critical path for new large-scale water infrastructure	On Track	On Track	On Track	On Track	Met
 <p><b>Outcome 2</b> Environmentally sustainable and reliable bulk sewerage services</p>	Non-compliances with our EPA licence conditions for all effluent discharge limits at Eastern Treatment Plant	0	0	0	0	0
	Net amount of greenhouse gas emissions (CO <sub>2</sub> -e) produced at all sites	204.38 kT of CO <sub>2</sub> -e net total reportable Scope 2 emissions	<204.38 kT of CO <sub>2</sub> -e net total reportable Scope 2 emissions	<204.38 kT of CO <sub>2</sub> -e net total reportable Scope 2 emissions	0 kT of CO <sub>2</sub> -e net total reportable Scope 1 and 2 emissions	<0 kT of CO <sub>2</sub> -e net total reportable Scope 1 and 2 emissions
		0 kT of CO <sub>2</sub> -e net total reportable Scope 1 emissions	0 kT of CO <sub>2</sub> -e net total reportable Scope 1 emissions	0 kT of CO <sub>2</sub> -e net total reportable Scope 1 emissions		
	Non-compliances with our EPA licence conditions for all effluent discharge limits at Western Treatment Plant	0	0	0	0	0
	Number of sewer spills across our transfer network due to system failure	0	0	0	0	0
	Volume of sewer spills across our transfer network due to system failure	0	0	0	0	0

Outcome	Measure	Target				
		2026–27	2027–28	2028–29	2029–30	2030–31
 <b>Outcome 3</b> Healthy, resilient waterways	Length (kms) along waterways managed for ecological benefit (cumulative)	75km	272km	378km	536km	608km
	Number of projects funded within the waterways and drainage incentives program	1,000	1,000	1,000	1,000	1,000
	Overall satisfaction with our Waterways Service	≥85%	≥85%	≥85%	≥85%	≥85%
 <b>Outcome 4</b> Urban drainage and flood resilience	Average estimated flood damages reduced as a result of Melbourne Water's programs <sup>1</sup>	\$75m	\$150m	\$226m	\$301m	\$390m
	Number of catchments where new flood information is completed <sup>2</sup>	9	18	27	36	48
	Responses to our urban planning and development statutory and non-statutory applications are completed within the agreed timeline	>90%	>90%	>90%	>90%	>90%
	Developer Application satisfaction score	7 out of 10	7 out of 10	7 out of 10	7 out of 10	7 out of 10
	Water Corporations Relationship Health Metric	>70%	>70%	>70%	>70%	>70%
 <b>Outcome 5</b> A valued partner in water cycle services	Number of initiatives delivered that engage community and foster shared outcomes for healthy land, water and people.	40	80	120	160	200
	Percentage of the community surveyed with a moderate or better level of water literacy	>75%	>75%	>75%	>75%	>75%

1 Target in \$2025–26 real, cumulative

2 Number of secondary catchments, cumulative

For more information on Our Price Submissions, visit  
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