

# Pricing, services and support

## Service availability and usage charges 1 July 2026 - 30 June 2027

Our prices from 1 July 2026 are summarised below. These are in line with our 2023 price determination.

Water service availability charge (per annum)	
All standard connections (20-25mm)	\$199.61
Non-connected service (eg vacant land)	\$99.68
Water usage charge	
Per kilolitre	\$2.5324
Wastewater service availability charge (per annum)	
Connected service	\$917.18
Non-connected service (eg vacant land)	\$458.54
Additional business and community customer services	
Wastewater volumetric charge (per kilolitre)*	\$4.9815
Fire service charge (minimum connection size 20-25mm)	\$59.35
Interest	
Interest is not applicable to customers on a payment plan, in our Customer Care Program or eligible concession card holders.	6%

\*Visit [www.gippswater.com.au/charges](http://www.gippswater.com.au/charges) for the full schedule of service and usage charges, including applicable wastewater volumetric and commercial trade waste charges.



## We're making bills easier

If you're having trouble paying your bills, our friendly Customer Care team is ready to help ease the pressure of your bill.

We can:

- set up a flexible payment plan, so you can pay us in smaller regular instalments
- give you more time to pay your bill
- help you register a concession
- help you apply for a government-funded assistance scheme, if you're eligible.

To chat with us about ways we can help, visit our website to request a call back, email [customercare@gippswater.com.au](mailto:customercare@gippswater.com.au) or call 1800 050 500.

## Register your concession

Concession card holders may be eligible for a Victorian Government rebate of up to 50% off their bill. Maximum limits apply.

If you hold a valid concession card that is not registered with us, register it at [www.gippswater.com.au/concession](http://www.gippswater.com.au/concession) or call us on 1800 050 500.

## Delivering an essential service

We are Victoria's biggest supplier of industrial water and wastewater services, supporting major industrial customers alongside households in our region.

Across 43 towns, we provide drinking water to 78,473 customers and wastewater services to more than 70,984 customers.

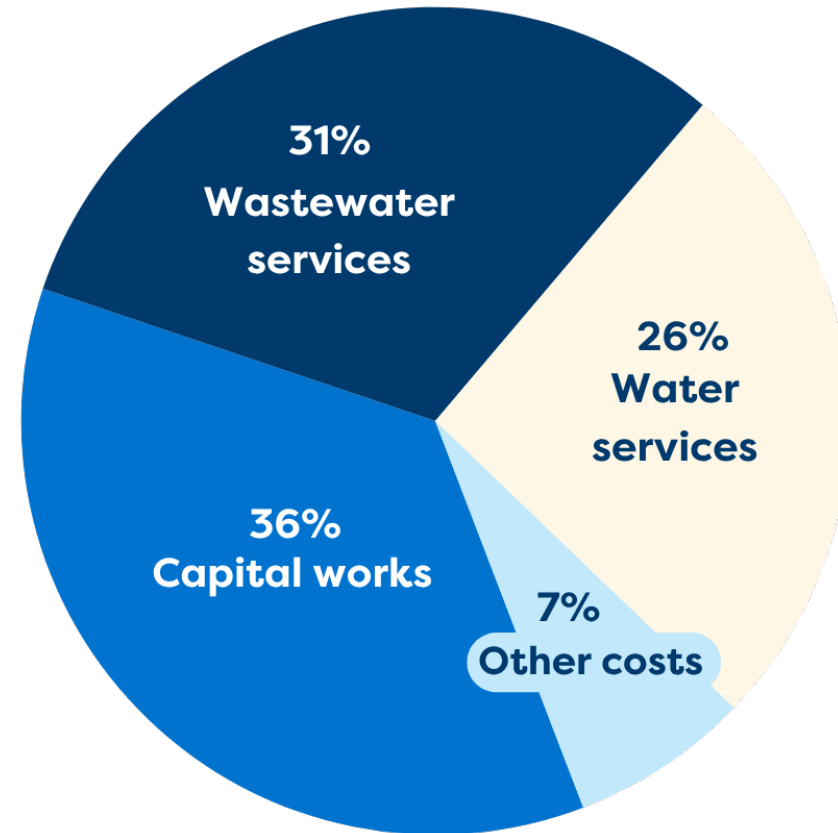
We maintain a \$1.7 billion water and sewerage network that includes more than 2,300 km of water mains, 1,900 km of sewer mains, 250 pump stations, and 29 treatment plants to deliver safe, reliable services. The fees and charges paid by our customers cover the cost of our services.

As well as maintaining our network, we are building to support the growth of Gippsland.

Our current projects include:

- A new water main on the western side of Drouin
- Upgrading the Warragul wastewater treatment plant
- Upgrading the Yarragon sewer pump station and adding a new sewer main
- A new water storage basin at Clarkes Road Traralgon
- Connecting the Traralgon water treatment plant with the Clarkes Road storage basin
- A new water main between Traralgon and Glengarry
- Upgrading the Saline Wastewater Outfall Pipe between Loy Yang power station and McGaurans Beach.

## What your bill pays for



**Capital works** include upgrading treatment plants and building new infrastructure to support our growing region.



**Wastewater services** include maintaining and operating our sewer systems and treatment plants to safely collect, treat and dispose of wastewater from residential and industrial customers.



**Water services** include managing Moondarra Reservoir and our water storages, treating drinking water, and maintaining the network of pipes that brings it to homes and businesses.



**Other costs** cover things like our 24/7 emergency response, helping customers when they need support, business administration and the environmental levy.