



Melbourne Water Price Submission 2026

A summary for regional customers



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Aboriginal Acknowledgement

Melbourne Water respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and custodians of the land and water on which all Australians rely. We pay our respects to Bunurong, Gunaikurnai, Wadawurrung, Wurundjeri Woi-wurrung and Taungurung peoples, their Elders past, present and future, as Traditional Owners and the custodians of the land and water on which we rely and operate.

We acknowledge and respect the continued cultural, social, economic and spiritual connections of all Aboriginal Victorians. We also acknowledge the broader Aboriginal and Torres Strait Islander community and their connections with lands and waters and recognise and value their inherent responsibility to care for and protect them for thousands of generations.

Melbourne Water acknowledges Aboriginal Victorians as Traditional Owners and, in the spirit of reconciliation, we remain committed to developing partnerships with Traditional Owners to ensure meaningful, ongoing contributions to the future of land and water management.

About Melbourne Water

Melbourne Water plays a critical role in the daily lives of Melbourne's residents, businesses and the environment. We provide safe, high-quality water, sewerage, and waterways and drainage services.

We deliver these services in partnership with water corporations: Greater Western Water, Yarra Valley Water, South East Water, Barwon Water, Gippsland Water and Westernport Water and Southern Rural Water.

Most of the land on which Melbourne Water operates is the land of the Wurundjeri Woi-wurrung, Bunurong and Wadawurrung peoples. Our service region also borders the lands of the Gunaikurnai and Taungurung peoples, with essential catchments and water supply systems located within these areas.

By 2030, our water and sewerage network will serve more than six million Victorians every day. We're investing so you continue to have:

- Safe, reliable water every time you turn on the tap.
- Sewage treatment to keep our homes, rivers and bays safe and healthy.
- Flood risk and stormwater management for new homes, roads and hard surfaces.
- Healthy and biodiverse waterways that you can enjoy.

Our Price Submission – our plans for 2026–31

Every five years, Melbourne Water prepares a plan – a price submission – that sets out the services you can expect, the investments we'll make, and the prices you'll pay.

Victoria's independent economic regulator, the Essential Services Commission (ESC), reviews our submission, considers public feedback, and makes a price determination.

Our 2026 Price Submission presents our plans for the five years, from 1 July 2026 to 30 June 2031. It was informed by 18 months of engagement – talking to customers, community, partners and employees.

Our submission balances customer priorities with the challenges of a growing population, a changing climate, and ageing infrastructure that needs to be expanded or renewed to meet future needs. All this in a time of increasing cost pressures – on our customers and on us.

This document is a summary of what the 2026 Price Submission means for customers who receive services from Melbourne's regional water corporations: Barwon Water, Gippsland Water, South Gippsland and Westernport Water.





What we heard from customers

Provision of clean, safe and reliable services is the top priority for all groups.

Other key concerns and values include: affordability, healthy waterways (including as part of Caring for Country), management of flooding and drainage, support to customers that need it, and a desire for a more collaborative and transparent approach to our services.

Collaboration and transparency are key outcomes particularly sought by the water corporations, Traditional Owner partners and end-use customers. We have reflected this with a new, stand-alone Outcome on collaboration and relationship building.



Simplified customer Outcomes



Safe and reliable bulk water supplies for now and the long term



Environmentally sustainable and reliable bulk sewerage services



Healthy, resilient waterways



Urban drainage and flood resilience



A valued partner in water cycle services



Investing to deliver our Outcomes

We're proposing \$7.9 billion of prudent, efficient and deliverable capital investment to ensure clean, safe, and reliable water, sewerage, and drainage services – focused on meeting the needs of growth and our obligations while maintaining affordable water bills, including:

- investing \$2.9 billion so our water services remain safe and reliable, including \$250m for water security, readiness for the next large-scale water supply and its integration
- providing an environmentally sustainable and reliable sewerage system by investing \$2.7 billion
- \$2.2 billion to support waterway health and manage our flood and drainage systems.



Modest bill impacts

The investments in our submission will result in these bill impacts on the typical household, year-on-year – relative to inflation:

	25–26	26–27	27–28	28–29	29–30	30–31
GW	\$1,110	-	1.5%	0.9%	0.9%	0.8%
SEW	\$1,057	-	1.5%	0.1%	0.1%	0.1%
YVW	\$1,114	-	1.5%	-0.7%	-0.7%	-0.8%
BW	\$1,183	-0.3%	-0.1%	-0.1%	-0.1%	0.4%
SGW	\$1,405	1.6%	0.6%	0.7%	0.9%	1.1%
WpW	\$1,394	-	0.1%	0.1%	0.2%	0.2%
GW	\$1,492	-0.8%	0.0%	0.1%	0.0%	0.0%

Impacts are indicative only and exclude any proposed changes through water corporation 2028 submissions. Waterways and drainage charges will not increase by more than inflation.



Improving outcomes for water corporations

Our proposal sets out our commitments to:

- have simpler customer Outcomes that clearly link to our services and explain their costs
- long-term collaborative planning
- modernise our legacy Bulk Supply Agreements, including updating criteria for asset ownership
- reform our bulk water tariffs to be fairer, including revenue risk sharing through higher volumetric charges
- provide Guaranteed Service Levels for water quality
- We are proposing a 'Standard' rating for our submission.



Improving outcomes for our community

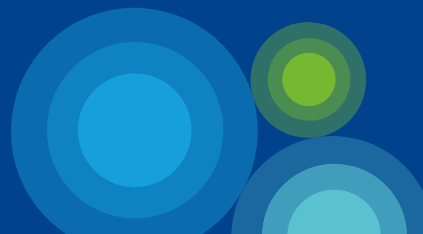
Households experiencing vulnerability

We are building on water corporations' extensive support for households experiencing vulnerability with Melbourne Water's first hardship package, including providing: payment difficulty support, water efficient appliances for customers experiencing hardship, and working with community sector organisations.

Traditional Owners

We are committed to earlier and deeper collaboration with Traditional Owner partners which will ensure projects are delivered faster and with more benefits for the broader community.

Engaging with our customers, communities and partners



Over 18 months, we reached out to our diverse customers and communities through a broad, accessible and comprehensive engagement program.

We heard from more than **8,200 customers, communities, partners and stakeholders.**

We reached out to:

- water corporations that provide water and sewerage services to customers
- customers who receive waterways and drainage services from us and water and sewerage services through their local water corporation
- our partners, local community and representative groups, including Traditional Owners, community representatives, local government authorities and environmental groups
- our direct service customers, such as licensed diverters
- land developers
- Victorian Government and our regulators.

We heard:

the key priorities all customers expect us to deliver on are:

- clean, safe and reliable services
- healthy waterways
- flooding and drainage management
- maintaining affordability
- collaborative and transparent approach to how we deliver our services and spend customer money.

We engaged through:

- community panels and forums, focus groups, surveys, interviews, meetings and events
- forums made up of representatives from your local water corporation
- a 'Public Playback' to get broad feedback from the community on our proposal and prices



The Outcomes

We developed five customer Outcomes that focus on what customers told us is most important.

Not all Outcomes apply to all customers – Outcomes 2 and 4 relate to bulk sewerage and urban drainage services, so they do not apply to our regional customers.



Outcome 1: Safe and reliable bulk water supplies for now and the long term

Ensuring our bulk water supply is safe and reliable now and into the future by providing safe drinking water, reliable service and long-term water security.



Outcome 2: Environmentally sustainable and reliable bulk sewerage services

Ensuring our bulk sewerage services are environmentally sustainable and reliable, using sustainable treatment processes, and investing for the future to remain resilient to population growth and climate change.



Outcome 3: Healthy, resilient waterways

Ensuring our waterways remain healthy and resilient to change, including from the impacts of urbanisation and climate change by maintaining healthy waterways and managing land and vegetation along the waterways.



Outcome 4: Urban drainage and flood resilience

Supporting delivery of new drainage infrastructure and providing flood information to improve resilience and manage risk to people, property and public places. Supporting developers to plan for and effectively deliver infrastructure necessary for housing development and working with local authorities to manage stormwater.



Outcome 5: A valued partner in water cycle services

Building relationships including with the water corporations, Traditional Owners, local councils, industry and community organisations.

Delivering our customer Outcomes



We're planning to invest \$7.9 billion in our assets, systems and capabilities over the next five years to ensure we can continue to deliver clean, safe and reliable water, sewerage and drainage services. We're also committing to continue working with our customers, communities and partners to deliver our Outcomes.

OUTCOME 1: Safe and reliable bulk water supplies now and for the long term

Our investments, actions and commitments



We provide **safe drinking water** that is accessible to all customers and meets their expectations.

- \$542 million to secure drinking water quality, including:
 - refurbish filters at Winneke Treatment Plant
 - instal UV disinfection at Monbulk and Kalista
 - prepare for upgrades at Silvan and Greenvale reservoirs.

Our services are **reliable now** and into the future.

- \$752 million to improve network resilience and renew ageing assets, including:
 - Link Main Project to secure east to west water transfer reliability
 - upgrade Holden Service Reservoir and Mr Cottrell pump station.
- Work with bulk service customers to develop long-term plans for the water network, including how we move water across the system.

We provide **long-term water security**, and our sources of supply are resilient to a growth in demand and climate change.

- \$888 million to upgrade water production and storage assets and support a climate resilient supply, including:
 - safety and pump station upgrades at Cardinia Reservoir
 - renewals at Maroondah Reservoir
 - invest in manufactured and new water sources
 - prepare transfer networks for future needs of Melbourne's west and Geelong.
- Work with bulk water customers to update Greater Melbourne Urban Water and System Strategy, deliver a Melbourne Water System Strategy and implement government water entitlement reforms.
- Work with the Victorian Government to investigate and develop Melbourne's next large-scale water supply.

OUTCOME 2: Environmentally sustainable and reliable bulk sewerage services

Our investments, actions and commitments



Our **treatment plants processes are sustainable**, comply with regulatory requirements, and we plan and invest for the future to ensure they remain resilient to a population and climate change, including investments towards our net zero target by 2030.

- \$964 million to optimise plant capacity, upgrade ageing assets, meet growth and ensure compliance.
- \$912 million for adaptive planning at Western Treatment Plant, including:
 - expand capacity to meet growing customer base in the west
 - augment preliminary treatment to comply with EPA licence
 - renew the gas plant to help meet net zero obligations.
- Work with recycled water partners on cost-effective investments.

Our **transfer system is reliable** and remains resilient to climate change.

- \$741 million to renew critical transfer assets, meet growing customer base and remain compliant.
- Work with bulk sewerage customers to develop network plans.



OUTCOME 3: Healthy, resilient waterways

Our investments, actions and commitments



We **protect and enhance land along our waterways so that people and nature can thrive.**

- \$144 million to improve vegetation and natural wetlands, including:
 - diversions meters renewal program
 - community access and recreation capital investments
 - land and biodiversity management
 - funding waterway vegetation, including grants.
- Support the Regional Catchment Strategy (2021–27) and Healthy Waterways Strategy (2018–28).
- Develop Healthy Waterways Strategy for 2028.
- Develop Waterways and Drainage Investment Plan for 2026.
- Implement Lower Werribee Waterway Amenity Action Plan.
- Implement Lower Dandenong Creek Litter Action Plan 2024.

We maintain healthy waterways by **sustainably managing water quality and availability** for environmental flows and reduce and prevent pollution and littering.

- \$98 million for stormwater management, to renew ageing wetlands and support stormwater harvesting and infiltration
- Desilt and stormwater management.
- Increase maintenance for habitat wetland systems.
- Work with the Victorian Environmental Water Holder to meet the obligations of returns of water to the environment.
- Work with bulk water customers to implement Greater Melbourne Urban Water and System Strategy and explore the feasibility of additional manufactured water to return to the Yarra River.
- Improve systems and processes to forecast future maintenance.



OUTCOME 4: Urban drainage and flood resilience

Our investments, actions and commitments



We plan for, capture and manage the release of excess stormwater in the catchment to **improve our flood resilience** and community protection and safety and reduce the risks of flooding and its impacts.

- \$305 million for assets to minimise flood impacts.
- Increase operating expenditure for flood management, modelling and awareness programs.
- Implement 10-year Flood Management Strategy for Port Phillip and Westernport (2021-31), including:
 - deliver our flood modelling program
 - raise community awareness of flooding
 - improve our flash flooding, storm surge and flood warning system.
- Move responsibility for the riverine flood warning to the Bureau of Meteorology.

We improve our internal planning systems and processes so that we can **support developers respond to the challenges of urbanisation** and growing Melbourne

- \$1.5 million to support a growing Melbourne, investing in:
 - drainage schemes
 - Arden Macauley and Fishermans Bend urban projects
 - developer funded stormwater quality offsets.
- Consult with development industry on service standards and ways to improve our processes.
- Support housing growth through planning and development.
- Ensure new developments are safe from flooding.
- Support innovative solutions in new precincts for flood infrastructure and stormwater harvesting.



OUTCOME 5: A valued partner in water cycle services

Our investments, actions and commitments



We **collaborate and co-create plans** with the water sector and play a key role in delivering solutions that addresses the challenges posed by population growth and climate change.

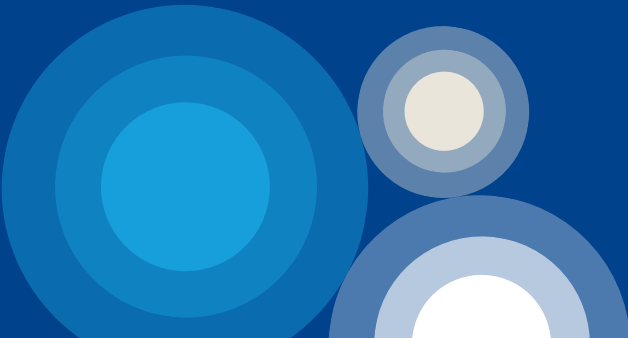
- Complete long-term capital and operating plan to support urban water strategies, Melbourne Water System Strategy and joint sewerage strategy.
- Support working groups to address industry pressures.
- Establish an ongoing forum to help assess our Outcomes performance reporting.

We **seek out new partnerships and leverage existing relationships**. For example, with Traditional Owners, and relationships with local councils, industry and organisations to deliver community educational awareness programs, address environmental priorities and improve water management processes.

- Raise community awareness of water efficiency, sustainable sewer systems and healthy waterways.
- Provide grants to help community groups meet their water-related sustainability goals.
- Support delivery of the *Burndap Birrarung burndap umarkoo* (Yarra Strategic Plan) and start engagement on the new plan.
- Formalise partnerships with Traditional Owner corporations.



Our prices



Customers told us they want us to keep bills as low as possible while investing in reliable services for a growing Melbourne. The investments we are planning will have modest impacts on the bills for typical households.

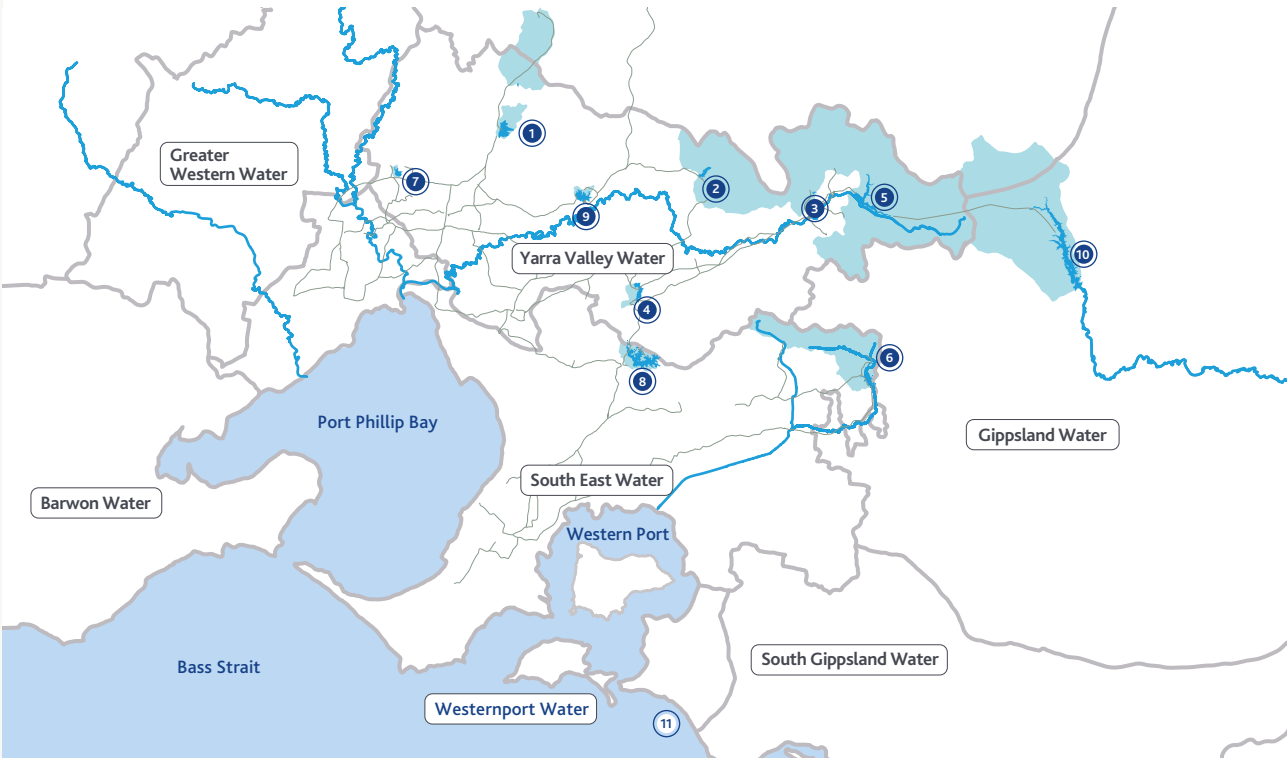
Impacts of Melbourne Water's proposal on average regional household bills 2026–31

	2025–26	2026–27	2027–28	2028–29	2029–30	2030–31
Barwon Water	\$1,183	-0.3% (-\$3)	-0.1% (-\$1)	-0.1% (-\$1)	-0.1% (-\$1)	0.4% (\$4)
Gippsland Water	\$1,492	-0.8% (-\$11)	0% (-\$1)	0.1% (\$2)	-0% (\$0)	0% (\$1)
South Gippsland Water	\$1,405	1.6% (\$23)	0.6% (\$11)	0.7% (\$10)	0.9% (\$13)	1.1% (\$16)
Westernport Water	\$1,394	–	0.1% (\$2)	0.1% (\$2)	0.2% (\$2)	0.2% (\$3)

Impacts are indicative only, and reflect only the Melbourne Water component of bills. They exclude inflation, and any proposed changes through water corporation 2028 submissions.



Melbourne Water supply system



Water supply storage reservoirs:

- ① Yan Yean
- ② Maroondah
- ③ O'Shannassy
- ④ Silvan
- ⑤ Upper Yarra
- ⑥ Tarago
- ⑦ Greenvale
- ⑧ Cardinia
- ⑨ Sugarloaf
- ⑩ Thomson

Other sources of water :

- ⑪ Victorian Desalination Project

- Rivers
- Water corporation boundaries
- Water supply pipelines and aqueducts
- Water supply catchment area



Summary by water corporation customers

Barwon Water

Barwon Water provides water services to more than 320,000 permanent residents – reaching up to 545,000 people during holiday periods. Its service area spans over 8,100 square kilometres, from Little River and the Bellarine Peninsula in the east, to Colac in the west, and from Meredith and Cressy in the north, to Apollo Bay on Victoria's south-west coast. In peak conditions, Barwon Water may source up to 40% of its annual water supply from Melbourne Water.

How we engaged | We gathered feedback through:

- 40+ meetings with the water corporations through forums and working groups
- our community engagement program, including Barwon Water customers participating in surveys.

What we heard | You told us you want us to:

- ensure reliability of supply through the Melbourne-Geelong Pipeline, including how a least community-cost solution to supply on peak days is fairly funded
- deliver fair tariff reforms, considering the variability in Barwon Water demands and protecting customers from volatility in pricing
- collaborate more on service planning across the water cycle extending across the Urban Growth Boundary, and consider Barwon Water as an equal partner
- review asset ownership and responsibilities, extending across the Urban Growth Boundary, and consider Barwon Water as an equal partner
- simplify customer Outcomes, and make it clear which Outcome relates to which customer group.

To deliver outcomes | We'll invest approximately:

- \$630m in water headworks projects to enable water transfer in the east to support growth and resilience in the west, including safety and pump station upgrades at Cardinia Dam
- \$250m for water security readiness, to conduct detailed investigations and development activities for the next large-scale water supply

- \$750m for water transfer projects to support the transfer of water from the east to support growth and resilience in the west, including linking Silvan and Winneke catchments and increasing capacity through projects at Sydenham, St Albans and Greenvale
- \$540m for water quality projects including new and strengthened treatment and high security fencing at Greenvale.

We're committed to:

- collaborative planning
- updating and modernising our Bulk Supply Agreements
- implementing a water quality Guaranteed Service Level
- tracking our performance against a new water security measure
- smoothing prices.

We've worked closely with Barwon Water to agree on a fair approach to bulk water pricing. This includes a higher volumetric charge that better reflects the true cost of securing water through desalination. At the same time, we've taken steps to reduce price fluctuations for customers whose water use varies over time, like Barwon Water's.

To help smooth the transition into the South-Central Pool, we've based fixed water share charges on a 10-year average usage. This benefits all connected regional water corporations, including Barwon Water.

Based on Barwon Water's forecast demand, its bulk water charges are expected to be lower over the regulatory period than in 2025–26. Barwon Water has agreed to explore ways to manage the increased variability through its 2028 pricing submission.

Your bills | The impact of our planned investments on your bills is small.

	2025–26	2026–27	2027–28	2028–29	2029–30	2030–31
Average household water bill with Melbourne Water's impact	\$1,183	\$1,180 (-0.3%)	\$1,179 (-0.1%)	\$1,178 (-0.1%)	\$1,177 (-0.1%)	\$1,181 (0.4%)

Customer impacts are indicative only and exclude inflation, water corporation 2028 submission impacts and annual pass-throughs including desalinated water orders. Forecast customer bill impacts are estimated on the change in total Melbourne Water bulk costs; it is up to each water corporation to decide how this is passed onto households and businesses.

Summary by water corporation customers

Gippsland Water

Gippsland Water supplies drinking water to 77,415 households and businesses, and wastewater services to more than 69,975 households and businesses, across 43 towns. Gippsland Water's service area stretches over 5,000 square kilometres, stretching from Drouin in the west to Loch Sport in the east, and from Mirboo North in the south to Rawson and Briagolong in the north.

How we engaged | We gathered feedback through:

- 40+ meetings with the water corporations through forums and working groups
- our community engagement program, including Gippsland Water customers participating in surveys and focus groups.

What we heard | You told us you want us to:

- have different prices for raw (untreated) water and water that is ready to drink
- deliver fair tariff reform that includes a higher variable water tariff that encourages investment, charges for usage, and us taking on more demand risk
- collaborate to increase supply to West Gippsland townships and on whole of water cycle service planning in Gippsland Water's region
- simplify customer Outcomes and make it clear which Outcome relates to which customer group.

To deliver outcomes | We'll invest approximately:

- \$630m in **water headworks** projects, including safety and pump station upgrades at Cardinia Dam to enable transfer of water resources in the east to support growth and resilience in the west.
- \$250m for **water security** to investigate and develop the next large-scale water supply and interconnecting infrastructure.

We're committed to:

- collaborative planning
- tracking our performance against a new water security measure
- smoothing prices
- fair tariff reforms.



Your bills | The impact of our planned investments on your bills is small. The Melbourne Water component of your bill will remain flat from 2025–26 to 2030–31.

	2025–26	2026–27	2027–28	2028–29	2029–30	2030–31
Average household water bill with Melbourne Water's impact	\$1,492	\$1,481 (-0.8%)	\$1,480 (0%)	\$1,482 (0.1%)	\$1,482 (0%)	\$1,483 (0%)

Customer impacts are indicative only and exclude inflation, water corporation 2028 submission impacts and annual pass-throughs including desalinated water orders. Forecast customer bill impacts are estimated on the change in total Melbourne Water bulk costs; it is up to each water corporation to decide how this is passed onto households and businesses.

Summary by water corporation customers

South Gippsland Water

South Gippsland Water provides water and wastewater services to communities and businesses across a 1,234 square kilometre area of south-eastern Victoria. South Gippsland Water provides water services to 22,361 customers and wastewater services to 20,199 customers over 22 rural centres.

How we engaged | We gathered feedback through:

- 20+ meetings with the water corporations through forums and one-to-one meetings
- our community engagement program, including South Gippsland Water customers participating in surveys and focus groups.

What we heard | You told us you want us to:

- deliver fair tariff reform that includes a higher variable water tariff that encourages investment, charges for usage, and us taking on more demand risk
- consider transition arrangements for South Gippsland Water customers
- collaborate more on service planning
- simplify customer Outcomes and make it clear which Outcome relates to which customer group.

Delivering outcomes | We're committed to:

- collaborative planning
- tracking our performance against a new water security measure
- smoothing prices
- fair tariff reforms.



Your bills | The impact of our planned investments on your bills is small. We expect the Melbourne Water component of your annual bills to increase by \$71 from 2025-26 to 2030-31.

	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31
Average household water bill with Melbourne Water's impact	\$1,405	\$1,428 (1.6%)	\$1,437 (0.6%)	\$1,447 (0.7%)	\$1,460 (0.9%)	\$1,476 (1.1%)

Customer impacts are indicative only and exclude inflation, water corporation 2028 submission impacts and annual pass-throughs including desalinated water orders. Forecast customer bill impacts are estimated on the change in total Melbourne Water bulk costs; it is up to each water corporation to decide how this is passed onto households and businesses.

South Gippsland Water's increase relates to increased water security provided by entry into the South-Central Pool, which was scheduled to occur in 2024-25 in its 2023 Price Submission.

Summary by water corporation customers

Westernport Water

Westernport Water provides drinking water, recycled water and wastewater services to more than 23,500 customers from 27 townships. The service region covers 300 square kilometres encompassing Millowl (Phillip Island) and mainland communities from The Gurdies in the north to Archies Creek in the south-east. The region has one of the highest ratios of visitors to residents of any destination in Australia. During peak periods, there can be approximately 120 visitors to every permanent resident.

How we engaged | We gathered feedback through:

- 40+ meetings with the water corporations through forums and working groups
- our community engagement program, including Westernport Water customers participating in surveys and focus groups.

What we heard | You told us you want us to:

- deliver fair tariff reform that includes a higher variable water tariff that encourages investment, charges for usage, and us taking on more demand risk
- consider transition arrangements for Westernport Water customers
- collaborate more on service planning
- simplify customer Outcomes and make it clear which Outcome relates to which customer group.

To deliver outcomes | We're committed to:

- collaborative planning
- tracking our performance against a new water security measure
- smoothing prices
- fair tariff reforms.

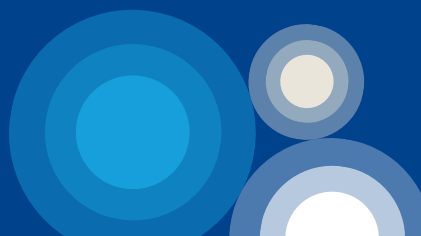


Your bills | The impact of our planned investments on your bills is small. We expect the Melbourne Water component of your annual bills to increase by \$9 from 2025–26 to 2030–31.

	2025–26	2026–27	2027–28	2028–29	2029–30	2030–31
Average household water bill with Melbourne Water's impact	\$1,394	\$1,394 (0%)	\$1,396 (0.1%)	\$1,398 (0.1%)	\$1,400 (0.2%)	\$1,403 (0.2%)

Customer impacts are indicative only and exclude inflation, water corporation 2028 submission impacts and annual pass-throughs including desalinated water orders. Forecast customer bill impacts are estimated on the change in total Melbourne Water bulk costs; it is up to each water corporation to decide how this is passed onto households and businesses.

Tracking our progress



To make sure we are always working towards our customer Outcomes, we have performance measures and targets for each outcome. These reflect what our customers and regulators said is most important.

We will engage with our customer forum regularly to get their feedback and understand how well we are meeting their expectations. We'll also assess our performance with the water corporations.

Where we don't achieve our targets, we'll explain why and how we plan to improve.

If we need to, we'll adapt our plans to make sure we continue to meet evolving customer needs and challenges.

We'll report on our performance twice a year, including:

- an annual report that examines how we are going against our targets and overall.
- a six-monthly status report that gives a snapshot of our performance.

You can follow our performance on our [Price Submission](#).



Outcome	Measure	Target				
		2026–27	2027–28	2028–29	2029–30	2030–31
 Outcome 1 Safe and reliable bulk water supplies for now and the long term	Number of <i>Safe Drinking Water Act</i> non-compliances (water sampling and audit)	0	0	0	0	0
	Percentage of time compliant with water corporation pressure requirements (cumulative across the year)	99.9%	99.9%	99.9%	99.9%	99.9%
	Percentage of transfer system losses as a percentage of water supplied to water corporations	<1%	<1%	<1%	<1%	<1%
	Conduct detailed investigations to progress the critical path for new large-scale water infrastructure	On Track	On Track	On Track	On Track	Met
 Outcome 2 Environmentally sustainable and reliable bulk sewerage services	Non-compliances with our EPA licence conditions for all effluent discharge limits at Eastern Treatment Plant	0	0	0	0	0
	Net amount of greenhouse gas emissions (CO ₂ -e) produced at all sites	204.38 kT of CO ₂ -e net total reportable Scope 2 emissions 0 kT of CO ₂ -e net total reportable Scope 1 emissions	<204.38 kT of CO ₂ -e net total reportable Scope 2 emissions 0 kT of CO ₂ -e net total reportable Scope 1 emissions	<204.38 kT of CO ₂ -e net total reportable Scope 2 emissions 0 kT of CO ₂ -e net total reportable Scope 1 emissions	0 kT of CO ₂ -e net total reportable Scope 1 and 2 emissions	<0 kT of CO ₂ -e net total reportable Scope 1 and 2 emissions
	Non-compliances with our EPA licence conditions for all effluent discharge limits at Western Treatment Plant	0	0	0	0	0
	Number of sewer spills across our transfer network due to system failure	0	0	0	0	0
	Volume of sewer spills across our transfer network due to system failure	0	0	0	0	0

Outcome	Measure	Target				
		2026–27	2027–28	2028–29	2029–30	2030–31
 Outcome 3 Healthy, resilient waterways	Length (kms) along waterways managed for ecological benefit (cumulative)	75km	272km	378km	536km	608km
	Number of projects funded within the waterways and drainage incentives program	1,000	1,000	1,000	1,000	1,000
	Overall satisfaction with our Waterways Service	≥85%	≥85%	≥85%	≥85%	≥85%
 Outcome 4 Urban drainage and flood resilience	Average estimated flood damages reduced as a result of Melbourne Water's programs ¹	\$75m	\$150m	\$226m	\$301m	\$390m
	Number of catchments where new flood information is completed ²	9	18	27	36	48
	Responses to our urban planning and development statutory and non-statutory applications are completed within the agreed timeline	>90%	>90%	>90%	>90%	>90%
	Developer Application satisfaction score	7 out of 10	7 out of 10	7 out of 10	7 out of 10	7 out of 10
	Water Corporations Relationship Health Metric	>70%	>70%	>70%	>70%	>70%
 Outcome 5 A valued partner in water cycle services	Water Corporations Relationship Health Metric	>70%	>70%	>70%	>70%	>70%
	Number of initiatives delivered that engage community and foster shared outcomes for healthy land, water and people.	40	80	120	160	200
	Percentage of the community surveyed with a moderate or better level of water literacy	>75%	>75%	>75%	>75%	>75%

¹ Target in \$2025–26 real, cumulative

² Number of secondary catchments, cumulative

For more information on Our Price Submissions, visit
Our Price Submission 2026 | A summary for regional customers | Melbourne Water

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