

Water price review 2018

Submission received through Engage Victoria

Date submitted: 16 April 2018

Water business: City West Water

Submission written by: Anonymous

Postcode: ----

From 6 December 2017, we began accepting submissions on our 2018 water price review via Engage Victoria (www.engage.vic.gov.au). On this website, people were given the option to send us general feedback or respond to a set of questions we provided.

1. What do you think of the prices proposed by the water business?

Non residential owners such as ourselves are galled at the overly large bills being sent for multi storey apartment blocks. The fees charged are not realistic and we do NOT appreciate all the piggyback charges, such as parks or fire levies or other being tacked on to these.

Supply charges are also too high..

2. What do you think of the proposed outcomes?

They don't go far enough in reducing prices for property owners. In multi residential apartments the bills for owners are not proportionate to any realistic costing for maintenance of water supply and systems!!!! ie they are way too high for a very small block of land being shared by many. Not only that, there is a double dip by charging both owners and tenants!!.

3. Are there any other customer outcomes or issues we should consider?

Yes-we are not customers, we OWN the water resources and the games played in corporatising what is OURS should be mindful of that, and therefore these 'charges' should be miniscule IF AT ALL!!!!.

4. What do you think of the proposed guaranteed service levels?

Penalties need to be very strict for leaks that are not corrected within a matter of hours-say 4 in any public areas.

5. Do you have any comments on the proposed major projects?

They should be absolutely necessary and responsive to householder's requests and needs, probably prioritising the jobs with the most householders having requirements.

6. Is there anything else we should consider as part of our price review process?

Returning management properly by government authorities and NOT running a bogus corporate utility!!!!!!!!!!