South East Water

Your voice, shaping the future of water.

Between February and July 2026, more than 5,000 people told us what matters most as we plan the next five years of prices, services and investment.

We listened



5,000+
People engaged

- 3,100+ bill estimator responses
- 1,540 survey responses
- 665 at community pop-ups
- 102 multicultural workshop participants
- 52 business and stakeholder roundtable participants

Including First Nations communities, young people, people with disability and access needs, customers experiencing hardship and business customers.

We heard what matters



Reliable services



Value for money



Responsible investment for the future



Support when it's needed

What's next



5 Customer Voice Groups
Providing deeper insights from customers whose experiences aren't always heard.



50-Person Community Panel
Review what we've heard and develop recommendations for our price submission.

December 2026
Community Panel recommendations.

March-June 2027
We update you.

30 September 2027
Submit price submission proposal to the Essential Services Commission.

In The Pipeline

To learn more, visit **engage.southeastwater.com.au/pipeline**