

## A SNAPSHOT OF OUR WATER PLAN

**Water Plan 2013-2018 will invest \$100 million in essential capital construction works through the entire region in addition to \$450 million of operating costs.**

### WHAT IS THE WATER PLAN?

Central Highlands Water's key objective is to provide customers with water and wastewater services that meet their needs at a fair and reasonable cost, whilst continuing to meet relevant regulatory drivers.

Under the Victorian Government's Water Industry Regulatory Order (WIRO), each Victorian water corporation is required to submit a Water Plan to the economic regulator, the Essential Services Commission (ESC) prior to the start of each regulatory period.

The next regulatory period commences on 1st July 2013 and will conclude on 30th June 2018.

The key objective of the Water Plan is to outline the service standards that we intend to deliver and detail the revenue required to efficiently achieve these standards over the regulatory period.

### HOW WAS THE WATER PLAN DEVELOPED?

The Water Plan was developed with input from the community through a range of consultation initiatives including a series of workshops, telephone surveys and email communications.

The draft Water Plan was then made available to customers for their comments and feedback.

Feedback received from the community was incorporated into the final Water Plan which was submitted to the ESC in September 2012.

### DOES THE WATER PLAN INCLUDE PRICE RISES?

Yes, taking into account the revenue required to provide water and wastewater services, we will increase tariffs by a total of 1.1 per cent (plus CPI), across the Water Plan period.

To achieve this, there will be an increase of 1.1 per cent plus CPI in the first year of the Water Plan (2013/2014), followed by increases of CPI only in each of the following four years.

### WILL THERE BE ANY CHANGE TO THE BILLING PROCESS?

The billing process will be simplified in Water Plan 2013-2018 with a move to a two tier volumetric tariff system.

This is in line with direction from the ESC and the State Government's Ministerial Advisory Council (MAC) and the new structure will also ensure greater equity across user groups.

### WHAT ABOUT SERVICE STANDARDS?

Through efficient operational and capital expenditure, Central Highlands Water plans to improve a range of service standard targets to continue to deliver our services to customer expectations.

We will also maintain and improve our customer service systems, including hardship assistance and payment options, to ensure a continued high level of customer service.

### WHAT ABOUT INFRASTRUCTURE?

Central Highlands Water plans to invest \$100M in capital works across the Water Plan 2013-2018 period, with a strong focus on the renewal and replacement of assets and to ensure that all our systems are able to meet the demands of future growth across the region.

We also forecast direct operational expenditure of \$260M across the regulatory period, to ensure that service standards to customers continues to be met.

### WHEN WILL THE WATER PLAN COME IN EFFECT?

The Water Plan 2013-2018 will come into effect from 1st July 2013 and will expire on 30th June 2018.

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