

Fees and charges 2014-2015

Fact sheet for residential customers

How will my household bill change?

Why are prices changing and when will it be happening?

In developing its 2013-2018 Water Plan, Barwon Water was conscious of cost-of-living pressures on the community and committed to minimising prices.

Past price increases were necessary to deliver water security to the Geelong region. With that achieved, the focus has switched to affordability and the continued efficient delivery of quality services.

In line with Barwon Water's commitment, the Essential Services Commission has approved a price decrease of 7.6 per cent, excluding CPI, over the life of the Water Plan.

Prices will drop by 1.6 per cent a year from 2013 to 2018 excluding CPI.

Once CPI of 2.93 per cent is applied, customer prices will increase by 1.28 per cent for the 2014-2015 financial year.

CPI is indexed and applied annually.

The new charges are effective as of July 1, 2014.

How will the price change affect you?

To work out how you will be affected by the price changes, follow the formula in the next table to estimate your household bill.

The example is for a customer using 41.25 kilolitres per quarter or 165 kilolitres per year.

How to calculate your bill (example using 41.25 kilolitres per quarter or 165 kilolitres per year)

Quarterly household bill	2014-2015
Water service charge	\$42.98
Water volume price x quarterly volume of water consumer	\$93.30
Sewerage service charge	\$138.67
Total	\$274.95

Owner/tenant responsibility

Owner-occupiers are responsible for all the above charges. If you are a tenant and your dwelling is separately metered, you are only responsible for water volume.

Landlords are responsible for water service charges, water volume charges at properties not individually metered, and sewerage service charges.

How will Barwon Water assist customers dealing with the price increase?

Barwon Water has a Hardship Policy providing assistance and information to customers who may be experiencing difficulty in paying their bill. Further details can be found on www.barwonwater.vic.gov.au or by telephoning 1300 656 007.

Where do I get a copy of the Essential Services Commission's final determination?

The final determination can be downloaded from www.esc.vic.gov.au

2013-2014 pricing compared to 2014-2015 pricing

	2013-2014 \$ per quarter	2014-2015 \$ per quarter	\$ Difference
Water volume price	2.2332	2.2618	0.03
Water service charge	42.44	42.98	0.54
Class A recycled water	1.7865	1.8094	0.02
Sewerage service charge	136.91	138.665	1.76

Note: Class A recycled water charge is applicable to properties connected to the dual pipe system at Armstrong Creek and Torquay North only.

Total quarterly bill – residential customer

Customer water use kilolitres per quarter	2013-2014 \$ per quarter	2014-2015 \$ per quarter
12.5 (50kL per year)	207.26	209.915
18.75 (75kL per year)	221.22	224.05
25 (100kL per year)	235.18	238.19
31.25 (125kL per year)	249.13	252.32
37.5 (150kL per year)	263.09	266.46
43.75 (175kL per year)	277.05	280.60
50 (200kL per year)	291.01	294.73
56.25 (225kL per year)	304.96	308.87
62.50 (250kL per year)	318.92	323.01
68.75 (275kL per year)	332.88	337.14
75 (300kL per year)	346.84	351.28
81.25 (325kL per year)	360.79	365.41
87.50 (350kL per year)	374.75	379.55
93.75 (375kL per year)	388.71	393.69
100 (400kL per year)	402.67	407.82
106.25 (425kL per year)	416.62	421.96
112.50 (450kL per year)	430.58	436.10
118.75 (475kL per year)	444.54	450.23
125 (500kL per year)	458.50	464.37

For more information please telephone Barwon Water on 1300 656 007 or visit www.barwonwater.vic.gov.au.