

Water price review 2024

Submission received through Engage Victoria

Date submitted: 20 April 2024

Water business: Goulburn-Murray Water

Submission written by: Christopher Maud

Postcode: 3737

In March 2024, we began accepting submissions on our draft decision on Goulburn-Murray Water's 2024 price submission via Engage Victoria (www.engage.vic.gov.au/ESC-water-price-review-2024). On this website, people were given the option to send us general feedback or respond to questions we provided.

1. What do you think of our draft decision on the prices proposed by your water business?

They are unfair and may I suggest probably illegal, deffinately immoral the way they relate to Unregulated Domestic water users. Charging for services where no service is possible.

2. What do you think of our draft decision on the business performance and their future service commitments?

I am entitled to less than \$10 worth of water a year. How do you think I feel being charged hundreds of dollars a year for beat up charges, and water that may not arrive?I have been providing ALL my own infrastructure and maintenance since 1983, and as I age this is becoming impossible. NO, I DON'T WANT TO RECIND MY ENTITLEMENT TO WATER FOR FIRE FIGHTING PERPOSES, AND TO FLUSH MY TOILET!

3. Is there anything else we should consider before we make a final price review decision?

I made a specific request in my previous submission for the ESC to make a formal ruling regarding the legality of charging Unregulated Domestic consumers service fees and other charges where no service is provided. I can see no mention of this in the ESC draft report.GMW are unable to describe to me the location of the deer wallow my pipe is tapped

into, despite me being physically shown where to take my water from by a previous water regulator. I believe charging fees for services not rendered is illegal, and I hereby require the ESC to make a formal statement to describe what part of Victorian law allows the charging of fees where no service is provided.

