

Our 2021/22 Plan

Corporate Plan Summary

WHO WE ARE

Led by our vision of *Water to Live, Grow and Enjoy*, we provide water and sewage services to 49 towns across 16,500 square kilometres in North Central Victoria.

We operate 365 days a year to ensure our customers – residential, commercial and rural – have access to safe drinking water, a secure water supply and reliable sewage services.

Our 10-year plan, *Strategy 2030*, guides the business to ensure there is enough water to sustain and grow economic activity and investment for the region.

We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.



We are committed to being a safe and inclusive organisation for LGBTIQ+ communities and their families.

WATER

We supply over **160,000** people with water

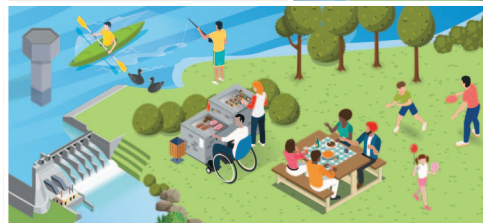


2,000+ kilometres of water mains

Nineteen water treatment plants

50+ kilometres of recycled water pipes

ONE recycled water factory



34 reservoirs and service basins

140+ kilometres of water distribution pipelines and channel system

SEWAGE

2,000+ kilometres of sewer mains

16 water reclamation plants (sewage treatment and reuse)



RURAL



500+ kilometres of rural supply channels and mains

60+ kilometres of distribution main channels including piped sections



OUR STRATEGY

Strategy 2030, and its four strategic directions, guides our decision making to ensure we are a valued community partner and promoter of regional prosperity.



STRATEGIC DIRECTION 1:

Water security and zero carbon

Water is a precious resource. We will focus on securing our region's water supply in challenging times through innovation, education and carbon reduction.



STRATEGIC DIRECTION 2:

Healthy people and environment

Water is essential to sustain life. We will focus on providing clean, affordable water for human and environmental needs including for Aboriginal values.



STRATEGIC DIRECTION 3:

Prosperous economies

Water underpins economic prosperity. We will focus on partnering with industry and government to plan and build water services that supports business, industry and employment.



STRATEGIC DIRECTION 4:

Green and active communities

Water underpins liveability. We will focus on working with community and partner agencies to sustain attractive green spaces and recreational water access for our communities.

Our *Corporate Plan* defines how we will deliver on business objectives, priorities and budget decisions for the next 12 months.

The plan sets out our mission, vision and values, and outlines our commitment to creating and ensuring value for our customers and communities.

We have a busy year ahead completing medium and long-term planning and extensive engagement with customers about our *Pricing Submission 2023-28* (PS23).

PS23 is our proposed levels of investment, servicing and pricing for the five-year regulatory period. As a customer funded business, it is important for us to hear from you, our customers, to help us develop this submission. We want to know what customers want and value in water and sewage services to help us plan for the future.

For this coming year, we will:

- › Improve our business resilience to the threat of climate change and plan to adapt to it.
- › Support our growing communities and do our part to enhance regional prosperity. We will keep pace in meeting the service levels our communities need to prosper.
- › Increase access to recreation and enhance the recreational services available.
- › Capital investment will increase to \$40 million to:
 - help us respond to climate change challenges
 - enable residential and industrial growth
 - contribute to improved service levels to customers
 - help protect our environment from sewer network overflows
 - increase our asset renewal rate
- › Implement new digital technology making it easier to do business with us.



OUR COMMITMENTS

Key commitments in 2021/22 are:

Engaging and Partnering with our Communities

- › Have our *Innovate Reconciliation Action Plan* endorsed.
- › Continue conversations and find ways to support Traditional Owners in achieving self-determination.
- › Work with regional and industry experts to create a financial counselling support model to help customers experiencing vulnerability.
- › Invest further in digital resources to help raise water literacy in our community.
- › Introduce digital billing for customers (email and SMS).
- › Customers and stakeholders will have the opportunity to have direct input into our *Urban Water Strategy* and *Pricing Submission 2023–28*. To have your say, go to Connect Coliban, connect.coliban.com.au.

Water Security and Liveability

- › Install digital meters in public spaces within the City of Greater Bendigo to help them use water more efficiently, identify leaks and ultimately save water.
- › Our *Urban Water Strategy* is being developed with input from customers and community. We consider the impacts of population growth (increased demand for water), climate change (reduced water availability) and other risks over 50 years on our ability to supply water to our customers and treat sewage for reuse. You can find out more on Connect Coliban, connect.coliban.com.au.
- › Apply a zero-tolerance approach to water theft.
- › Upgrade the Bendigo Recycled Water System to improve capacity and quality.
- › Complete works in Echuca to improve water security and reliability.
- › Improve water pressure to some areas of Bendigo and smaller towns.

Climate Change Mitigation and Adaptation

- › Complete a feasibility study into alternative green energy or green energy products to see if they could contribute towards our goal of achieve Net Zero Carbon in the future.
- › Climate change considerations will be embedded into planning and asset management decision-making processes and procedures.
- › Improve business resilience with an emphasis on proactive identification and preparedness for emergency management of natural disasters, unplanned events and climate change.

Protecting the Environment

- › Along with our partners (the North Central Catchment Management Authority and Dja Dja Wurrung Clans Aboriginal Corporation) we will continue to help fund and implement the 2021–22 ‘A Healthy Coliban Catchment’ program, which focuses on the health of the Coliban River and its branches upstream of Malsbury Reservoir.
- › Finish plans for the Bendigo Water Reclamation Plant biosolids upgrade to address process inefficiencies and extend its effective life.
- › Long-term planning of the Bendigo Sewer System to:
 - ensure ongoing environmental compliance
 - accommodate growth
 - minimise energy use
 - provide treated water for human and environmental needs
 - recycle water to support economic prosperity and sustain active green spaces

We will do all of this, while remaining committed to: business excellence, financial stability, leadership and living our new culture and maintaining the Victorian Public Sector Values.



PRICING

Most of our prices have fallen by 0.6% in 2021/22.

Here are some examples of how a typical bill has changed for residential owner-occupiers, tenants and non-residential customers.

2020/21 2021/22

Typical Residential bill change using 190 kilolitres

Water Service Fee	\$227	\$226
Water Consumption	\$426	\$423
Sewerage Service Fee	\$683	\$679
Total Bill	\$1,336	\$1,328

Typical Tenant bill change using 190 kilolitres

Water Consumption	\$426	\$423
Total Bill	\$426	\$423

Typical Non-Residential bill using 300 kilolitres

Water Service Fee	\$227	\$226
Water Consumption	\$684	\$680
Sewerage Service Fee	\$683	\$679
Sewerage Volume	\$54	\$53
Total Bill	\$1,648	\$1,638

SERVICES

Where does the typical residential bill go?

UPGRADES



23%

Upgrades to water treatment and water reclamation plants, and building pipes, pumps and water storages.

OPERATING COSTS



12%

24/7 response and repairs, customer support and business administration.

WATER SUPPLY SERVICES



37%

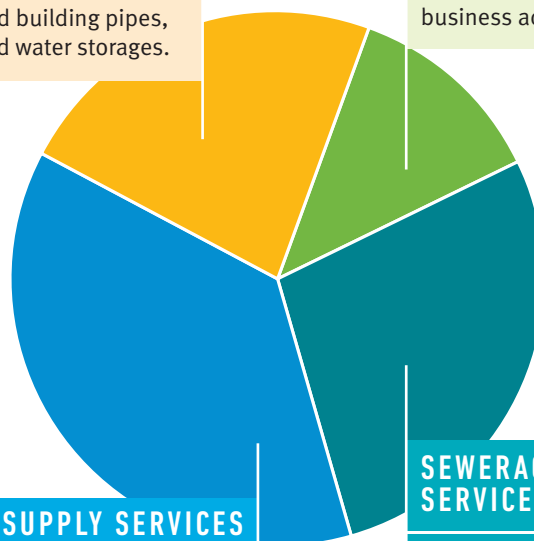
Looking after our reservoirs, treating and distributing water, and maintaining our pipe network for urban, commercial and rural customers.

SEWERAGE SERVICES



28%

Remove, treat and dispose or reuse water.



COLIBAN WATER SEWER AND WATER SUPPLY SYSTEMS

TRADITIONAL LAND OWNERS WITHIN THE REGION





CONNECT COLIBAN

Have you visited our new online engagement site Connect Coliban?

It's never been easier to have your say on issues affecting you and your services. Connect Coliban is a place to share ideas, learn about current projects and initiatives, ask questions, provide feedback and contribute to plans for our region's water future.

We invite you to follow projects at connect.coliban.com.au and contribute to the conversation in your area.

CONNECT WITH US

You can contact us by telephone, email, mail or in person.

24-HOUR FAULTS AND LEAKS AND GENERAL ENQUIRIES

1300 363 200

EMAIL > coliban@coliban.com.au

ONLINE FORM > www.coliban.com.au

Use our form at coliban.com.au to ask a question or provide feedback.

CUSTOMER COMMUNICATION ASSISTANCE IS AVAILABLE FOR



Non English speaking customers
13 14 50



Speech and hearing-impaired
customers **13 36 77**

HAVE YOUR SAY

connect.coliban.com.au

Environment and Sustainability

Interested in finding out more about our commitment to the environment? Protecting and enhancing our environment is central to everything we do.

The values of Traditional Owner groups also play a key role in our strategic direction.

Find out more: coliban.com.au/about-us/environment

Want an alternative format?

If you would like to read this document in an alternative format, for example large print or text only, please contact us on 1300 363 200 or email

communications@coliban.com.au

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