

Essential stories: Angeline, water team member

17 October 2018

'I really wanted to be a rock star when I was little. I have five guitars: one electric, one steel string, three nylons and an oud. I still have my first guitar, which is 30 years old.

'I played acoustic for a long time. These days, I strum a guitar every now and then, often not so well. To keep up my creative side I write short film scripts. At the moment I'm collaborating on a comedy web series with a colleague!

'I manage pricing issues and oversee the regulatory modelling. We've just completed a price review. Although I work a lot with numbers, you can be creative at the commission. When I was new here, I made two fun videos on water price regulation!

'I'm really proud of the work we've done around [water price reviews](#). I was involved in the [2016 Melbourne Water price review](#), and I'm now involved in the [2018 water price review](#), which uses a new regulatory framework called [PREMO](#). I like the fact that the commission is trying something new. It keeps the work interesting and challenging.'

Angeline Bilas, water team member at the Essential Services Commission

Photo: Paul Jeffers



The Essential Services Commission is made up of a diverse range of people who bring something unique to our workplace. In 2018, our 'essential stories' series showcases some of our team members and why the work they do here is important to them. [Follow us on LinkedIn](#) for regular 'essential stories' updates.

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Useful resources

[Water pricing framework \(PREMO\) review 2016](#)

We reviewed our water pricing approach and developed the PREMO framework, which puts customers at the centre of a water business's decision making.

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[Water price reviews](#)

We review and determine prices for certain water services. The final decisions from our water price reviews include regulated prices for these services. The regulated prices reflect requirements for that water business or water management process and aim to ensure sustainable outcomes for Victorian water consumers.

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