



**RM (C/18/8792) Proposed Coliban Water Rate Increase**  
Davidb to: water

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From: Davidb [REDACTED]  
To: water@esc.vic.gov.au

In relation to proposed water rate charge review of Coliban Water

Dear sirs, I identify myself at the outset by being unhappy about the performance of Coliban Water as reflected in my water bills.

There are so many shortcomings from a users point of view that I am unsure where to begin.

As an aged pensioner on a fixed income utilities make up a large proportion of my pension.

I am well aware of the " User Pays " model, but in relation to water it seems , non user pays as much as those who consume in vast quantity.

The cheapest thing on my account is my water usage, the extraneous charges that I can neither reduce nor avoid exacerbates my problem.

A combined " Service Fee " for water and sewerage supply amounts to \$230 on a water usage amount of \$33.

Yes there is an offset concession entitlement, of some \$80, which reduces my service charges to effectively \$150.. that is still more than 450% more than I am paying for the \$33 of water I have used...

And if I were to use no water at all, I would still have an account at the end of the day for \$150 after the concession was applied.. Maybe a figure of \$150 doesn't mean much to a person not on a fixed income.. but it represents about 20% of my fortnightly pension , and it happens multiple times a year, with each account.

To support life there are essentials, food, shelter and water, to have something as basic as an affordable water supply toyed with by a bureaucrat sitting in his air conditioned office and calculating his superannuation payout is nothing short obscene.

I am old enough to remember when essential services were not meant to generate an income stream.

It annoys me no end that I even had to " BUY " my water meter, to connect to the supply, I cant think of any business model apart from this, that makes me pay for somebody else's infrastructure.

When I go to the service station to buy fuel, I don't first have to " BUY " a pump to have my commodity delivered.. what water supply entities like Coliban Water are doing is essentially cost shifting, making their costs, the customers responsibility. The same for a can of coke, I don't have to buy the bottling plant.. this sort of charge can only happen when an entity has a monopoly and abuses its customers rights.

On a somewhat related matter dealing with wastage, and essentially through that a cost to service provision, there was a recent matter of a water leak at an adjacent property, Coliban Water were notified by phone on multiple occasions and for more than a week the water just kept on pouring down the drain.

After I wrote an instisting e mail that something be done, they finally came to have a look at the leak.. I was informed that the normal schedule for leak repairs was 14 days..

I know I am unlikely to ever receive a meaningful response, but I cant see how such bumbling inefficiencies that fold into my water charges can be allowed to go on. Somewhere somehow some one would have to cover the loss of water down the drain, and my guess is because it isn't coming out of their pocket, Coliban Water couldn't give a damn.

Accountability and efficiency are inextricably linked to the entities overall performance, and via that to its charges.. I would like to see a measure of responsibility applied to the existing system before any thought of hitting the consumer for a price increase is contemplated to cover Coliban Waters own deficiencies.

Your sincerely

David Beasley

Supporting water account available if required