Pricing Submission 2028-33

What we've heard

Bacchus Marsh Irrigation District

Every five years, as part of our Price Submission, we talk to our customers and communities about what matters to you about how we best support you in future. We've received feedback that's helping us understand your priorities. This helps us prepare a Price Submission for our services and prices from 2028 to 2033 – with the Essential Services Commission independently assessing any proposed changes. We balance potential options within the regulatory, legislative and operational requirements in which we work.

We heard customer service satisfaction rated highest overall, though customers want more front-line support, easier order changes and stronger integration with on-farm technology. We heard customers want a more reliable supply with fewer disruptions. Eight in 10 customers rate long-term sustainability of water resources as very or extremely important; supply reliability and climate change were the most common concerns.

Reliable

What we heard from you

- Timely delivery when needed important for good service.
- Finish outlet works to connect to modernised pipelines.
- Stronger integration required between our systems and on-farm technology.

Responsive

What we heard from you

- Front-line staff support is highly valued, and more is requested.
- Remote access to data is important to support automated operations.

Responsible

What we heard from you

- Long-term sustainability of water resources rated as highly important.
- Value of recreation facilities, such as at Pykes Creek and Merrimu reservoirs.
- Equitable share needed across competing users including big and small irrigators, licensed users and the environment.
- Concerns about reliable water supply and infrastructure in an increasingly hot and dry climate.

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Value for money

What we heard from you

- Orchards and market gardens rely heavily on water, resulting in greater price sensitivity. Yet overall better data visibility and reliability seen as important to meet on-farm operations.
- Customers want clear, transparent, justified fees.

Balancing regulations and operations

Our role, defined under the *Water Act 1989*, requires us to manage and upgrade systems and infrastructure safely and responsibly, within the available funding, statutory framework and resources.

We focus on what's within our scope and work with government and other agencies to support what matters to you for our region today, and for tomorrow.

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