

# Day 1 recap, Day 2 outline

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# Background

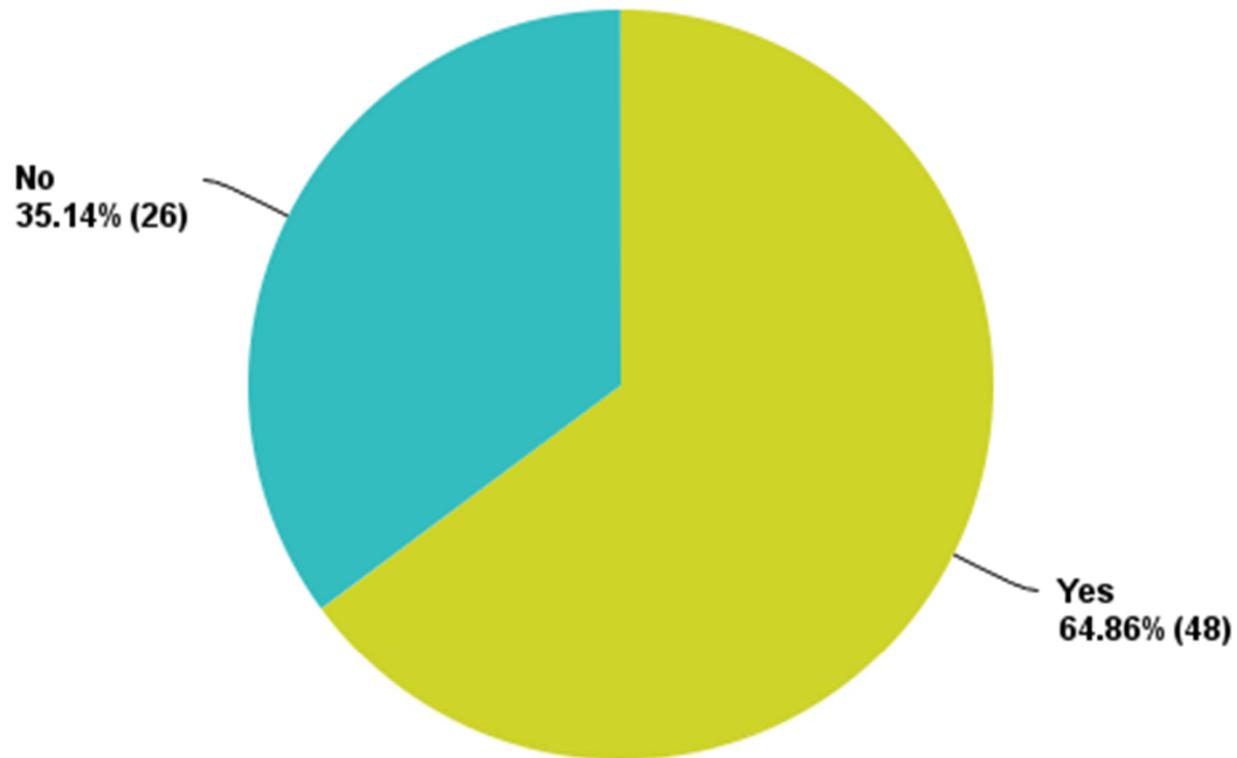
*It ain't broke, why fix it?*

# Themes

- Opportunity to improve framework
- Lighter handed reviews – but qualification parameters, information requirements matter
- Customers integral – guidance, instruction, feedback to pricing (but issues to resolve)
- Incentives – greater focus on rewards and penalties around customer outcomes

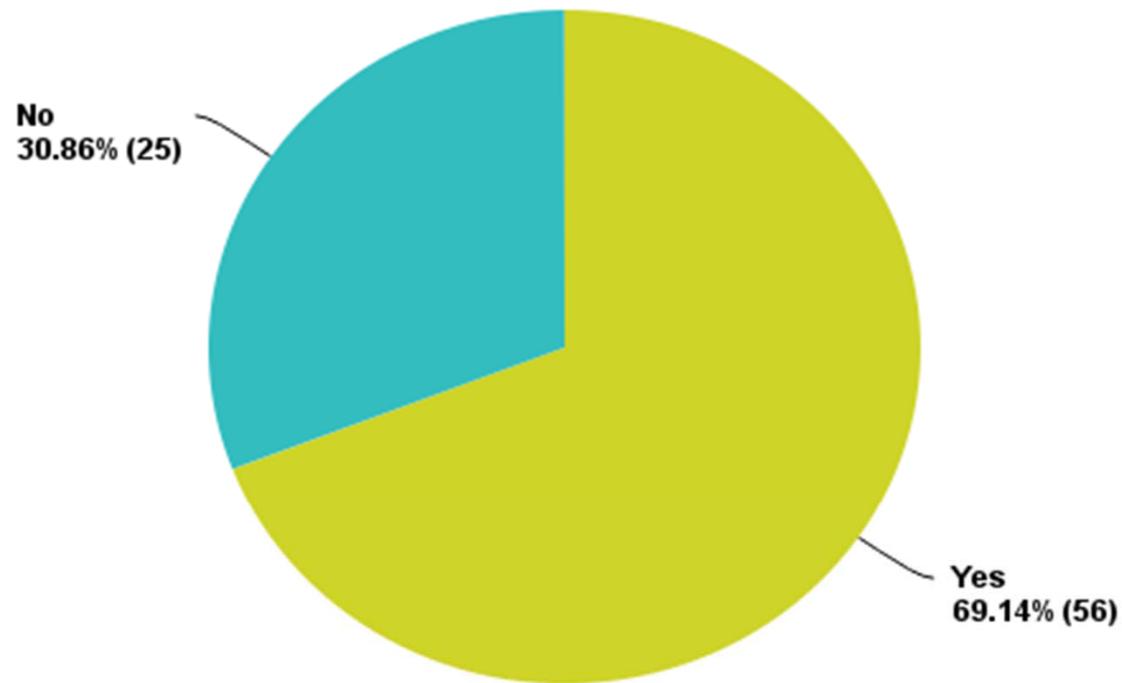
**Q1 Do current water prices represent value for money for customers?**

Answered: 74 Skipped: 0



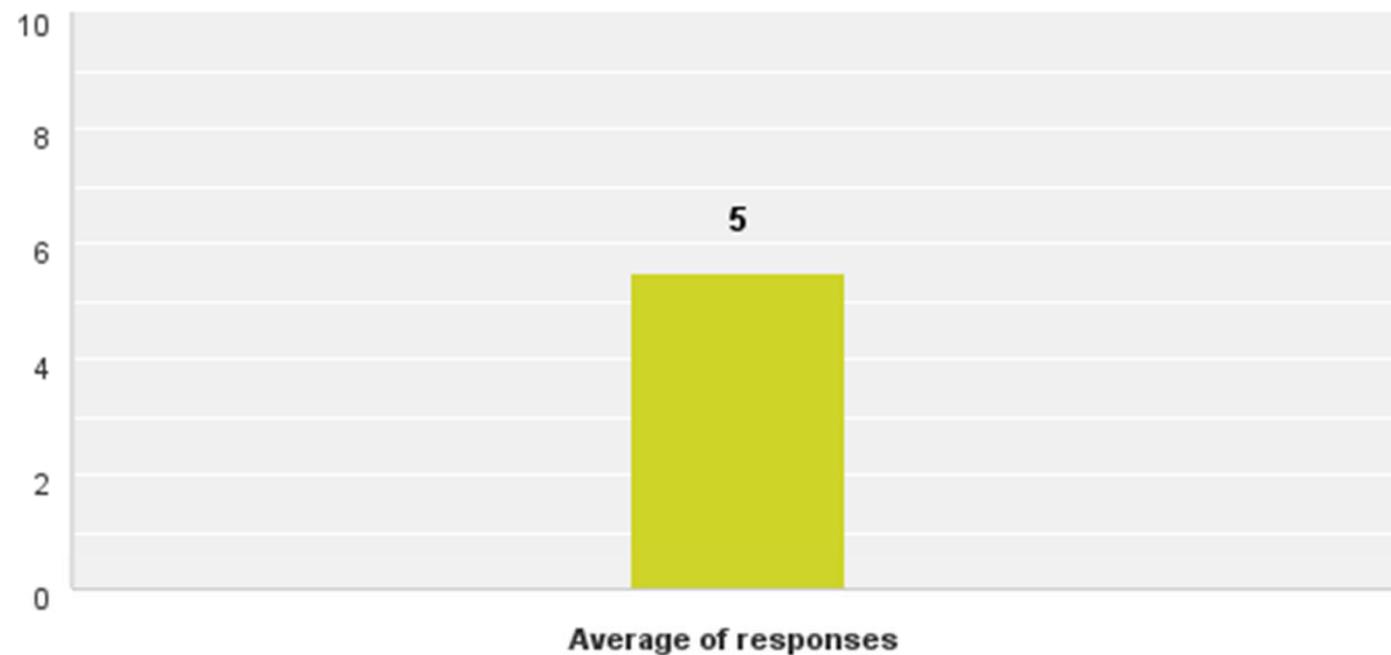
**Q2** Is there merit in using a customer satisfaction score for each water business that influences prices (e.g. a higher satisfaction score might mean a higher approved revenue allowance for a business)?

Answered: 81 Skipped: 0



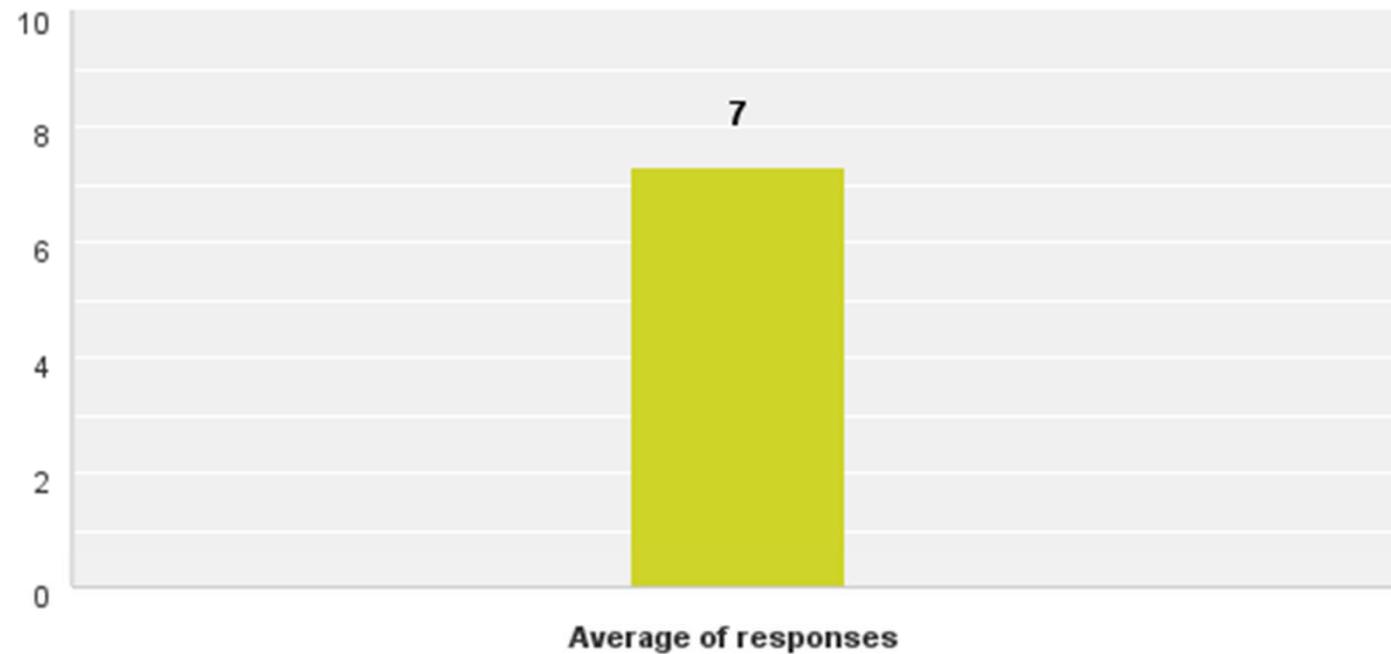
**Q3(a) How responsive are Victorian water businesses to financial incentives? (1 being low, 10 being highly responsive)**

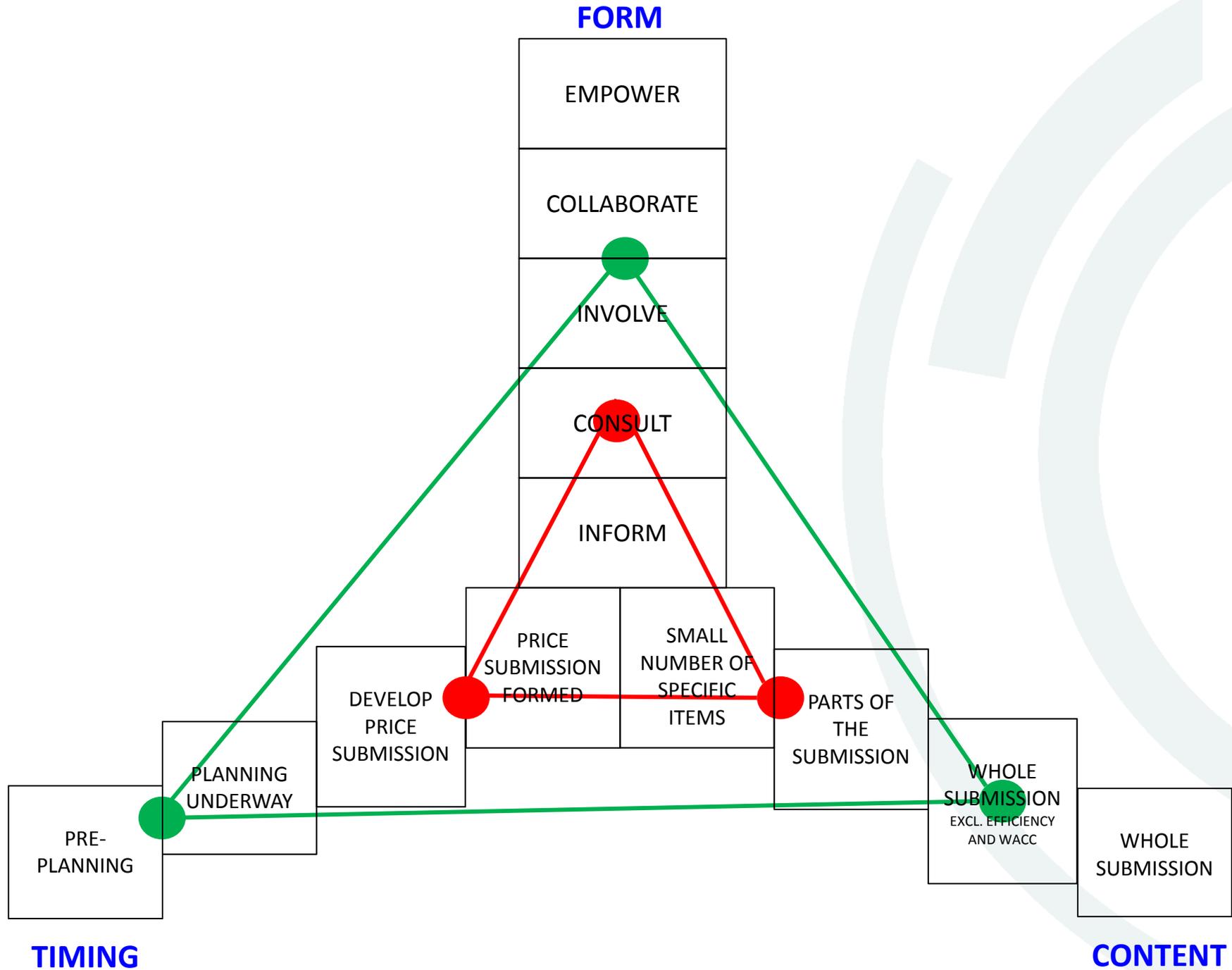
Answered: 69 Skipped: 0



**Q3(b) How responsive are Victorian water businesses to reputation incentives? (1 being low, 10 being highly responsive)**

Answered: 69 Skipped: 0





# Controversial ideas unchallenged

- unbundling
- scarcity pricing
- intensive benchmarking
- separate price controls

# Opportunity to improve framework

- Speak now
- Don't miss the opportunity
- Framework is open, now is your chance