

What we heard Customers Experiencing Vulnerability

We spoke with 18 customers who are currently in our support programs, and held two workshops with support agencies.

Concerns

Water bills are the smallest utility bill but it can still be expensive. There is an increase in demand for services because of pandemic related isolation, compounded by limited in-person contact.

Next Steps

We will include the information we heard in the planning for the Pricing Submission.

There is a need to increase awareness of support programs through partnerships with support agencies.

28% of customers have applied concessions to their water account.

Customers found Coliban Water easy to deal with and understanding of their individual circumstances.

12% of all customers have a payment arrangement in place for their account.

Organisations with established relationships with us report a positive experience.

Support agencies commended our proactive engagement of customers who may need support to pay their bills but were not contacting us.

Intergenerational Debt

Shared concerns with how they are going to pay their bills now, and an increase in support will need to be considered when planning price increases. Price increases will lead to more customers requiring support to pay their bills.

Community Contributions

Having quality green spaces available to customers who are struggling is essential to have a positive impact on the liveability of the region. Some customers may have poor living conditions and having a space available to enjoy is essential to their wellbeing.

Protecting Against Drought

Many customers attempt to save water in the home to keep costs down. Having a garden is the only indulgence for some customers, so water restrictions could lead to a decrease in wellbeing.

Supporting Customers Experiencing Vulnerability

They value our existing programs and said that increasing awareness of what support is available and continuing to break down barriers is the next step in aiding people who need it most.

