

# Media Release

15 March 2022

## Prices for Central Coast Council Water from 1 July 2022

IPART is seeking feedback on its draft decisions, released today, on the prices that the Central Coast Council as a Water Supply Authority (CCC Water) can charge its customers for water services from 1 July 2022 to 30 June 2026.

"Our draft decisions recognise the genuine need to invest in quality water services on the Central Coast. It is critical that our draft prices are accompanied by improvements to CCC Water's performance and accountability for that performance," said IPART Chair Carmel Donnelly.

Under IPART's draft prices, the combined yearly bill for a typical household would increase by around \$200 on 1 July 2022. The bill would then increase by around \$49 per year, before inflation, until 2025-26.

"Our draft decisions on prices would increase typical household bills, but not by as much as CCC Water proposed. Customers have told us that price and bill increases may cause affordability concerns in the community. We have phased-in the price increases over the next 4 years to give customers more time to manage the impact," said Ms Donnelly.

IPART has carefully balanced customer concerns about price increases with the need to ensure CCC Water has enough funding to improve its delivery and network operations and maintain its assets.

IPART considers it crucial CCC Water is made more accountable and is transparent about how it spends the money and how it would improve its services to the community.

"We intend to recommend CCC Water regularly reports on its performance to the community. We expect CCC Water to consult with the community to develop a set of performance measures that reflect the community's preferences. We have provided some examples CCC Water could consider in the Draft Report and we are interested in the community's feedback on them," said Ms Donnelly.

In addition, IPART intends to recommend the Minister gives us a referral to investigate and report on CCC Water's performance and progress in 2 years.

IPART encourages customers and the community to make submissions on the Draft Report by 14 April 2022, complete our 'Have Your Say' survey, and participate in IPART's online public hearing on 5 April 2022.

The Draft Report, Draft Determination, survey, and registration for the public hearing are available via IPART's [website](#).

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