

Goulburn Valley Water - great service, lowest bills

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Goulburn Valley Water (GVW) will continue to deliver great service and competitive bills for its regional urban water and sewerage customers over the next five years.

GVW is the only water business in Victoria to achieve a 'leading' rating for its 2018-23 Price Plan from the Essential Services Commission (ESC). The ESC noted GVW had undertaken early, broad and deep engagement with customers across all 54 cities and towns and proposed service improvements that target customer priorities.

The ESC decision also noted the proposal to reduce prices by 2% per year (\$90 reduction over the five years) means that GVW customers would have the lowest water bills in Victoria before the end of the five-year period.

Recent customer survey data shows 91 per cent of customers continue to experience high levels of satisfaction and confidence in GVW to meet their needs into the future. As part of the five-year plan GVW has committed \$145 million to deliver key network upgrades through the capital works program.

GVW Managing Director Peter Quinn said the 2018-23 Price Plan would continue to deliver strong outcomes for customers.

"We're committed to delivering the best services for our customers, and we're proud to be able to offer some of the lowest water bills in Victoria," he said.

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