



# Residential access and usage charges explained

This brochure provides an explanation of our charges for the provision of water and wastewater services. The charges reflect the cost of providing access to our products and services, including ongoing works to maintain and renew infrastructure and accommodate future growth.

## About Westernport Water

Westernport Water provides water and wastewater services to over 22,060 customers across an area of 300 square kilometres on Phillip Island and the mainland stretching from The Gurdies to Archies Creek.

Westernport Water is different to other Victorian water corporations in a number of ways.

The geographic area that we service is very flat and much of it is close to sea level, so we maintain 99 sewerage pump stations that pump sewerage to our two treatment plants.

While our customer base is the smallest in the sector, our network is sized to accommodate the peak holiday season, contributing to higher maintenance and renewal costs than similar-sized regional service areas.

Approximately half of our customers are non-permanent residents, affecting water consumption and our pricing structure.

On average, households in our area are using the least amount of water in Victoria – less than half of the statewide average.

Consequently Westernport Water is more reliant on fixed water and wastewater access charges to meet its revenue requirement than other water corporations.

**Water and Wastewater customers who are able to connect pay the following charges:**

1. Fixed access charges for water and wastewater services.
2. Water usage charges based on the volume of water that you use as measured by your property meter at a fixed rate per kilolitre.
3. Other charges—such as the Waterways and Drainage Charge. This is an annual charge collected by us on behalf of Melbourne Water.

## Fixed access charges

**Customers who are able to connect to our water and wastewater system pay the following charges:**

- **Water Access Charge:** \$445.04 per annum for residential and connected land customers. The annual water access charge for unconnected land is \$222.49.

- **Wastewater Access Charge:** \$704.56 per annum for residential customers. The annual wastewater charge for unconnected land is \$352.88.
- **Reticulated Recycled Water Access Charge:** \$33.13 per annum.

## Water and sewerage concessions

If you hold a Pensioner Concession Card, a Health Care Card, or a Veterans' Affairs Gold Card, you are entitled to claim a water and sewerage concession up to an annual cap.

If you are eligible but not receiving a concession, please contact us to register. In doing so, you will be authorising us to confirm your eligibility with Centrelink or the Australian Government Department of Human Services.

## Eligibility

**Owners** - You must live at the property to receive a concession. Owners can claim a maximum of \$363.00 per annum on your Water and Wastewater Fixed Access Charges.

**Tenants** - You can receive a concession on your water usage account. Tenants can claim a maximum of \$181.50 per annum on your water consumption.



## Waterways and drainage charge

Melbourne Water is responsible for the management of waterways, drainage and floodplains in part of our area. These services are funded through a property-based Waterways Charge. This charge affects property owners only and is billed by Westernport Water on Melbourne Water's behalf.



The Waterways Charge is an annual charge of \$67.00 and funding raised by this charge is used to manage and improve waterways, drainage and flood protection within the Port Phillip and Westernport catchment.

For more information about the charge, where it applies and the services and projects in your area, call Melbourne Water on 03 9679 7517 or visit [www.melbournewater.com.au/wwdc](http://www.melbournewater.com.au/wwdc)

## Payment assistance

We have a number of payment support options available such as extensions of time to pay, flexible payment plans, state government assistance and utility relief grants.

Find out about financial assistance programs and flexible payment options including a payment plan that suits your needs visit our website.

## Our commitment

We have a responsibility to support residential customers experiencing financial difficulties. If you're having trouble paying your bill, and we restrict your water supply or undertake legal action without taking reasonable steps to contact you and provide information about the help available, you will be entitled to a payment as compensation. This is in recognition of our commitment to support and work with customers that are experiencing hardship.

## Contact us

**For a confidential discussion on how we can help you, please contact us in any of the following ways:**

- 📞 General enquiries - 1300 720 711
- 📞 Faults & emergencies - 1800 24 90 90
- 📞 Interpreter service - 13 14 50
- 📞 National Relay Service - 13 36 77 59 56 41 00
- @ [customerscare@@westernportwater.com.au](mailto:customerscare@@westernportwater.com.au)
- @ [westport@westernportwater.com.au](mailto:westport@westernportwater.com.au)
- 🌐 [westernportwater.com.au/needhelp](http://westernportwater.com.au/needhelp)