

Overview

Pricing Submission

Snapshot of our price submission proposal for 2023-28

Over the past 12 months we've been asking customers to tell us what they expect from their water provider.

Our Pricing Submission focuses on the areas customers told us were most important to them:

affordability, water quality, reliable service and climate change action.

We propose to maintain our performance levels and deliver the improvements you asked for, while keeping prices steady.

Price Submission highlights

- ✓ Little to no price increase (excluding CPI) (0.4% 2023-24 / No price increase 2024-28)
- ✓ More action on climate change – at a faster pace
- ✓ Reduction in fixed charges (balanced by usage increase)
- ✓ Major water quality improvement program
- ✓ New customer panel
- ✓ \$42.28M capital works program

Top 3 major projects

\$4.34M - Wetland system to manage treated effluent

\$2.10M - Water quality improvement program

\$1.88M - Bio-Gas Waste to Energy Plant

Total investment

\$42.28M

Capital improvements over the 5 years 2023-28

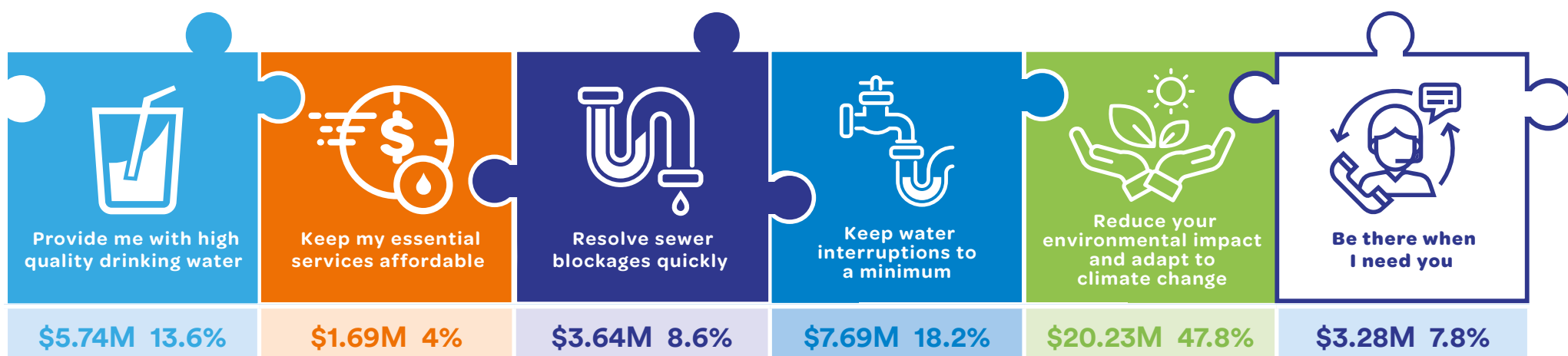
Participants

More than **1 in every 20** customers participated in our customer engagement for the 2023 Price Review.

Our engagement methods:

- 1,187 x survey responses
- 7 x community events
- 4 x focus groups
- 6 x in-depth interviews

New customer outcomes & breakdown of planned investment



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For more information on our pricing submission visit:
westernportwater.com.au/haveyoursay