

2011-12 Prices - Frequently Asked Questions

Non-residential customers

What is the price increase for South East Water business customers?

South East Water customers will see an increase in the price of water, sewerage and trade waste charges from 1 July 2011.

For a business that uses 100 kilolitres of water per annum, this will mean an average weekly increase of around \$2 per week. A business that uses 450 kilolitres per annum can expect a price increase of \$4.85 per week.¹

Price categories will increase by the following percentages (include CPI)

Non-residential charges	2010 -11 Price	2011-12 Price	Percentage increase
Water service charge	\$75.28 per annum	\$82.44 per annum	9.5 per cent
Water usage charge	\$1.8375 per kilolitre	\$2.1266 per kilolitre	15.7 per cent
Sewerage service charge	\$344.44 per annum	\$398.64 per annum	15.7 per cent
Sewage disposal charge	\$1.5806 per kilolitre	\$1.7116 per kilolitre	8.3 per cent

A complete list of charges is available from our website www.southeastwater.com.au

Why have prices increased?

In 2009, our reservoirs reached record lows (25.8 per cent), which meant we had to consider alternative sources of water. We need to ensure Melbourne has a range of water sources to meet the increased demand for water from its growing population.

Essential investments have been made in our local water and sewerage infrastructure to meet the needs of Melbourne's growing population. Recycled water for residential, agricultural and business purposes is a key priority for us - we are investing in upgrading sewage treatment systems to increase the availability of recycled water.

The price increase also helps fund major infrastructure projects such as upgrades to the Eastern Treatment Plant and the construction of the desalination plant.

This increase is part of our four year pricing plan that was approved in 2009 by the Essential Services Commission. This plan will help ensure Melbourne has enough water in the future.

Why have sewage disposal and trade waste charges increased? The government has only ever spoken about increasing water prices.

The term 'water' is used in the generic sense to include our sewerage and trade waste services. There are significant cost increases involved in transporting, treating and disposing of water once it has been used.

What is South East Water doing to help reduce costs?

We understand the cost pressures that this increase in prices may have on our business customers. As an organisation we are focussed on remaining as cost-effective as possible by flat lining our operational business expenses for 2011-12. South East Water is committed to providing the highest level of service standards and maximum efficiency for all of our business customers.

What is big business doing to save water?

South East Water works with its non-residential customers on programs that encourage them to be as efficient as possible with water.

Specifically, we work closely with 500 of our highest volume customers to better understand their water use and tailor water efficient solution which help them make substantial savings.

This can involve partnership funding arrangements. To help our customers implement agreed water conservation programs, we offer three funding programs on a dollar matching basis – the Water Efficiency Fund, Business Water Grants and the Feasibility fund. In 2009-10, these funds were extremely successful, with 62 customers benefiting from the Water Efficiency Fund and 12 customers receiving support through Business Water Grants and the Feasibility fund. These programs provided more than \$700,000 in funding and resulted in 184.2 million litres of water saving in 2009-10.

We also offer a toilet replacement program and a free showerhead exchange program to help business to reduce water use.

You can read more about water-saving initiatives in our business magazine [Aquabiz](#).

What are Trade Waste Charges?

Trade waste charges contribute to the cost of transporting, monitoring, treating and administering liquid waste generated by commercial and industrial businesses.

¹ The 450 kilolitre business has a sewerage discharge factor of 0.85, which is typical for a retail shop. It is also assumed neither business is a Trade Waste customer.