

Fairer Water Bills



Fact Sheet 2

Where do the *Fairer Water Bills* savings come from?

In reviewing their operations as part of the *Fairer Water Bills* initiative to deliver lower water bills for Victorian households, Victoria's urban water corporations have found savings in both capital expenditure and operational expenditure.

Operational expenditure savings

Examples of savings identified in the operational expenditure of water corporations include:

- automating the process for special meter readings
- converting customers to new payment options, such as direct debit and paperless bills, thereby reducing the costs of printing, postage, mail inserts and reminder notices
- sending bill reminders to customers by SMS, saving on costs of printing and posting paper bill reminders
- reducing the costs of recruiting new staff by limiting the use of external recruitment agencies;
- delivering staff training programs in-house, reducing the reliance on and expense of external training providers
- reducing motor vehicle fleet costs
- improving management and cost control of telecommunications expenditure
- smarter operation of water assets within agreed industry benchmarks
- reviewing the structure of maintenance service contracts to remove inefficiencies and improve service processes
- centralising stores and inventory.

Capital expenditure savings

Examples of capital expenditure savings include things like:

- using pipe rover technology (pipe robots) to adopt an innovative approach to monitoring the condition of mains and sewer pipes. This new approach will achieve a 10 percent saving in the pipe asset replacement budgets of water corporations by allowing them to either defer or reduce the need to replace this infrastructure due to better information
- improving the scheduling and pricing of capital expenditure
- sharing infrastructure such as sewerage systems between water corporations for capital and operational expenditure efficiency.

For further information, please contact your local water retailer.