

Our prices are changing from 1 July 2024



What's changing?

6.2%	Average increase across most water and sewer prices. Made up of a 2.5% price adjustment endorsed by the Essential Services Commission, plus inflation. This year's increase is 1.8% less than last year.
\$1.74	Average weekly increase for residential owner-occupied households (or \$1,562.15 per year). This figure was \$2.11 last year.
56 cents	Average weekly increase for renters (or \$498.18 per year). Renters pay only usage, and no access charges.

Understanding your bill

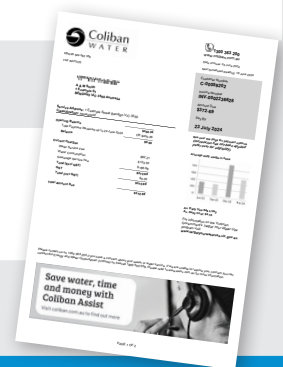
The final amount of your water bill is made up of two sets of charges:

Fixed water and sewerage service fees

These are the same in every bill.

Variable usage charges

These are based on how much water you use.



Average annual bill by customer type

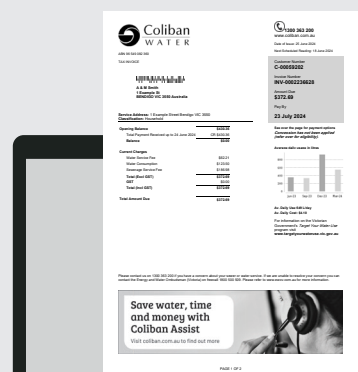
	Average consumption (kilolitres per year)	Last year (2023/24)	This year (2024/25)
Owner-occupied home	190	\$1,471.58	\$1,562.15
Renter	190	\$469.30	\$498.18
Small Business	100	\$1,249.28	\$1,326.17
Medium business	900	\$3,943.39	\$4,186.03
Large business/Industrial	10,000	\$168,784.00	\$179,166.00
Rural (modernised)	5,000	\$3,119.00	\$3,192.00
Rural (unmodernised)	3,000	\$1,890.00	\$1,934.00

Meeting your expectations

Every day we engage with our customers through a range of informal and formal channels that help us understand your expectations of us. These 'must-haves' identified by our customers are reflected in our pricing plan, guide our service delivery and performance, and are measured through our Annual Customer Forums.

Our customers have told us they want:

High quality water they can trust	Services that meet their needs now and into the future	Support for customers in need
Support economic growth and prosperity of our region	Reduced environmental footprint and a socially responsible, sustainable business for future generations	



How we spend your money

Coliban Water is a 100% customer-funded business, and every customer contributes to our operations through their water bills. We then use this money prudently to maintain and upgrade vital community water and sewer assets.

\$45.13

Treatment (water and sewer)

19 water treatment and 16 water reclamation plants are managed to deliver top-quality drinking water and to ensure recycled water and trade waste is made safe for reuse on parks and gardens, to provide flows to inland rivers, and as biosolids in farming in accordance with our EPA Licence.

\$13.28

Technology and corporate

Includes technology to help monitor our networks, labour costs, office rental, electricity and overheads.

\$5.12

Customer service and billing

Our customer support functions, staff, and metering and billing systems.



\$4.74

Environment contribution

In addition to our stewardship of the environment through our every day working practices, we contribute to the state government fund to support high priority environmental projects across Victoria.

Covers the maintenance, repair and replacement of more than 2,391 kilometres of water mains and 2,071 kilometres of sewer mains.

\$29.19

Operations and networks

Maintenance of three major reservoirs near Kyneton that supply water to Kyneton, Castlemaine, Bendigo and rural customers, our water entitlement to the Murray and Goulburn systems, and 18% share of volume in Lake Eppalock.

\$2.54

Headworks and water supply

What we're delivering

Just like our homes and cars, our water infrastructure requires regular investment and renewal to ensure it can continue to cater for our growing population and be more resilient to the impacts of climate change. During 2023/24 we delivered \$70 million in capital projects, and during 2024/25 will deliver projects including:

Bendigo	Water Reclamation Plant (solids handling, septic receival, recycled water factory)
Bridgewater	Water Treatment Plant (upgraded treatment facilities to improve water quality)
Castlemaine	Water Reclamation Plant upgrade
Cohuna	Water Treatment Plant (pump station and electrical upgrades, dosing and filtration systems) Water Reclamation Plant (increased storage capacity, lagoon relining)
Dunolly	10-hectare biosolids base
Huntly/Goornong	New trunk main to extend Bendigo supply
Kyneton	Water Reclamation Plant (inlet and septic receival works)
Marong	Sewer augmentation and improvements to cater for growth
Newstead	New tanks to improve water quality.
Region-wide	Water and Sewer Main Renewal Program
Region-wide	Completion of digital water meter project
Region-wide	Water Treatment Plant renewals and optimisation projects
Rural	High-priority Main Channel improvements, other repairs to the 500-kilometre rural channel network, new customer connection

Explore our projects at connect.coliban.com.au