

Water price review 2024

Submission received through Engage Victoria

Date submitted: 30 April 2024

Water business: Goulburn-Murray Water

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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?

I think you as an overriding body in the decision-making process should address the situation where a "government" body in GMW can levy fees to "customers" where there is absolutely nothing provided for the fee or charge. GMW have for years charged people a fee for service that is never ever provided. I cannot see why a "customer" is indebted to pay for a "service" when absolutely nothing is provided in the case of rural stock and domestic users. You have the authority to prevent GMW from continuing this travesty and requiring either "service" or "no fee". Do not waste this opportunity to send a clear message to GMW that as a body they can no longer class domestic stock and domestic users alongside commercial irrigators and disallow this claim to increase or even levy an fee for "NO SERVICE".

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

Does not go hard enough.

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

look carefully at what is provided. If a service is charged, it should be provided. There is simply no service whatever.