

# Water price review 2018

## Submission received through Engage Victoria

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Water business: Yarra Valley Water

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From 6 December 2017, we began accepting submissions on our 2018 water price review via Engage Victoria ([www.engage.vic.gov.au](http://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?

*I was planning to have my property off-grid to lower the cost of living.*

*I have found it an extremely difficult process to get these answer for Yarra Valley water.*

*It seems having the water and sewage service disconnected to remove the service costs is a mystery to the staff at YVW. Each contact is a different answer to the last. I believe I should have the right to not be subjected to the extreme costs of these services when they are not wanted. Its currently forced upon me because I have no clear path of action and information.*

2. What do you think of the proposed outcomes?

*People should have a right to disconnect and not be charged excessively. There should not be any unreasonable costs to do this for the customer. Any cost and method should be reasonable. Water is an essential service and this means it should not be an excessive cost to reconnect either. If YVW cannot provide reasonable service costs for water people must have fair alternatives.*

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

*No response.*

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

*No response.*

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

*No response*

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

*No response.*