

Delivering customer value

A water pricing framework that promotes the 3Cs of



Customers

Water businesses work with customers to identify required services, including desired community and environmental outcomes

Costs

Water businesses propose efficient costs and prices to deliver services at lowest sustainable cost

Credibility

Water businesses are accountable for delivering well framed and achievable proposals

Supporting an innovative, efficient and sustainable water sector that delivers long-term customer outcomes



Businesses demonstrate customer preferences are at the centre of all decisions



High-quality proposals deliver customer outcomes at lowest sustainable cost



IPART tailors decisions and incentives to support business to promote the 3Cs

Five-year cycle of engagement

