

Customer Value

Our plans 2023-28

Keep bills affordable

- ✓ Average residential bills will increase by \$3 in year 1 (2023-24). No increases in years 2-5.
- ✓ Tenants will continue to have the cheapest average bill in Victoria.
- ✓ Hardship grants will increase from 25 per year to 100 in 2023-24.

Maintain service levels

- ✓ Water and wastewater reliability will be maintained at current period levels.
- ✓ Our customer service and responsive service will be maintained to our current high standard.

Take climate action now

- ✓ \$20M will be invested to reduce Westernport Water’s environmental impacts and adapt to climate change.
- ✓ Westernport Water will reduce its greenhouses gas emissions by 35% (minimum).

Improve water quality

- ✓ Westernport Water will invest \$6M to deliver water quality improvements.
- ✓ We will implement new water quality technologies, such as automatic flushing devices, enhanced real-time monitoring and water quality analysers.
- ✓ Masterplans for our water purification plan and distribution system will be developed to prepare for future investment.

Bill impacts

	Now	2023-24	Beyond 2024-29
Average owner occupier	\$1,227	\$1,230	No change
Average tenant	\$186	\$193	No change
Average non-residential	\$2,415	\$2,465	No change