

The price of water and sewerage services in 2016–17

We work 24/7 to deliver high quality and safe water and sewerage services. Like you, we have high expectations, and as a state-owned utility, we strive to keep the cost of providing these services to a minimum. In 2016–17, price changes are well below inflation and will mean little change to bills.

Key information about prices

- ✓ Average bills in 2016–17 will remain at about the same level as last year with customers having the added benefit of greater water security through the 50 gigalitre order of desalinated water.
- ✓ Customers with average water usage will see a marginal increase of \$1 per quarter, which is one third the rate of inflation.
- ✓ Customers continue to benefit from the \$100 annual Government Water Rebate which is returned on the first quarter bill.
- ✓ Prices are reviewed and endorsed by the independent price regulator, the Essential Services Commission.
- ✓ The price you pay for services contributes to the operation, maintenance and upgrades of the 24,500 kilometre network of water and sewer pipes, treatment plants and pump stations that deliver water to you and take waste away.

Payment support

If you need more time to pay, wish to establish a payment plan or need to apply your concession, we have a range of support options if and when you need them. See solutionsontap.com.au

Average bill each quarter

An average customer bill is based on a residential property that uses 150 kilolitres of water per year and pays for both water and sewerage usage and service charges.

2013–14 \$271 → 2014–15 \$242 → 2015–16 \$252 → 2016–17 \$253

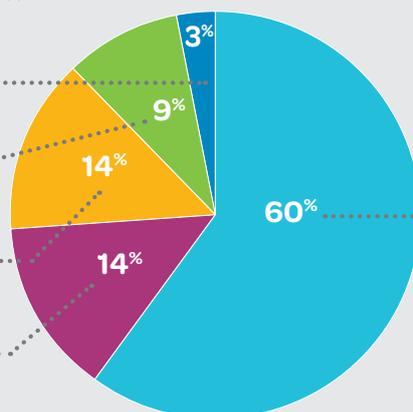
What you're paying for...

Our environmental contribution*

Fixing and replacing water and sewer pipes

Building new water and sewerage infrastructure^

Providing services to our customers



Melbourne Water charges

* This government contribution funds initiatives to promote the sustainable management of water.

^ Includes programs to manage customer growth, expand the recycled water network and connect unsewered communities to our system.



What is the Parks Charge?

The Parks Charge is part of what makes Melbourne's iconic destinations ideal for visitors and our city a great place to live. It helps look after the zoos, gardens, parks and trails we all enjoy. It is an annual charge that will appear on your July, August or September bill.

The charge contributes towards:

- ensuring our parks and trails are maintained and staffed for the enjoyment of current and future generations of Victorian families
- helping maintain and create the walking and bike trails that link our parks together, such as the Yarra Main Trail, the Dandenong Creek Trail and the Maribyrnong River Trail
- funding jetties, piers and harbours around Port Phillip Bay (like the ever-popular St Kilda Pier).

As this annual charge will appear on your July, August or September bill, it could explain why your bill for that period seems higher than normal. For 2016–17, the minimum Parks Charge is \$74.37 for most customers.

The Parks Charge is not related to your water and sewerage services. South East Water collects this charge on behalf of the Department of Environment, Land, Water and Planning. It is a property based charge, which is paid for by the owner of the property. Concessions are not eligible for the Parks Charge. For information on Melbourne's parks visit parkweb.vic.gov.au or call Parks Victoria on **131 963**.

What is the Waterways and Drainage Charge?

The Waterways and Drainage Charge helps protect and improve the health of our waterways. It also protects us from floods. South East Water collects this charge on behalf of Melbourne Water.

For 2016–17, the minimum waterways and drainage charge is \$24.20 per quarter for residential customers and a minimum charge of \$29.35 per quarter for non-residential customers.

For more information about the Waterways and Drainage Charge, including information relating to properties falling within the new urban growth boundary and previously exempt farms, visit melbournewater.com.au or call Melbourne Water on **1800 034 505**.