

# What we heard Major Customers

We spoke with 7 of our biggest customers with annual usage between 170 and 570 megalitres.

## Concerns

Lockdowns and staff shortages have increased operational costs of our major customers. Increasing costs impact competition with international markets.

## Next Steps

We will continue to work closely with our major customers to meet common goals. The feedback we heard will assist the planning for the Pricing Submission.

Believe Coliban Water do a lot in the community and could look for opportunities to partner with businesses to increase our impact.

Jumps in prices cause budgeting issues for businesses with a low profit margin.

Major customers are investing in onsite infrastructure to reduce their reliance on our water supply network.

Our major customers want to see an increase in capital investment now to ensure there is capacity for future growth.

Fair pricing is needed and we also need to look after customers experiencing vulnerability.

15% of major customers prefer a user pays framework. They don't want high users to impact on others.

## Intergenerational Debt

They prefer smooth pricing as it helps them to plan for the future. They also prefer a user pays systems where the customers who experience the benefit of investment are the ones who pay for it.

## Community Contributions

They acknowledge that water efficient practices reduce demand on our networks and benefit their bottom line. Treating wastewater onsite reduces the demand on our sewer systems and allows businesses to reuse water. Efficient use of water is also beneficial to the environment.

## Protecting Against Drought

They can use large volumes of water in their business processes. Another drought causing restricted access to water would be harmful to many businesses. Some are planning to become less reliant on our services but continue to need a secure water supply.

## Supporting Customers Experiencing Vulnerability

They agree that we should support customers experiencing vulnerability. They would like to see support for employers to maintain sustainable local jobs and suggested pricing should be shaped around social demographics.

