

# PRICE SUBMISSION



East Gippsland **Water**

## What is it?

Every five years, water corporations across Victoria – including East Gippsland Water – are required to submit a plan to the Essential Services Commission that outlines service levels, infrastructure investments and prices charged.

Called the Price Submission, the plan details our business priorities - including where our money will be spent and how much we will invest in services and capital projects. It also sets specific targets for us to meet.

The money required to implement the plan is charged to our customers in our regular quarterly water bills.

East Gippsland Water is currently planning for the 2018-2023 Price Submission.

While much of our work is focussed on the basics of providing East Gippsland towns with high quality water and sewerage services, we also undertake activities identified as priorities by our community.

For the last year, we have sought feedback from customers to help us determine our additional priorities for the 2018-2023 period. This information will help us decide which activities to include in the Price Submission and the charges required to fund them.

We have received feedback from more than 1,400 customers across the region, which has provided a clear indication of where our focus should be. The areas of priority identified are: environmental sustainability; liveability; service levels; and our assistance program for customers in genuine financial need.

Customers also provided an indication of how much they would be willing to pay through their water bills for us to invest in these areas.

### CUSTOMER COMMITTEE

East Gippsland Water has an independent Customer Committee that is consulted to ensure customer views are considered when future water and sewerage service priorities are set.

The Customer Committee is made up of seven East Gippsland Water customers from varying backgrounds and demographics across the region.

Its role is to represent the East Gippsland Water customer base and have input into important decisions, including the Price Submission.



# The Price Submission timetable

## Stage 1

**Jan – Apr 2016** Price submission process commences - Initial consultation undertaken with staff and the Customer Committee to identify project and business priorities for 2018-23 and the most important themes for further customer engagement.

## Stage 2

**May – Jun 2016** General question areas based on agreed themes are drafted by East Gippsland Water and the Customer Committee, working with InSync Surveys. These are to be the basis for future customer conversations.

**Jul 2016** Conversations are conducted with customers. Those taking part include local Aboriginal groups, small and major business customers, community groups, residential customers and Year 9-12 students (future bill payers).

**Aug – Sep 2016** Feedback from the conversations helps prioritise areas for further detailed customer engagement.

## Stage 3

**Oct – Dec 2016** Customers are encouraged to complete an online survey via the East Gippsland Water website and Facebook page. A hard copy survey is available to complete at our main office and at neighbourhood and community houses. 'Water Cafes' are held at community events to encourage customers to participate.

**Jan – Feb 2017** The survey results are analysed.

## Stage 4

**Mar - Apr 2017** More detailed customer engagement is conducted, with a survey covering various options and potential costs involved. This can be accessed online via our website and Facebook page. A hard copy survey is again available to complete at our main office and at neighbourhood and community houses. Water Cafes are held at community events.

**Apr – Jun 2017** The draft Price Submission is fine-tuned and takes into account feedback received from community engagement.

## Stage 5

**Jun – Jul 2017** Customer priorities and proposed prices for 2018-23 are publicised in the media, online and in hardcopy, with a final opportunity for customer feedback on the proposals provided.

## Stage 6

**Sep 2017** The final draft Price Submission, incorporating customer feedback, is submitted to the water industry's independent regulator, the Essential Services Commission, for review.

## Stage 7

**July 2018** East Gippsland Water's Price Submission for 2018-23 is adopted.



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