



## 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: 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:

- 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 and 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 retail 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.